Welcome to Metrc

Resources

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, Sat. 10 a.m. – 8 p.m. ET, Sun. Voicemail or portal only
- **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).

Licensee resource materials

To ensure you are setup for success, please note the following.

Mandatory Training
- New Business Fundamentals
- Metrc Training: Testing Facility*

Whitelist email addresses
- NoReply@metrc.com
- Communications@metrc.com
- NoReplyMetrcTesting@metrc.com

Check out Metrc Expert!
- Guided walkthroughs
- New Account Checklist

Additional training resources

Admin Training

Beginning Inventory Guide

Creating Beginning Inventory Training

Retail Item ID Printing Essentials Training

Retail Item ID Hardware and Software

*For Testing Facilities only

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3

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.
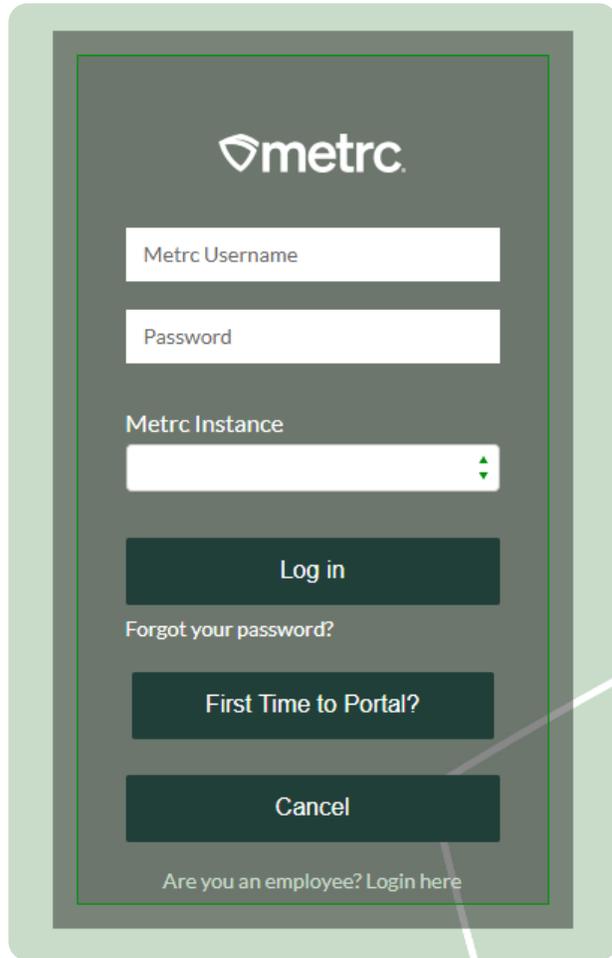
Scan this QR code to access the portal

💬 **Live chat or online via the Support Portal**
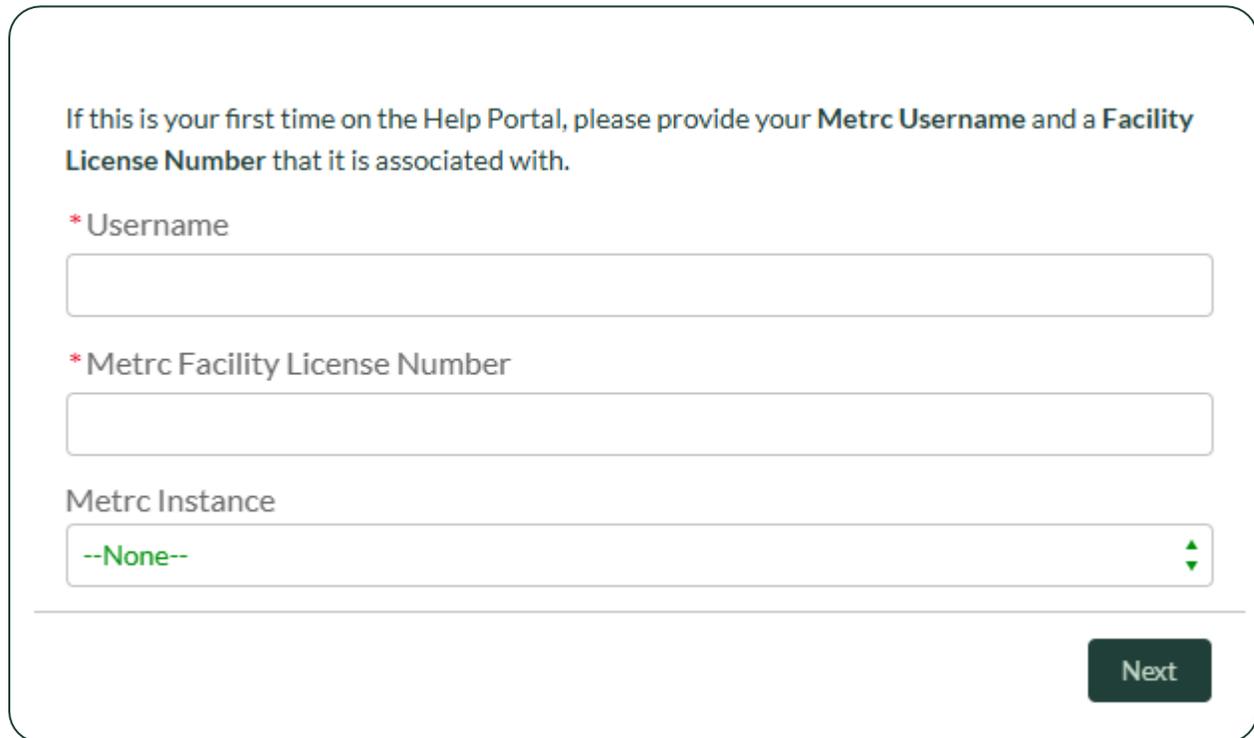
📞 **Phone: 877-566-6506**

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Access the Support Portal

Login page and first-time users.

Complete this form to access the Metrc Support portal

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.

*Username

*Metrc Facility License Number

Metrc Instance

--None--

Next

Metrc Username

Password

Metrc Instance

Log in

Forgot your password?

First Time to Portal?

Cancel

Are you an employee? Login here

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

metrc learn™

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Metrc Learn

Facility-based courses to support your continued growth and success.

Required

New Business Fundamentals

Administration Course
(Admins only)

Metrc Training: Testing Facility
(Testing Labs only)

Additional training modules:

- **Metrc Training: Cultivation**
- **Metrc Training: Manufacturing/Processing**
- **Metrc Training: Dispensary/Retail**
- **Metrc Training: Distribution**
- **Metrc Training: Testing Facility**
- **Metrc Retail Item ID**

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.

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
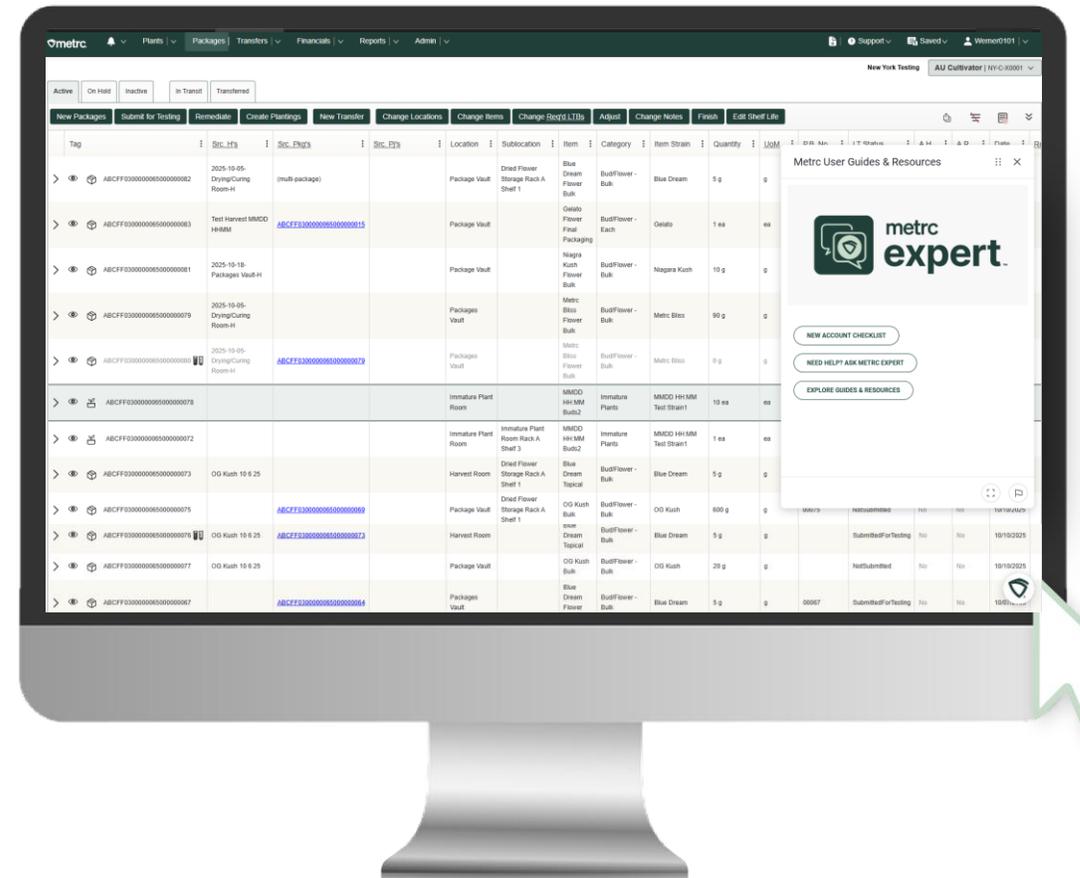
Metrc website & New York partner page

Access state-specific information, and more!

www.metrc.com/partner/new-york
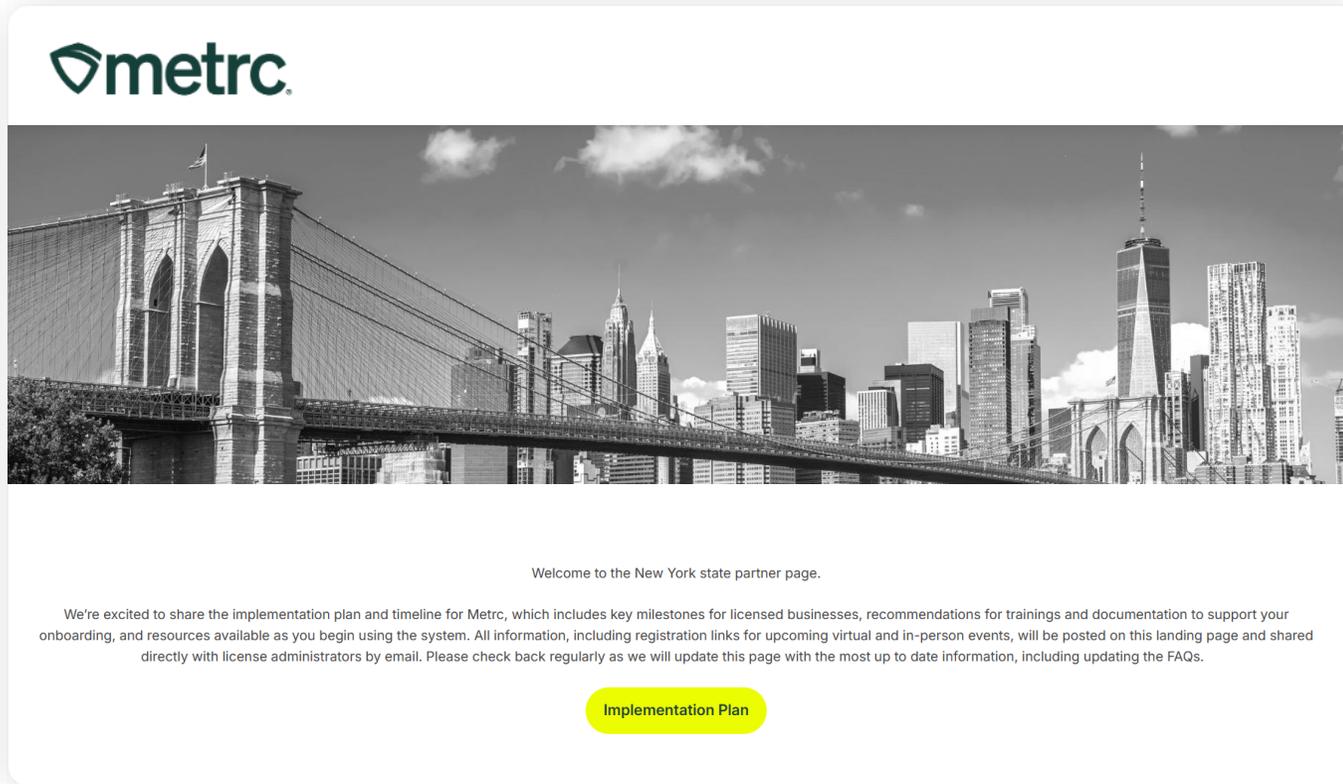
- **Implementation plan**
- **FAQs**

Coming soon!

- **Program overview**
- **Training information**
- **Other resources and information**

Metrc Bulletins

Documentation highlighting product updates or enhancements.

Where can I find bulletins?

Metrc bulletins are posted in two locations:
- Metrc Support Portal
- New York Partner Page on Metrc.com

Leverage Metrc Bulletins to gain knowledge on new product enhancement or updates.

Metrc Support Bulletin

Bulletin Number: NY_IB_0001	Distribution Date: 12/05/2025	Effective Date: Ongoing
Contact Point: Metrc Support	**Subject**: Item Product Chart	
Reason: Metrc provides guidance on item categories and lab test batches.		

Greetings,

Metrc, in conjunction with the New York Office of Cannabis Management (OCM), are pleased to provide bulk and final form item categories, along with our testing chart that shows how to correlate item categories with products and the appropriate lab test batches for testing.

Please read on for additional information.

Page 1: Overview of bulletin contents

Metrc Support Bulletin

Bulk Item Categories
Please review the Bulk Item Chart below:
- The left column displays the available item category
- The middle column contains the item type
- The right column displays if that product type requires a strain

Bulk Item Categories		
Item Category	**Type**	**Requires Strain**
Seeds	Plants	Yes
Immature Plants	Plants	Yes
Hemp – Bulk	Buds	Yes
Hemp Concentrate – Bulk	Concentrate	No
Bud/Flower - Bulk	Buds	Yes
Concentrate/Extract- Bulk	Concentrate	No
Keif – Bulk	Concentrate	No
Infused Flower – Bulk	Buds	Yes
Infused Non-Edible – Bulk	Infused Non Edible	No
Infused Edible – Bulk	Infused Edible	No

Final Form Item Categories
Please review the Final Form Item Chart below:
- The left column displays the BioTrack item category
- The right column contains the corresponding Metrc Item Category

Final Item Categories	
Biotrack Item Category	**Metrc Item Category**
Usable Cannabis	Bud/Flower - Each
	Raw Pre-Roll – Each
	Infused Pre-Roll – Each
Cannabis Extract for Inhalation	Concentrate/Extract - Each
	Vape Cartridge - Each
	Keif - Each
Liquid Cannabis RSO	Concentrate/Extract - Each
Liquid Cannabis Infused Edible	Infused Edible - Each
	Tincture – Each
Solid Cannabis Infused Edible	Infused Edible – Each
Cannabis Infused Topical	Topical – Each

Page 2 and beyond: Additional training details, at times including screenshots or directing you to more detailed learning in Metrc Learn.

Thank you!

If you have additional questions, reach out to Metrc Support

📞 **Phone: 877-566-6506**

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

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