



Getting Started with Metrc Guide

The Guam Cannabis Control Board, in collaboration with the Department of Public Health and Social Services, the Department of Revenue and Taxation, and Metrc, is pleased to share important information with Guam cannabis licensees and permittees regarding the next steps for a successful transition to Metrc's track-and-trace compliance system. Please review the details below for key onboarding information and guidance.

Step 1: Complete Metrc New Business Training

Each licensed and permitted facility must have a designated Industry Administrator (or "Responsible Official") in the Metrc system to complete credentialing. The designated Industry Administrator must be an owner or designated manager, and each Metrc designated Industry Administrator must take the Metrc New Business Training course at least once.

For Expanded Alternative Treatment Centers, you may use the same designated key Administrator for both your Adult-Use license and Medicinal permit, or you may choose to have separate designated Industry Administrators for your Adult-use and Medicinal operation.

All employees at a licensed facility must be trained in the proper use of Metrc. The Metrc New Business Training is available for all licensed and permitted businesses. This course will provide an overview of the Metrc system and its basic functions for all licensed facility types. **Note:** All Metrc Learn training courses are offered on demand and there is no additional cost for these classes.

To access Metrc's New Business Training, take the following steps:

- Have the following required information ready when signing up for the New Business Fundamentals Training course:
 - Business License or Cannabis Establishment License Number (given by the Department)
 - Business Name
 - E-mail
 - First and Last Name
 - Phone Number
- Visit <https://www.metrc.com/partner/quam/>
- Click the "New Business" Training button and complete registration.
- After registering, you'll be directed to the [Metrc Learn](#) site to complete the New Business Training, which takes approximately 1.5 hours to complete.
- After completing the New Business Training, participants will take a quiz. Once the quiz is completed, the designated Industry Administrator will be prompted to request credentials.

Step 2: Submit Credentials

When at least one Responsible Official, Business Owner, or designated Industry Administrator completes the Metrc New Business Training course, the business' designated Industry Administrator should submit the form requesting log-in credentials by following the screen prompts to enter the Cannabis Establishment license number.

Important note: The initial credentialing request must be submitted by an owner or designated Industry Administrator, who will be assigned as the facility Metrc Key Admin.

In addition, Metrc New Business Training certificate(s) should be submitted as follows:

- *For Adult-Use establishments:* The New Business Training certificate(s) of completion will need to be printed to PDF and sent to Compliance@revtax.guam.gov
- *For Medical establishments:* The New Business Training certificate(s) of completion will need to be printed to PDF and sent to Medicalcannabis@dphss.guam.gov

Once the form and training certificate(s) have been submitted, Metrc Support will verify the credentials and training information within 72 hours to ensure they meet prerequisites.

Advanced training: Once the license has been credentialed and an employee has been added to Metrc, all employees should complete the Advanced Metrc Training classes based on their facility type. These training sessions are offered in two primary formats.

- Facility Type Advanced Training courses provide guidance and best practices for day-to-day use of Metrc and are specific to each facility type (Cultivation, Processing/Product Manufacturing, Dispensary/Store, etc.). For example, Metrc users will learn how to document harvested plants, create packages, create a transfer, etc.
- Functionality-Specific journeys by Facility Type consist of short modules/videos, each lasting between 2-8 minutes, on average. These videos cover specific features available at the facility. After watching a module, users can practice the corresponding task to demonstrate their proficiency and understanding.

Step 3: Access Metrc

After the verification of prerequisites has been completed, Metrc Support will respond within 72 hours via a "Welcome to Metrc" email with instructions and a link for the initial login and account setup – see example below:

From: Metrc Mail <noreply@metrc.com>
Sent: Saturday, June 29, 2024, 8:57 PM
To: John Doe <johndoe@emailusa.com>
Subject: Welcome to Metrc

Welcome to Metrc®!

Your username: **JDoe0101**

Log-in and set your password here: <https://xx.metrc.com/log-in/first-time?key=P2AozZWokXVbG747MIQdWWg176pHJKpu&email=johndoe@emailusa.com>.

First Time log-in key: **P2AozZWokXVbG747MIQdWWg176pHJKpu**

Your e-mail: johndoe@emailusa.com

Log-in key and link expire: 7/2/2024 6:56 PM -06:00

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.

Please note: The link will expire 72 hours after it is generated. If the link expires, the designated Industry Administrator should reach out to Metrc Support to request a new link via the Metrc Support portal at <https://support.metrc.com> or by phone at 877-566-6506.

The Industry Administrator can then add other administrators and employees.

Step 4: Conduct Beginning Inventory

Once your cannabis licensed facility has been set up in Metrc, the Beginning Inventory Guide will be shared via email with the Industry Administrator and should be reviewed to begin the process of entering initial plant and/or package inventory into the system.

If you have questions as you're getting started with Metrc, please contact Metrc Support at <https://support.metrc.com> or 877-566-6506. We look forward to supporting your licensed business!