



Welcome to Metrc

Testing Facility Webinar – October 23, 2025

Agenda

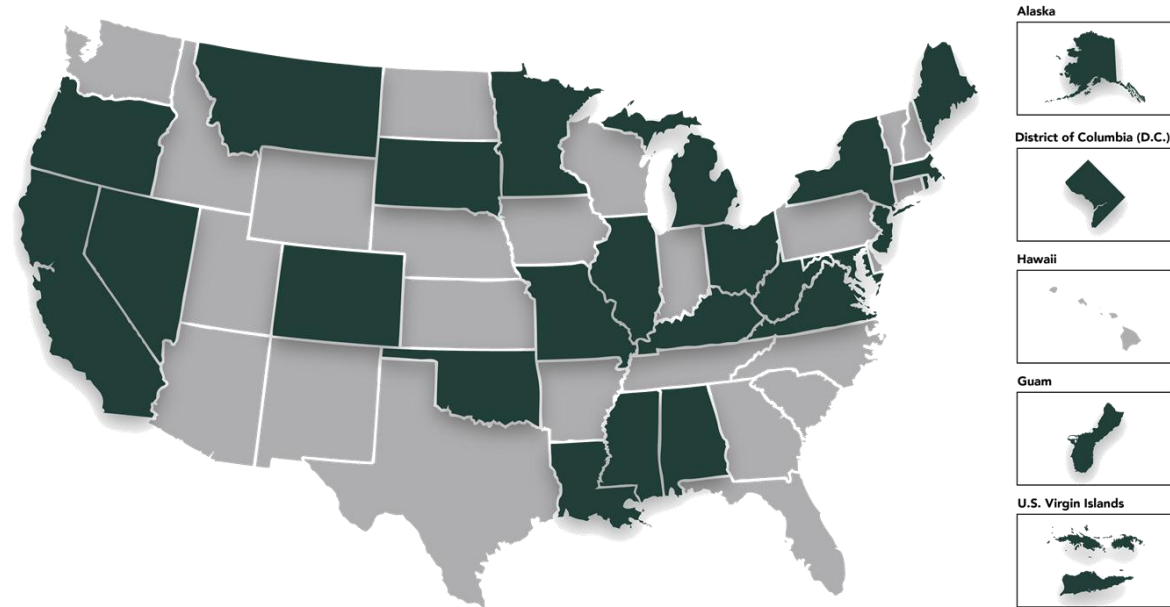
- 1 Metrc New York implementation
- 2 Metrc onboarding
- 3 Key system features
- 4 Metrc resources
- 5 Q&A

Implementation plan

Who is Metrc

Company overview

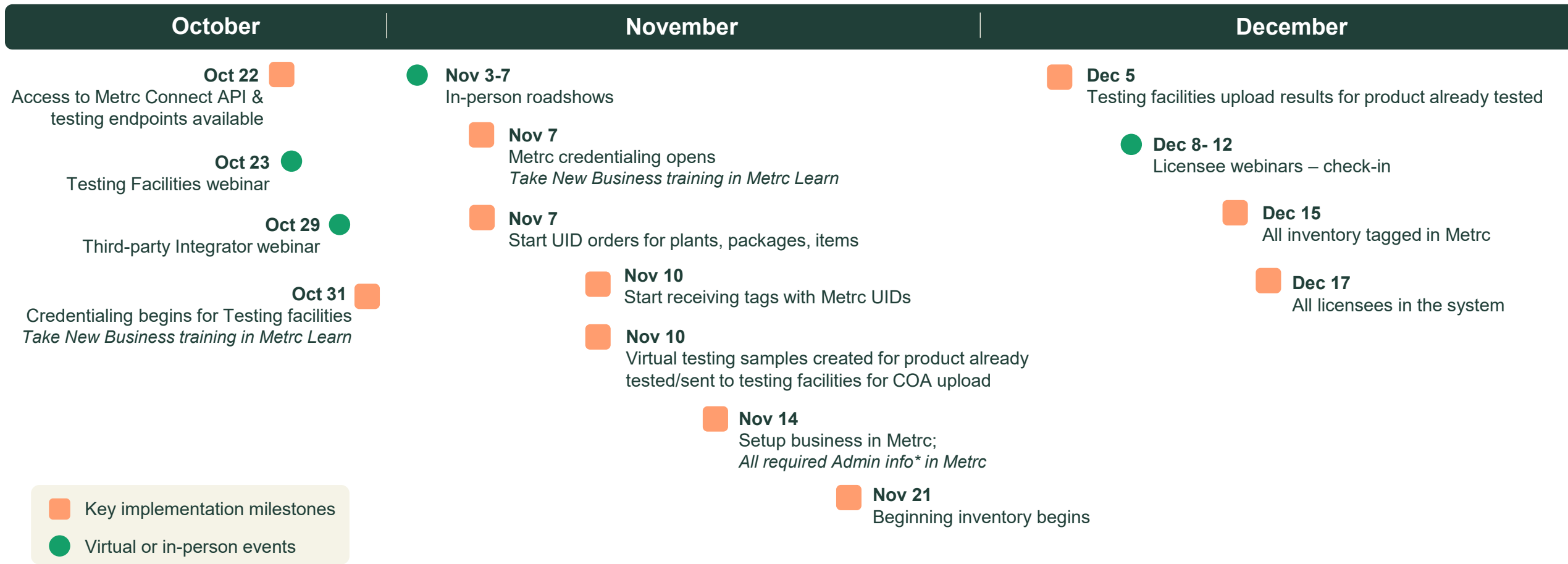
Metric helped pioneer the legal cannabis industry through launching a track-and-trace technology solution that supports market security, public safety, and business compliance.



- 10+ years of business experience in supply chain processes and tracking including: Cannabis (10+ years), Air Cargo, etc.
- Most experienced and tenured provider of cannabis regulatory technology
- Currently contracted with 30 regulating bodies
- Serves more than 520,000+ industry users and 58,000+ licensed businesses
- 390+ Third-party integrators leveraging Metrc's API

Implementation timeline

This timeline is intended to guide a smooth transition and onboarding into the Metrc system. Updates will be posted on the Metrc New York State Partner Page and the OCM Seed-to-Sale page, with administrators also receiving regular email notifications.



**Admin info – Strains, Items, Processing Jobs, Employees, Locations, Drivers*

Testing Facilities Licenses

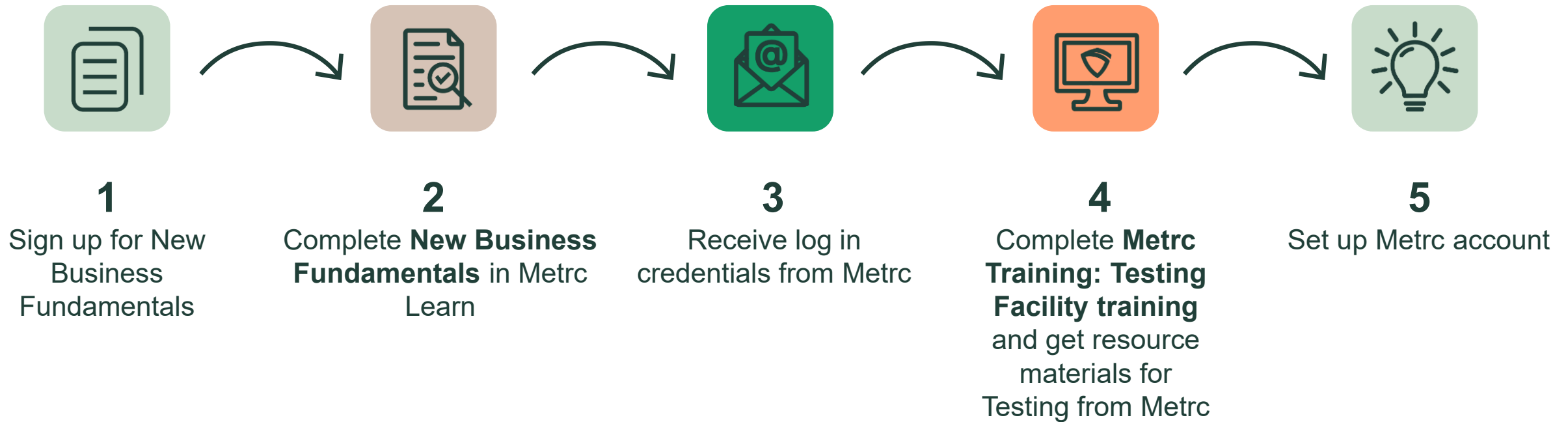
What to expect as a Testing Facility in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc.

Timing	Actions	Documentation
Week 1	• Welcome to Metrc introduction webinar	• Recording + Slides to be shared
Week 2	• Register for Metrc Learn and complete New Business Fundamentals training • Get Credentialed in the Metrc system • Set up your business and Admin dropdown (Employee permissions, etc.)	• Metrc Learn • Metrc Support (portal) • Getting started with Metrc • Beginning Inventory guide
Week 3	• Take the Metrc Training: Testing Facility in Metrc Learn • Receive Testing Facility resource materials (Advanced Testing Facility Training is a prerequisite) • Order UIDs for Metrc Packages	• Metrc Expert (in system) • Metrc Learn (training) • Testing Facility User Guide • NY CSV Test Batch Template Spreadsheet
Week 4 & beyond	• Develop Standard Operating Procedures (SOP) for Metrc • Prepare for Electronic Testing for pre-existing product	• Metrc Expert (in system) • Metrc Learn (training)

Onboarding to Metrc

Getting started with Metrc

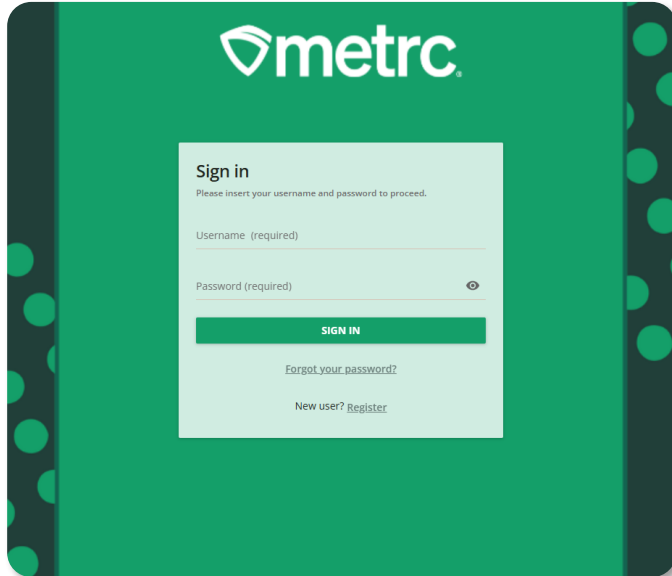
Your first steps in getting credentialed into the system.



Metrc New Business Fundamentals

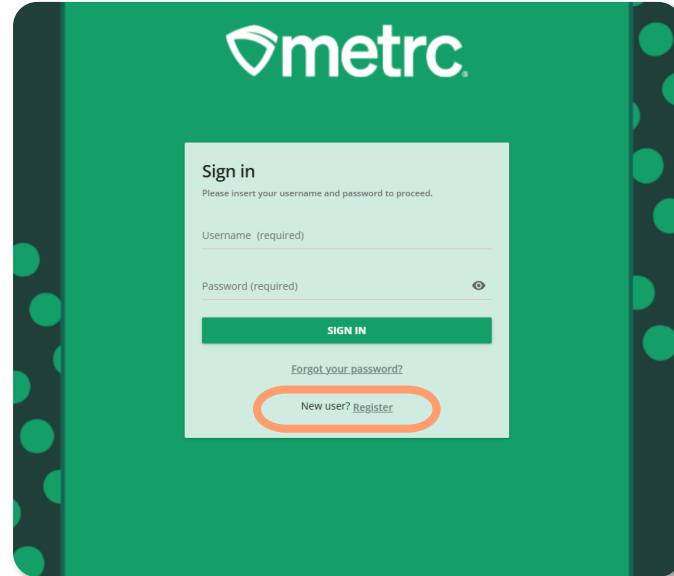
Available October 31

To begin with Metrc, all new users must create an account in Metrc Learn.



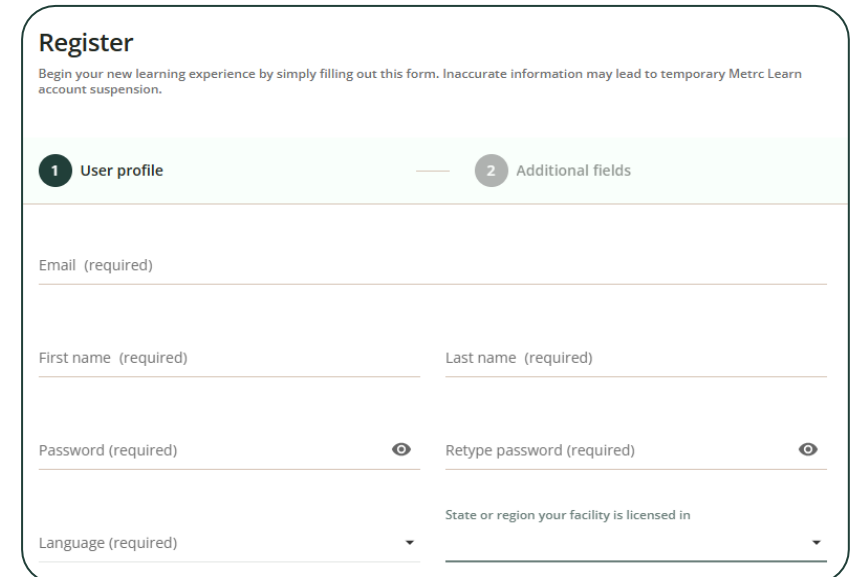
1

Navigate to Metrc Learn
<https://learn.metrc.com>



2

Click "Register" next to
New user?

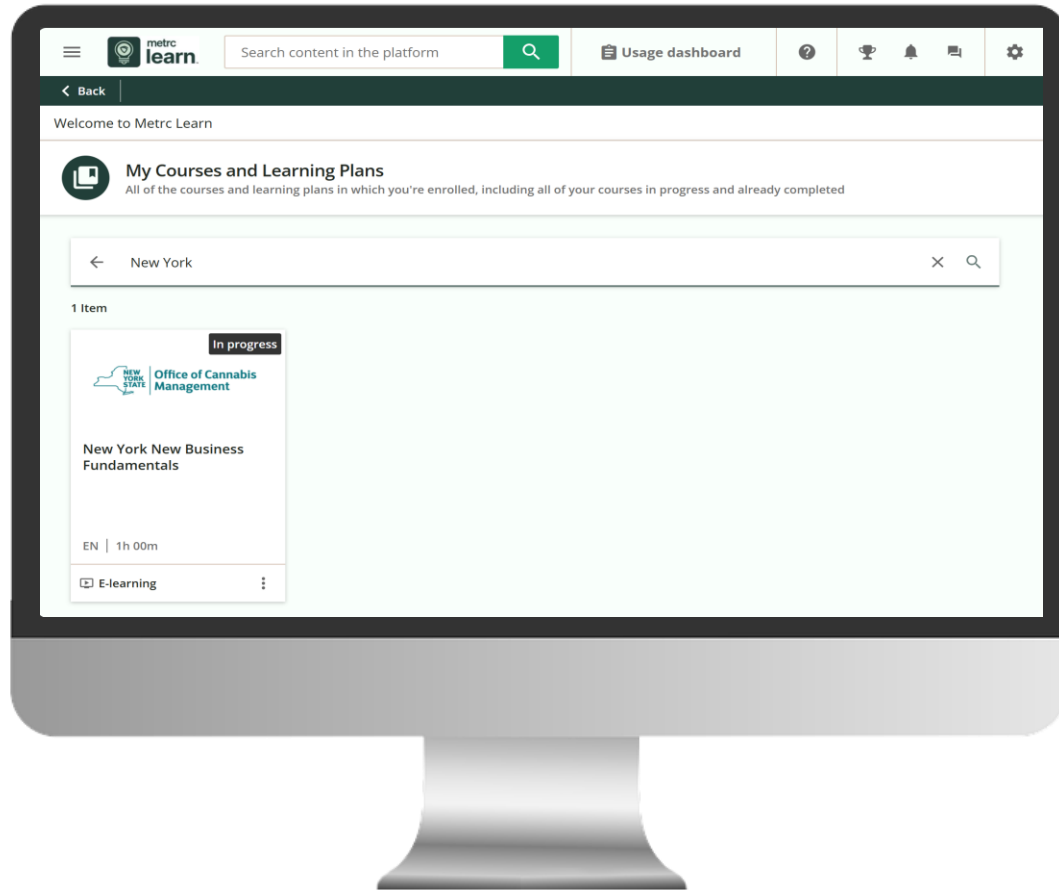
A screenshot of the Metrc Learn registration page. The page has a white background with a green header. The header contains the Metrc logo and the text "Register". Below the header is a green bar with two steps: "1 User profile" and "2 Additional fields". The main form area contains several fields: "Email (required)", "First name (required)", "Last name (required)", "Password (required)", "Retype password (required)", "Language (required)", and "State or region your facility is licensed in". Each field has a red underline and a red eye icon.

3

Complete registration to
setup your user profile

Metrc New Business Fundamentals

Once you complete the training and pass your assessment, your information will be sent to Metrc Support.



Receive and validate Metrc login credentials

- 1 You will receive an email from Metrc containing user credentials for the Metrc system.
- 2 Log into Metrc within 72 hours of receiving your welcome email to begin working in Metrc.
- 3 Setup your User Profile including a password and security question.

From: Metrc Mail (No Reply) <noreply@metrc.com>
Sent: Sunday, September 21, 2025 10:49 AM
To: John Doe <John.Doe@metrc.com>
Subject: Welcome to Metrc New York | ny.metrc.com

Welcome to Metrc®!

Your username: **John.Doe1234**

Log-in and set your password here: <https://-xx.metrc.com/log-in/first-time?key=ubRVPHZSSx9227jNabiJzx8ygl7e8zkT&email=>

First Time log-in key: **ubRVPHZSSx9227jNabiJzx8ygl7e8zkT**
Your e-mail: john.doe@metrc.com
Log-in key and link expire: **9/22/2025 10:48 AM -04:00**

If the link above expires, [click here](#) to use the Password Reset form.

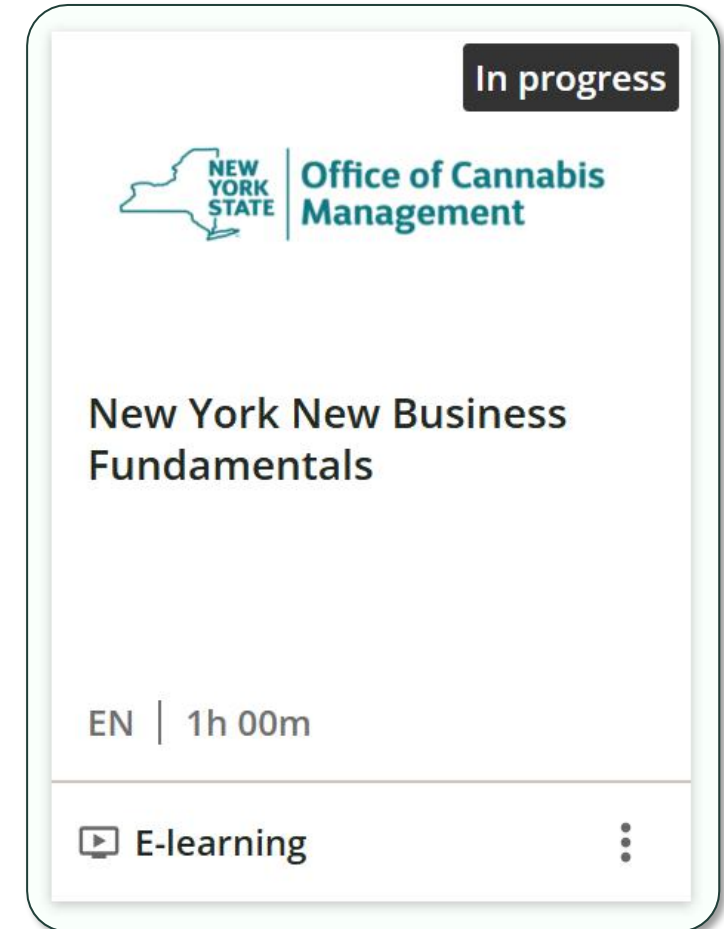
Once your password is set, you will log-in here: <https://xx.metrc.com/>.

For assistance, please contact the Metrc Support Team at support@metrc.com or +1-877-566-6506.

Additional Metrc Learn training

Metrc Training: Testing Facility is required.

- 1 Login to Metrc Learn
- 2 Navigate to Assigned Coursework
- 3 Take the mandatory *Metrc Training: Testing Facility*
- 4 Receive the Metrc resource materials



Setting up your business

Adding Employees

Admins should setup employees and system permissions.

Adding employees and setting employee permissions is accessible through the Admin dropdown on the navigational toolbar.

- All Employees information need to be entered and saved.
- Online access does not need to be granted.
- Proper View or Manage permissions should be set based on the user's role.
- Employees and permissions can be added or removed at anytime.

Employee # 1 (clear)

Employee Role:

Employee Type:

First Name:

Last Name:

Birthday:

☒ Enable online access to this Facility

Notification E-mail:

Phone Number:

Home:

Employment:

- ☐ Owner at this Facility
- ☐ Manager at this Facility
- ☐ Financial Contact at this Facility
- ☐ Bud Tender
- ☐ Compliance Manager
- ☐ Employee
- ☐ General Manager
- ☐ Inventory Control Manager
- ☐ Manager
- ☐ Owner
- ☐ Trimmer

Business Rules: Employees assigned to a role will have the associated permissions of that role applied to them. The role must exist in every facility selected. If a matching role is not found at any selected facility, you will receive an error message detailing which facility(s). If the role is updated at a later date, any permission changes will be assigned to the employee at the facility the role was updated in.

Permissions:

Permissions	View	Manage
Packages Page		
Grids (reg'd)	☐	☐
Inventory	☐	☐
Create/Submit/Diso	☐	☐
Notes	☐	☐
Transfers Menu		
Licensed & External	☐	☐
Templates	☐	☐
Financials Menu		
All	☐	☐
Invoices	☐	☐
Reports Menu		
All	☐	☐
Admin Menu		
Tag Orders	☐	☐
Tags	☐	☐
Locations	☐	☐
Strains	☐	☐
Items	☐	☐
Transporters	☐	☐
Employees	☐	☐

☐ AU Cultivator | NY-C-X0001
☐ AU Dispensary | NY-D-X0001
☐ AU Processor | NY-P-X0001
☐ Distributor | NY-DC-X0001
☐ Distributor | NY-DC-X0002
☐ MED Cultivator | NY-C-X0002
☐ MED Dispensary | NY-D-X0002
☐ MED Processor | NY-P-X0002
☒ Testing Lab | NY-L-X0001
☐ Testing Lab | NY-L-X0002

Please note:
All new employees granted online access via the "Enable online access to this Facility" checkbox above will receive an e-mail with instructions and a hyperlink to log directly into their User Profile.
If online access is granted:
Once logged in, the User will need to update their security settings. The e-mail will contain the User's Username, link expiration date/time, and the Metro web address.

Employee Roles

Employee Roles can be set up for ease of entry for permissions of one or multiple employees.

Add Employee Roles

Employee Role # 1

(clear)

Name

Role Type

- Select -

Permissions

Packages Page

Grids (req'd)

☐ View

Inventory

☐ Manage

Create/Submit/Disc.

☐ Manage

Notes

☐ Manage

Transfers Menu

Licensed & External

☐ View ☐ Manage

Templates

☐ View ☐ Manage

Financials Menu

All

☐ Manage

Invoices

☐ View

Reports Menu

All

☐ View

Admin Menu

Tag Orders

☐ Manage

Tags

☐ Manage

Locations

☐ Manage

Strains

☐ Manage

Items

☐ Manage

Transporters

☐ Manage

Employees

☐ View ☐ Manage

+

1

Cancel

Create Employee Roles

Locations in Metrc

Locations should mirror how your testing facility is set up physically.



Package tracking

Leveraging effective RFID technology, the Metrc platform offers rich functionality to all parties in the ecosystem while using barcodes as a redundancy system.

Each package tag UID is fitted with electronic chips that carry proprietary coding about the plants they are assigned to and includes supplemental information unique to each licensed business.

Available to order once credentialed – Oct. 31

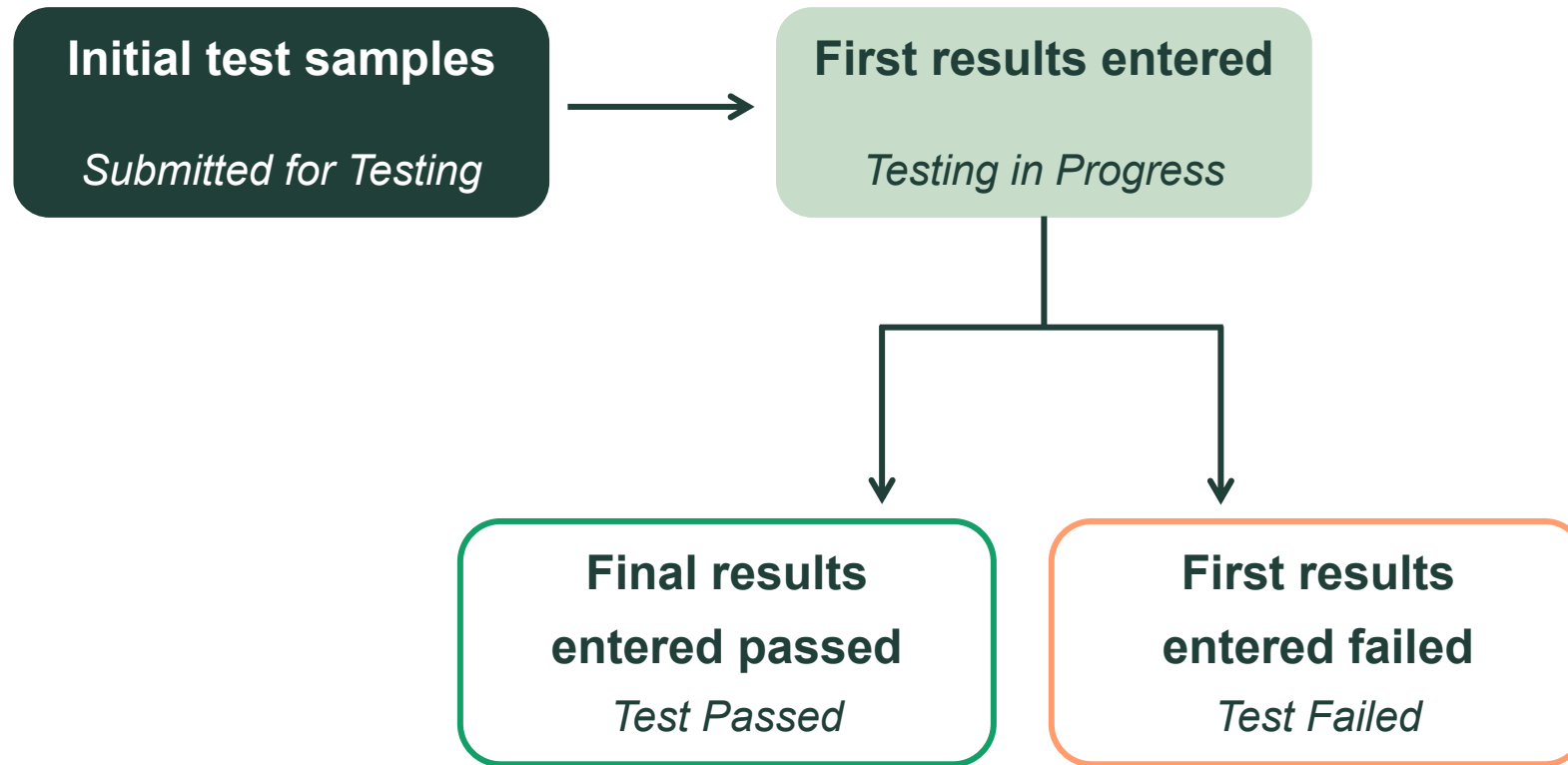
- Package Tags with UIDs come printed with an adhesive backing to affix to package



Key system features

Product testing overview

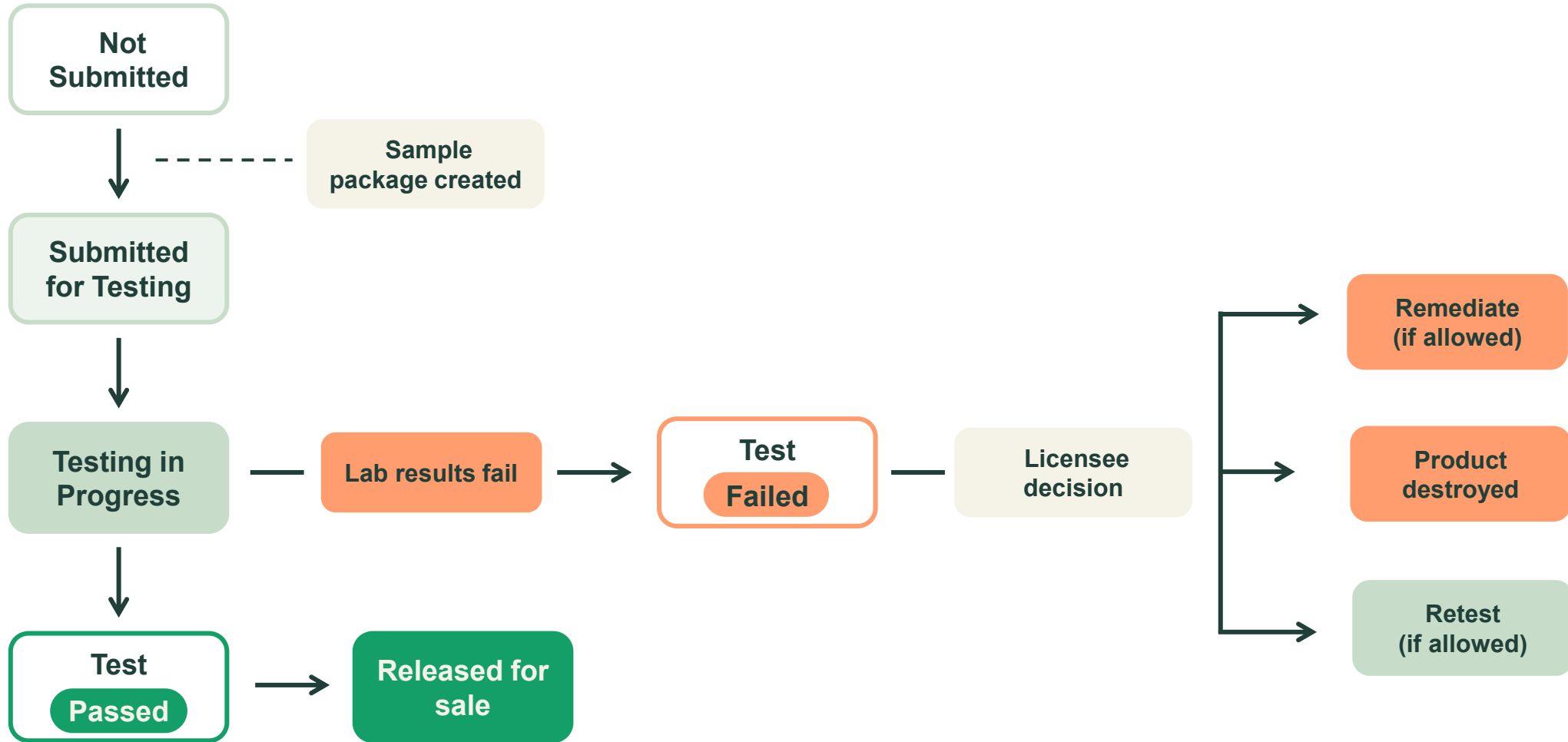
Below is the simplest flow of product testing in Metrc.



Possible testing statuses in Metrc

- Not Submitted
- Submitted for Testing
- Testing in Progress
- Test Passed
- Test Failed
- Retest Passed
- Retest Failed

Lab Test “Passed” vs. “Failed”



Transfer Manifests

Key takeaways for receiving a transfer.

- A transfer can be rejected entirely or one or more packages from it can be rejected.
- When Testing Facilities sign the Metrc manifest and accept the test samples into their possession, they are responsible for ensuring the information on the manifest is correct & accurately reflects the samples collected.

Note: Detailed information and best practices will be provided in the Metrc New Business Fundamentals.

metrc		METRC® MARIJUANA TRANSPORTATION MANIFEST	
All sales transactions are to be completed prior to transportation of any MARIJUANA. The receiving entity may reject product delivered, but amount delivered must be limited to amount agreed upon in prior sales transaction.			
Manifest No.	000001602	Date Created	10/08/2025 5:35 PM
Originating Entity	AU Cultivator	For Agency Use Only	
Originating License Number	NY-C-X0001		
Address of Originating Entity	228 Hudson Street, New York, NY 10013		
Phone No. of Originating Entity			
1. Destination	Testing Lab	Destination Phone No.	
Invoice Number			
Destination License Number	NY-L-X0001	Date and Approx. Time of Departure	10/08/2025 6:32 PM
Address of Destination	30 Greene Street, New York, NY 10012	Date and Approx. Time of Arrival	10/08/2025 8:32 PM
		Date/Time Received	
Route to be Traveled	Beginning Inventory Test Sample Batch 1298A	Notes: details for extenuating circumstances (e.g., road closure, flat tire, etc.)	
1. Outbound Transporter	Testing Lab	No Layover Scheduled	
Transporter License Number	NY-L-X0001		
Address of Transporter	30 Greene Street, New York, NY 10012		
Contact Phone No. for Inquiries: 1234567890			
Name of Person Transporting	Electronic Sample	Employee ID of Driver	Electronic Sample
State Driver's License No.	Electronic Sample	Signature of Person Transporting	
Make, Model, License Plate No.	Electronic Sample Electronic Sample Electronic Sample	Leg of Layover Trip	
1. Package Shipped	Production Batch No.	Item Name	Quantity
ABCF0300000085000000071 Lab Test: SubmittedForTesting Contains Retail IDs: No		Blue Dream Flower Bulk (Bud/Flower - Bulk)	Shp: 5 g
Item Details	Strain: Blue Dream		
Source Package(s)	ABCF0300000085000000087	Quantity When Sampled	10 g
Source Production Batch	00067		
Req'd Lab Test Batches	Medical Raw Plant Material - Bulk		
PRODUCT REJECTION (if only a portion of shipment is rejected, circle that portion above)			
Name of Person Receiving or Rejecting Product			
I confirm that the contents of this shipment match weight records entered above, and I agree to take custody of those portions of this shipment not circled above. Those portions circled were returned to the individual delivering this shipment.			
Signature		Date	
Signature of individual taking receipt of rejected portion of this shipment			

Viewing Information on a Manifest

Ability to view the Quantity of the Source Package that was sampled from once that sample is received.

Tag	Src. H's	Src. Pkg's	Src. P's	Location	Sublocation	Item	Category	Item Strain	Quantity	UoM	P.B. No.	LT Status	A.H.	A.R.	Date
ABCFF0300000065000000071		ABCFF0300000065000000067		Receiving Room		Blue Dream Flower Bulk	Bud/Flower - Bulk	Blue Dream	5 g	g		SubmittedForTesting	No	No	10/08/2025
Source Harvests Req'd Lab Test Batches Lab Test Batches Lab Results History Source Packages															
Tag	Package Type	Source Harvest Names	Source Package Tag	Item	Category	Creation Quantity	Creation Unit Of Measure	Creation Date							
ABCFF0300000065000000071	Product		ABCFF0300000065000000067	Blue Dream Flower Bulk	Bud/Flower - Bulk	10	Grams	Not Started							
Page 1 of 1 20 rows per page															

Source Package information

Creating a test sample

Creating a test sample

The Lab Test Batch is chosen when creating a test sample.

Submit for Testing

New Package Sample # 1

(clear)

New Tag

ABCF0300000073000000031

Location

Packages Vault

Sublocation

Type part of the Sublocation nam

(optional)

☒ Same Item

Quantity

2

Each

Σ

Note

Package Date

10 / 17 / 2025

today

Required Testing

☐ AU Concentrate/Extract - Bulk (Informational Only)

☒ AU Concentrate/Extract - Final Form

☐ AU Infused Edible

☐ AU Infused Flower - Bulk (Informational Only)

☐ AU Infused Flower - Final Form

☐ AU Infused Liquid Edible

☐ AU Infused Non-Edible

☐ AU Infused Prerolls

☐ AU Inhalable Concentrates

☐ AU Raw Plant Material - Bulk (Informational Only)

☐ AU Raw Plant Material - Final Form

☐ AU Raw Prerolls

☐ AU Tinctures

☐ Medical Concentrate/Extract - Bulk (Informational Only)

☐ Medical Concentrate/Extract - Final Form

☐ Medical Infused Edible

Package # 1

ABCF03000000730000000029

Item: **OG Kush Live Rosin Final 1.0 gram**

Current Lab Testing State: **Not Submitted**

Quantity

2

Each

Max

Sampling - new total will be 118 ea

Source Package - Weight 120 ea

Quick Entry

Quick entry packages

OFF

+

(contents)

Lab Test Batch

metrc.

24

Sub-contract test samples

Creating a sub-contract test sample in Metrc.

- Sub-contract test samples are created from existing test samples.
- Retention/Reserve samples are created at the licensee's location as regular packages.

Submit for Testing

New Package Sample # 1

New Tag: ABCFF030000007300000031

Location: Packages Vault

Sublocation: Type part of the Sublocation name

Quantity: 2 Each

Package Date: 10/17/2025

Required Testing:

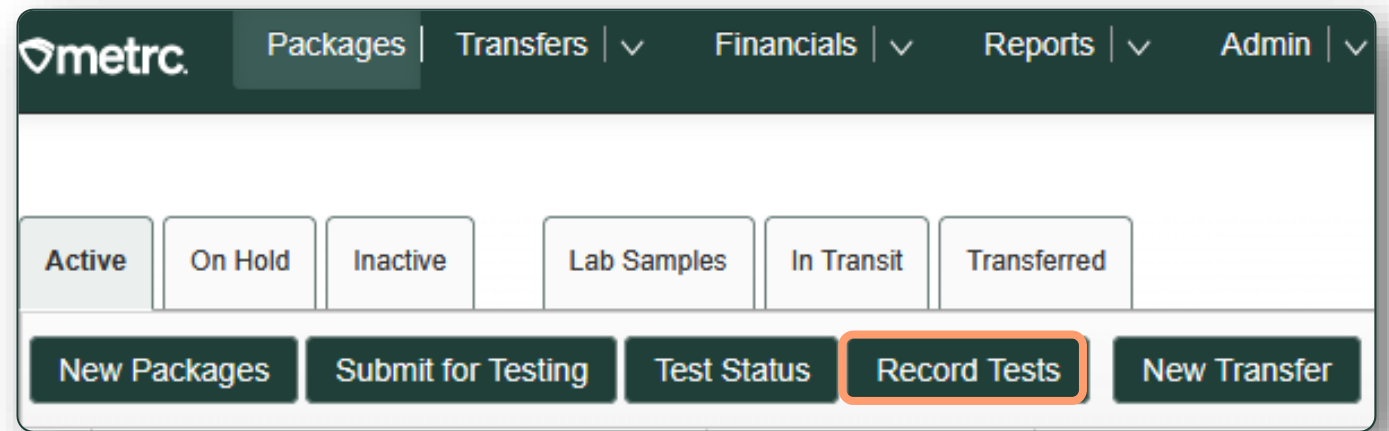
- ☐ AU Concentrate/Extract - Bulk (Informational Only)
- ☐ AU Concentrate/Extract - Final Form
- ☐ AU Infused Edible
- ☐ AU Infused Flower - Bulk (Informational Only)
- ☐ AU Infused Flower - Final Form
- ☐ AU Infused Liquid Edible
- ☐ AU Infused Non-Edible
- ☐ AU Infused Percolis
- ☐ AU Inhalable Concentrates
- ☐ AU Raw Plant Material - Bulk (Informational Only)
- ☐ AU Raw Plant Material - Final Form
- ☐ AU Raw Percolis
- ☐ AU Tinctures
- ☐ Medical Concentrate/Extract - Bulk (Informational Only)
- ☐ Medical Concentrate/Extract - Final Form
- ☐ Medical Infused Edible
- ☐ Medical Infused Flower - Bulk (Informational Only)
- ☐ Medical Infused Flower - Final Form
- ☐ Medical Infused Liquid Edible
- ☐ Medical Infused Non-Edible
- ☐ Medical Infused Percolis
- ☐ Medical Inhalable Concentrate
- ☐ Medical Raw Plant Material - Bulk
- ☐ Medical Raw Plant Material - Final Form
- ☐ Medical Raw Percolis
- ☐ Medical Tinctures
- ☐ R&D Testing - Metals
- ☐ R&D Testing - Microbials - Salmonella
- ☐ R&D Testing - Microbials - STEC
- ☐ R&D Testing - Microbials - Total Viable Aerobic Bacteria
- ☐ R&D Testing - Microbials - Total Yeast and Mold
- ☐ R&D Testing - Pesticides
- ☐ R&D Testing - Potency (%)
- ☐ R&D Testing - Potency (mg/g) Infused Products
- ☐ R&D Testing - Solvents
- ☐ R&D Testing - Terpenes
- ☐ R&D Testing - Water Activity
- ☒ Sub-Contract (All)

Lab Test Batch

Recording Test Results

Recording Test Results

Located in Metrc under Packages > Active tab > Record Tests



Recording test results

There are three ways to record test results.

CSV

API

Manual entry

Record Tests

Test Package # 1

(clear)

Package

ABCFF0300000073000000003

Result Date

10 / 01 / 2025

today

Document

Select files...

Test Batch

AU Raw Plant Material - Final Form

✓

+

Result # 1

- Select -

—

Test Result

ex. 100.2345

Status

☐ Passed

☐ Failed

Notes

Additional notes...

+

(results)

+

1

Cancel

Record Tests

Recording test results

Located in Metrc under Packages > Active > Record Tests.

- The appropriate Test Batch must be selected from the dropdown options.
- Once selected, make sure to click the “Apply” checkmark icon.
- To add another Test Batch to the Test Package, click the “+” icon.

Record Tests

Test Package # 1 (clear)

Package ABCFF03000000730000000003

Result Date 10/01/2025 today

Document Select files...

Test Batch AU Raw Plant Material - Final Form ✓ +

Concentrate/Extract - Bulk (Unfinished)
Concentrate/Extract - Final Form
Infused Edible
Infused Flower - Bulk
Infused Flower - Each
Infused Liquid Edible
Infused Non-Edible
Infused Prerolls
Inhalable Concentrate

Result # 1 - Select -

Test Result ex. 100.2345

Status ☐ Passed ☐ Failed

Notes Additional notes...

(results)

Cancel Record Tests

Data Import Queue

Allows users to upload and manage large volumes of data efficiently while reducing manual work and errors.

Located next to Support on the navigational toolbar and marked with this icon 

- ✓ 10,000 rows (1 MB in size) capacity
- ✓ Concurrent file processing
- ✓ Error handling
- ✓ Real-time notifications



Lab test results tracking

All test results that were entered by the testing lab for the product that is in the package is visible.

✓ 👁 📦 ABCFF0300000065000000007 📱 Blue Dream Harvest_22Aug2025_JP [ABCFF0300000065000000002](#) Sample Preparation Room Blue Dream Flower Bulk Bud/Flower - Bulk Blue Dream 2 g g

TestPassed

Source Harvests

Req'd Lab Test Batches

Lab Test Batches

Lab Results

History

Source Packages

	Test Date	Overall	Test Name	Test Passed	Result	Notes	Released Date	Sample
>	09/12/2025	Passed	Abamectin (ppm) AU Raw Plant Material - Final Form	Passed	0	OK	09/14/2025 08:05 pm	
>	09/12/2025	Passed	Acephate (ppm) AU Raw Plant Material - Final Form	Passed	0	OK	09/14/2025 08:05 pm	
>	09/12/2025	Passed	Acequinocyl (ppm) AU Raw Plant Material - Final Form	Passed	0	OK	09/14/2025 08:05 pm	
>	09/12/2025	Passed	Acetamiprid (ppm) AU Raw Plant Material - Final Form	Passed	0	OK	09/14/2025 08:05 pm	
>	09/12/2025	Passed	Aldicarb (ppm) AU Raw Plant Material - Final Form	Passed	0	OK	09/14/2025 08:05 pm	
>	09/12/2025	Passed	Alpha-Bisabolol (%) AU Raw Plant Material - Final Form	Passed	0	OK	09/14/2025 08:05 pm	
>	09/12/2025	Passed	Alpha-Humulene (%) AU Raw Plant Material - Final Form	Passed	0	OK	09/14/2025 08:05 pm	

Test status tracking

Lab test results

Package History

Easily view the Package History Source – User or CSV (File Import) and API or LIMS.

ABCFF03000000055000000007Blue DreamHarvest_22Aug2025_IPABCFF03000000055000000002Sample Preparation RoomBlue Dream Flower BulkBud/Flower - BulkBlue Dream2 ggTestPassedNoNo09/12/202509/14/2025

Source HarvestsReg'd Lab Test BatchesLab Test BatchesLab ResultsHistorySource Packages

Description	Employee	Date	Reported	Sources	External App
Package 2 Grams of Blue Dream Flower Bulk from another Package - Took 2 Grams of Blue Dream Flower Bulk from Package ABCFF03000000055000000002 - Package Type: Product - Location: Packaging Room - Location Type: Default Location Type - Required Lab Test Batches: - AU Raw Plant Material - Final Form	Myra Chinn (Chinn0***)	09/12/2025	09/14/2025 07:35 pm	API	LIMS
Package's Lab Testing set to SubmittedForTesting	Myra Chinn (Chinn0***)	09/12/2025	09/14/2025 07:35 pm	API	LIMS
Package added to Manifest # 000000302 - From: NY - Cultivation 01 (NY-C-X0001) - To: NY - Testing Lab 01 (NY-L-X0001) - License Type: Licensed - Transfer Type: Transfer to Testing Facility	Myra Chinn (Chinn0***)		09/14/2025 07:36 pm	API	LIMS
2 Grams accepted from Manifest # 000000302 by NY - Testing Lab 01 (NY-L-X0001) - Location: Sample Preparation Room - Location Type: Default Location Type	Myra Chinn (Chinn0***)		09/14/2025 07:37 pm	API	LIMS

Certificate of Analysis (COA)

Uploading a COA button.

ABCFF0300000073000000003Gelato Harvest_22Aug2025ABCFF0300000073000000002Apple Gummies_Gelato_Batch 1_11.5.2024Sample VaultApple GummiesInfused Edible - Each2 ea eaTestPassedNoNo09/14/202509/14/202509/09/2026

Source HarvestsRec'd Lab Test BatchesLab Test BatchesLab ResultsHistorySource Packages

Test Date	Overall	Test Name	Test Passed	Result	Notes	Released Date	Sample Package	Item	Category	
> 09/12/2025	Passed	1,2 Dichloroethane (ppm) Med Infused Edible	Passed	0	OK	09/14/2025 08:45 pm				Upload
> 09/12/2025	Passed	2 Propanol (ppm) Med Infused Edible	Passed	0	OK	09/14/2025 08:45 pm				Upload
> 09/12/2025	Passed	Abamectin (ppm) Med Infused Edible	Passed	0	OK	09/14/2025 08:45 pm				Upload

Certificate of Analysis (COA)

COA uploaded – Licensee view

ABCFF0300000073000000001

Gelato

Harvest_22Aug2025

[ABCFF0300000085000000008](#)

BHO Extraction_Blue

Dream_Batch

1_11.5.2024

Blue Dream

Distillate Bulk

Concentrate/

Extract - Bulk

98 g

g

BHO Extraction_Blue

Dream_Batch

1_11.5.2024

TestPassed

No

No

09/14/2025

No

No

0000001009

Source Harvests

Lab Test Batches

Lab Results

History

Test Date	Overall	Test Name	Test Passed	Result	Notes	Released Date	Sample Package	Item	Category	
> 09/12/2025	Passed	1,2 Dichloroethane (ppm) Med Concentrate/Extract - Bulk (Unfinished)	Passed	0	OK	09/15/2025 02:05 pm	ABCFF0300000073000000004	Blue Dream Distillate Bulk	Concentrate/Extract - Bulk	Doc
> 09/12/2025	Passed	2 Propanol (ppm) Med Concentrate/Extract - Bulk (Unfinished)	Passed	0	OK	09/15/2025 02:05 pm	ABCFF0300000073000000004	Blue Dream Distillate Bulk	Concentrate/Extract - Bulk	Doc
> 09/12/2025	Passed	Abamectin (ppm) Med Concentrate/Extract - Bulk (Unfinished)	Passed	0	OK	09/15/2025 02:05 pm	ABCFF0300000073000000004	Blue Dream Distillate Bulk	Concentrate/Extract - Bulk	Doc

Licensees can view the uploaded COA by selecting the “Doc” button



API connections

Third-party Integrators in New York

All TPIs will be on Metrc Connect.

[Metrc.com/validated-integrators/](https://metrc.com/validated-integrators/)

- Easy to find licensed businesses in Metrc's validated integrators list.
- Search and sorting functionality helps users find what they need quickly and easily.



Reminder: LIMS integrators must go through the standard integration process.
Please coordinate with your provider on the transition plan.

Metric resources

Testing Facility resource materials

To ensure you receive resource materials, make sure these are completed.



Mandatory Training

- New Business Fundamentals
- Metrc Training: Testing Facility*



Complete training to gain access to:

NY Testing Facility User Guide

NY CSV Test Batch Template Spreadsheet



Whitelist email addresses

- NoReplyMetrcTesting@metrc.com
- NoReply@metrc.com

**After you are credentialed into Metrc*

Metrc resources

A glance at several resources to support your journey with Metrc



Support

Our dedicated support team is available through phone and online portal access.

- **Phone:** 877-566-6506
- **Online:** Support.metrc.com
- **Available:** M-F, 8 a.m. ET – 10 p.m. ET
- **What to know:** Our team is here to help in your journey with cannabis compliance. We not only have a dedicated team for answering specific questions, but a library of self-help materials for navigating the system.



Training

On-demand training platform with over 300+ courses right at your fingertips.

- **Access:** Learn.metrc.com or through mobile app: Go Learn
- **Available:** 24/7, 365 days
- **What to know:** Metrc Learn, our on-demand training portal allows for users to create persona-based learning journeys, access over 300 courses and more! Select trainings also include interactive pieces allowing you to practice new skills out of the production environment.



Metrc Expert

Access support documentation directly in the Metrc system.

- **Access:** Available when you log in to your Metrc instance
- **Available:** 24/7, 365 days
- **What to know:** Metrc Expert is our AI-powered chat tool that allows you to ask questions in the Metrc system as you work in real time without having to spend time sifting through documentation.



Metrc.com

Additional information and resources to supplement your needs are available on Metrc.com

- **Access:** Metrc.com
- **Available:** 24/7, 365 days
- **What to know:** Metrc.com offers additional resources including case studies, blogs, guides, and more! Also, for state specific information, navigate to your state partner page to access bulletin documentation (which can also be found in the support portal).

Metrc Support

The Metrc team is here to help!

Every question and conversation counts, and our dedicated support team is here to help.

Our support teams have been with us for a long time – they know and love the industry – so whether you are seeking help navigating the Metrc system, facing technical challenges, or have a general inquiry, we take every interaction seriously and do everything we can to find a resolution quickly.

You can access Metrc Support by phone or online through our Metrc Support portal, which offers the ability to:

- Create a new support case
- View real-time case status
- Live chat with a Metrc Support agent
- Access help documentation and articles

To sign up for the portal, ensure you have Metrc system access.

Scan this QR code
to access the portal



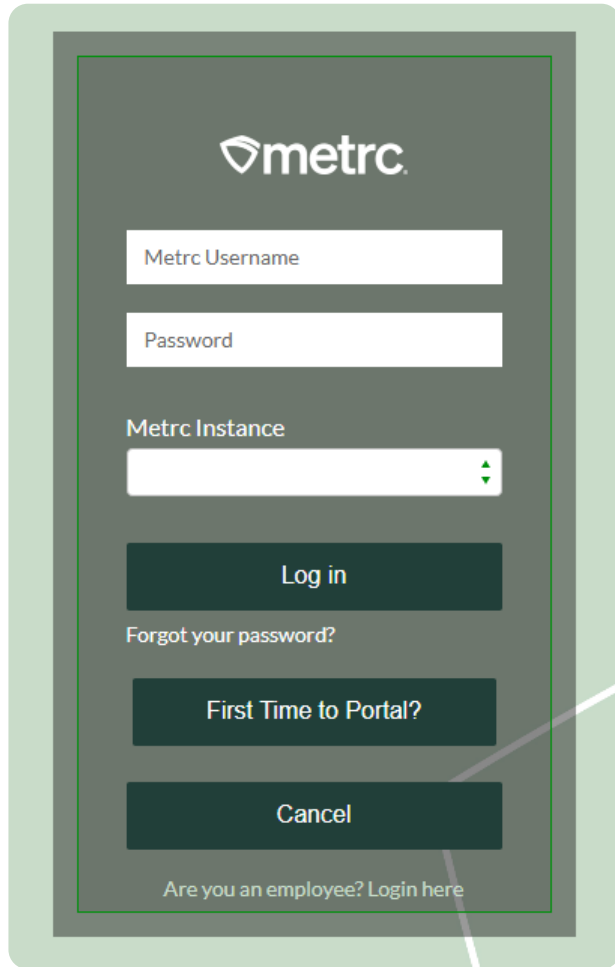
Live chat or online via
the Support Portal



Phone: 877-566-6506

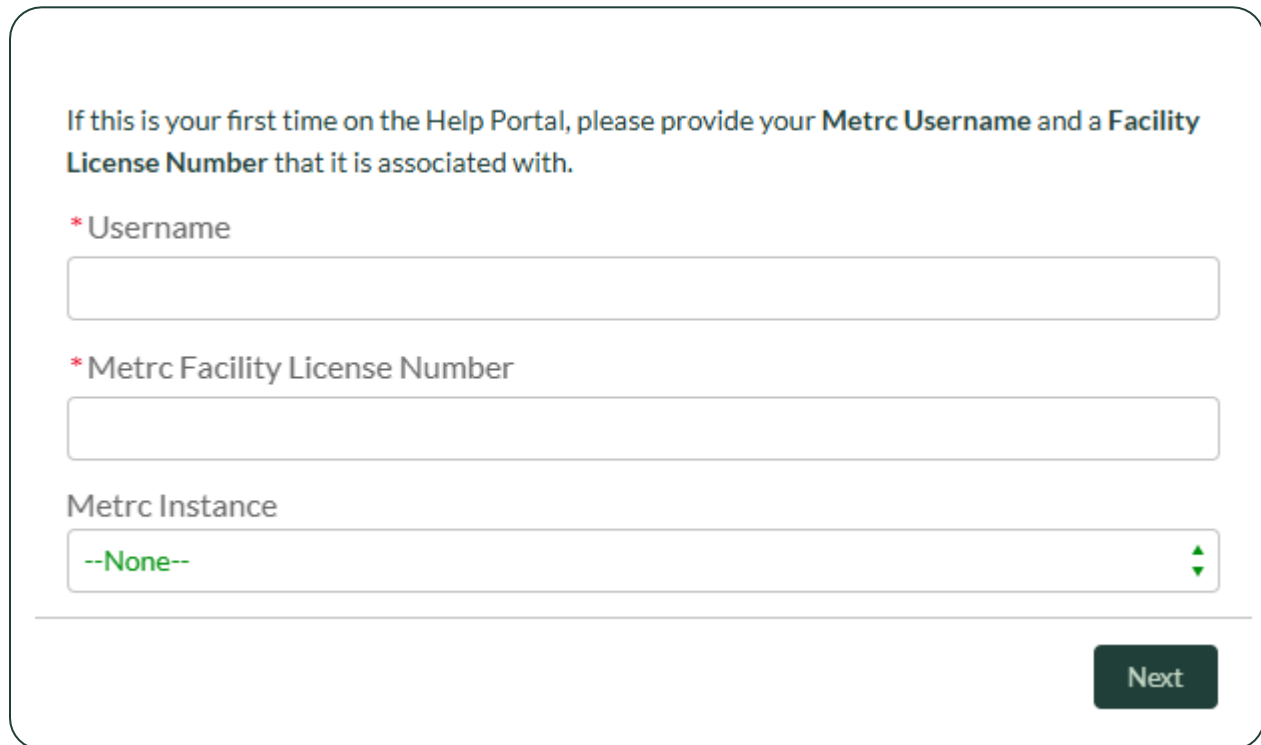
Access the Support Portal

Login page and first-time users.



A screenshot of the Metrc login page. The page has a dark gray background with the Metrc logo at the top. Below the logo are four input fields: 'Metrc Username', 'Password', and 'Metrc Instance' (a dropdown menu). Below these fields are three buttons: 'Log in', 'First Time to Portal?', and 'Cancel'. At the bottom, there is a link that says 'Are you an employee? Login here'. A green rectangular box highlights the 'Log in', 'First Time to Portal?', and 'Cancel' buttons.

Complete this form to access the Metrc Support portal



A form titled 'Complete this form to access the Metrc Support portal'. The form contains the following elements:

- A paragraph: 'If this is your first time on the Help Portal, please provide your **Metrc Username** and a **Facility License Number** that it is associated with.'
- A label: '* Username' followed by a text input field.
- A label: '* Metrc Facility License Number' followed by a text input field.
- A label: 'Metrc Instance' followed by a dropdown menu showing '--None--'.
- A 'Next' button at the bottom right.

Sharpen your Metrc skills

Access Metrc Learn, our interactive training resource with 300+ courses

- ✓ On-demand training available 24/7
- ✓ System functionality training, by facility type
- ✓ Easily track and share your progress
- ✓ Available on-the-go through a mobile app



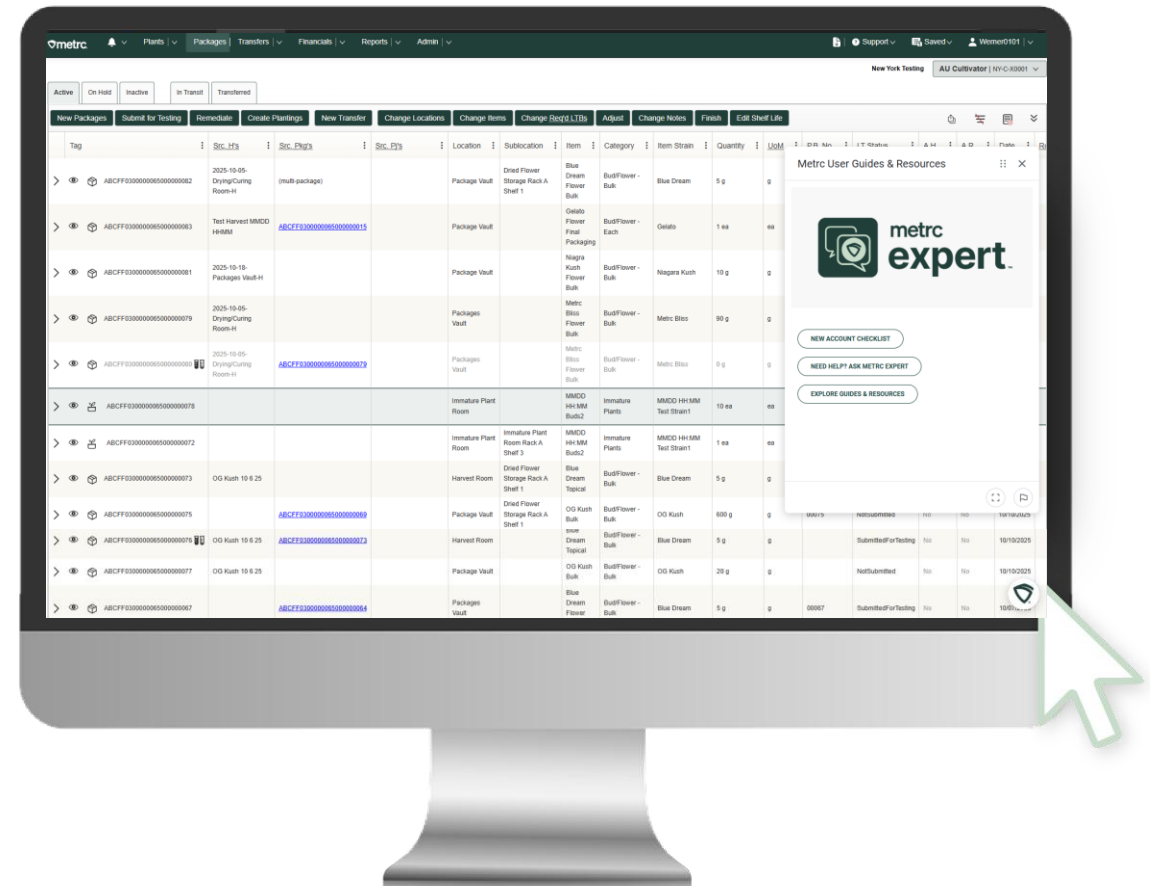
Access help right in the Metrc system

Metrc Expert knowledge base

An innovative state-specific knowledge base is accessible through a widget in the Metrc system.

Leveraging AI, as you interact with the tool and ask questions, it will drive automated responses and deliver personalized customer support with faster responses.

- ✓ Access knowledge base resources directly in the system
- ✓ Minimized disruption to workflows
- ✓ Answers to your questions in seconds
- ✓ Generate a support case or live chat with Metrc Support if further help is needed



Metrc website & New York partner page

Access state-specific information, and more!



Welcome to the New York state partner page.

We're excited to share the implementation plan and timeline for Metrc, which includes key milestones for licensed businesses, recommendations for trainings and documentation to support your onboarding, and resources available as you begin using the system. All information, including registration links for upcoming virtual and in-person events, will be posted on this landing page and shared directly with license administrators by email. Please check back regularly as we will update this page with the most up to date information, including updating the FAQs.

[Implementation Plan](#)

- Implementation plan
- FAQs

Coming soon!

- Program overview
- Training information
- Other resources and information

Thank you!

If you have additional questions, reach out to Metrc Support



Phone: 877-566-6506



**Live chat or online via the
Support Portal**