Metrc Support Bulletin

Industry Bulletin Number: OH_IB_0085	Distribution Date: 03/13/2026	Effective Date: 03/24/2026
Contact: Metrc Support	**Subject:** Important updates on purchase limits, item categories, and packaging & labeling.	
Reason: Announcing important updates according to DCC Guidance for awareness and preparation.		

Greetings,

The Ohio Division of Cannabis Control (DCC or Division) issued guidance to all licensees regarding substantial updates *effective March 24, 2026*. These updates include:

1. Metrc Product (Item) Category updates to align with proposed rules;

2. Patient purchase limits will be increased in line with non-medical transaction limits; and

3. Licensees may begin registering and packaging products pursuant to the updated limits in proposed rule *Ohio Administrative Code (OAC) 1301:18-4-06* (including packaging plant material in any increment up to one ounce).

These updates necessitate significant changes to the product registration and point-of-sale processes. Each Responsible Party must read this guidance in its entirety and ensure all staff are properly trained. **Please direct related questions to the Cannabis Service Center (CSC).**

Remember to read the DCC guidance in its entirety to ensure full awareness and understanding.

Metrc Resources

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

Contact Metrc Support
By navigating to Support.Metrc.com, or from the Metrc System, click the Support area 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 is designed to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing the new Metrc Learn LMS is simple through multiple convenient locations:

   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.

Access additional resources
In the Metrc system, click on the Support area dropdown on the navigational toolbar and select the appropriate resource, including educational guides, manuals, and more.

Thank you for your continued partnership.

Metrc LLC
For additional support,
please visit Support.Metrc.com

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