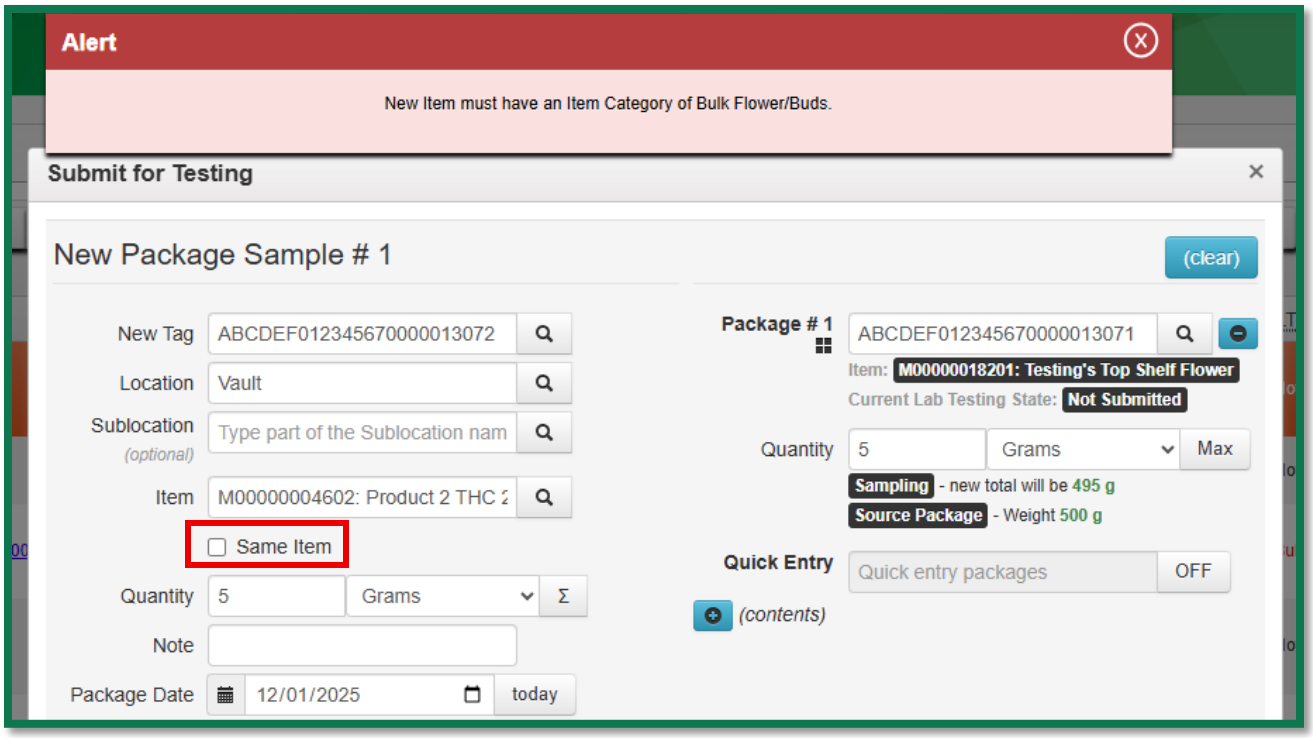
Metrc Support Bulletin

Bulletin Number: OH_IB_0084	Distribution Date: 12/02/2025	Effective Date: 12/02/2025
Contact Point: Metrc Support	**Subject:** Sample Package Item Category Restriction	
Reason: To announce a new feature that notifies users that a different item category was selected when creating a test sample.		

Greetings,

Metrc users will now notice that an error is triggered when creating a test sample using an item that is different from the source package. For example, if creating a test sample from a package with an item category of “Bulk Flower/Buds” and an item with the category of “Raw Single Serving Unit” is select for that test sample, a red error box will appear, as seen below. It is recommended that the “Same Item” checkbox be used when creating test samples in Metrc. This issue is designed to limit mistakes made during the sample creation process.



Metrc resources

If you have any questions, or need additional support, the following resources are available:

Contact Metrc Support
By using the new full-service system by navigating to Support.Metrc.com, or from the Metrc System, click Support and navigate to support.metrc.com and it will redirect to the portal.

Please note: If accessing the portal for the first time, a username (which is established when logging in), the respective state and "Facility license number", and a valid email to set a password are required.

Metrc Learn
Metrc Learn has been redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing the new Metrc Learn platform is simple:

From within the Metrc system

- Navigate to the drop-down Support menu in the navigational toolbar and select "Sign up for Training" to register.

From the Metrc website

- Navigate to your state's partner page and scroll down to the "Metrc's Training Resources" section to find the link.

Also, save the link – *learn.metrc.com* – as a bookmark in your preferred web browser. If you have the existing link saved as a bookmark, please replace it with the new link.

Metrc Expert
In the Metrc system, click on widget icon in the lower right-hand corner to open the Metrc Expert knowledge base to access step-by-step guides, ask questions, and more.

Thank you for your continued partnership.