

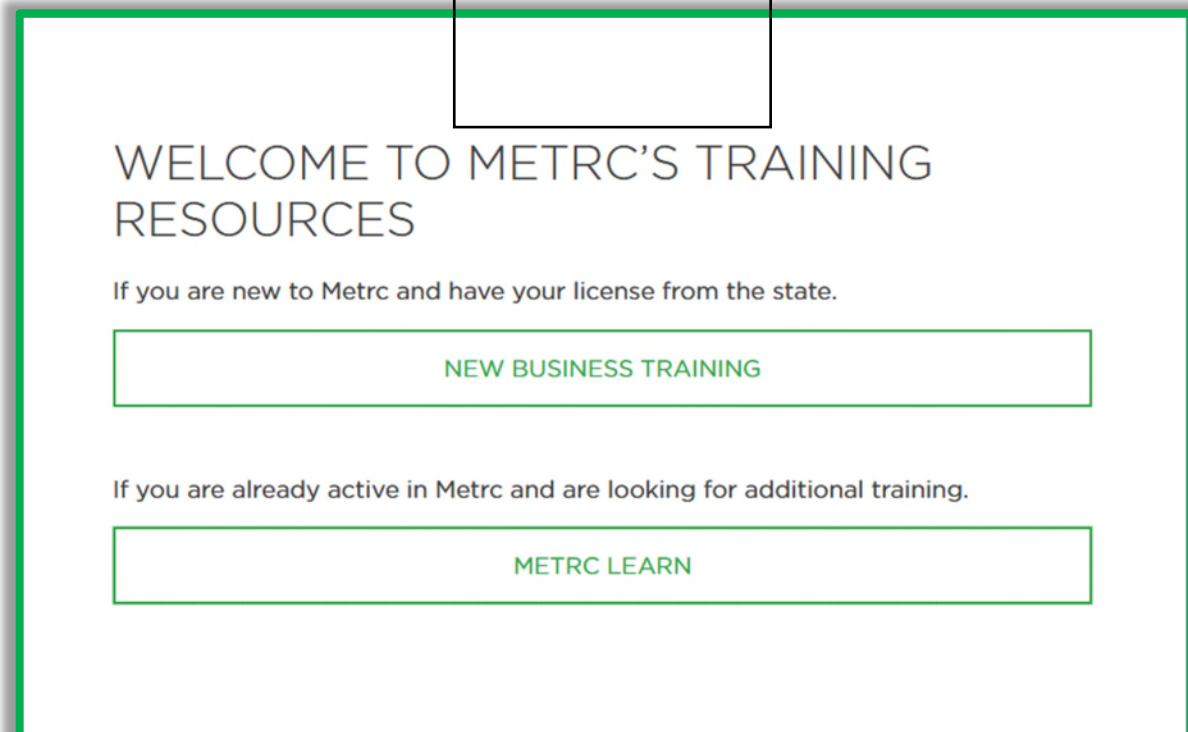
## New Business Training Course

Once a prospective licensee has their license number or application ID and has been approved either Step 1 or 2 of their application, that marihuana facility and their employees will be eligible to sign-up for the new business training course.

Each facility is required to have an administrator in the Metrc system, who must be an owner to complete credentialing. The Metrc administrator is required to take the new business training course at least once **unless** you already have an existing medical marihuana facility license.

It is not a requirement for the business to have paid their license fee prior to signing-up for the new business training course. It is strongly recommended that any employee planning to operate in the Metrc system take the new business training course to ensure they know how to accurately utilize the system.

- The new business training course is provided in a webinar-based format to individual licensees or a small group of licensees.
- These webinar-based training classes will be offered **on demand**. The classes are instructor led and provide a thorough overview of the core functionality of the Metrc system.
- Advanced training classes by license type are also available for licensees who have received licensure.
- These classes are now setup for all approved businesses at no additional cost, and users can sign up by going to the Michigan Partner page on the Metrc website at [www.metrc.com/michigan](http://www.metrc.com/michigan).



The screenshot shows a webpage titled "WELCOME TO METRC'S TRAINING RESOURCES". Below the title, there are two sections. The first section is for new users: "If you are new to Metrc and have your license from the state." followed by a button labeled "NEW BUSINESS TRAINING". The second section is for existing users: "If you are already active in Metrc and are looking for additional training." followed by a button labeled "METRC LEARN".

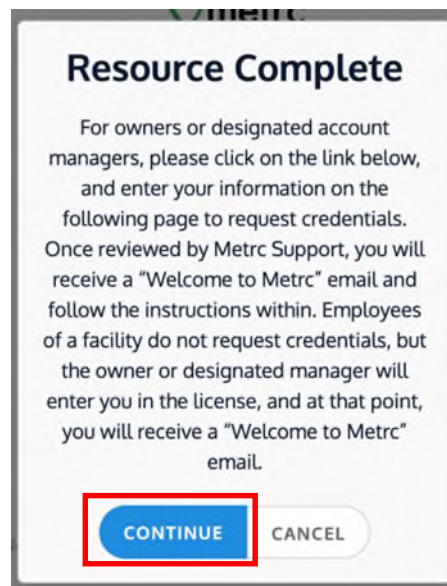
To sign-up for the new business training course, the following information **MUST** be provided:

- Establishment license number (Can be application ID once the business is approved)
- Email
- First Name
- Last Name

## First-Time Credentialing

For any **new** medical marihuana facility licensee that **does not** have an existing medical marihuana facility license, please follow the steps below to gain access to the Metrc system for the first time.

At least one business owner completes the new business training course then clicks Continue on the pop-up at the end of the video in order to request their credentials.



The business owner will then fill out the information on the Metrc Credentialing Process Form and click on the Submit button at the bottom of the page. The Credentialing form will require the following information:

1. Are you the owner?
2. If you are not the owner, then are you the designated Account Manager?
3. Full Name
4. Email
5. Phone Number (Format: 1-555-555-5555)
6. State
7. Facility License Type

- 8. State Assigned Badge/Permit (if not applicable, please provide DOB in MM/DD/YY format, and last four digits of SSN. For California licensees, please enter NA)
- 9. Business License Number(s)
- 10. Business Name or DBA

## Metric Credentialing Process Form

The survey will take approximately 5 minutes to complete.

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**\* Required**

1. Are you the owner? \*

Yes

No

2. If you are not the owner, then are you the designated Account Manager? \*

Yes

No

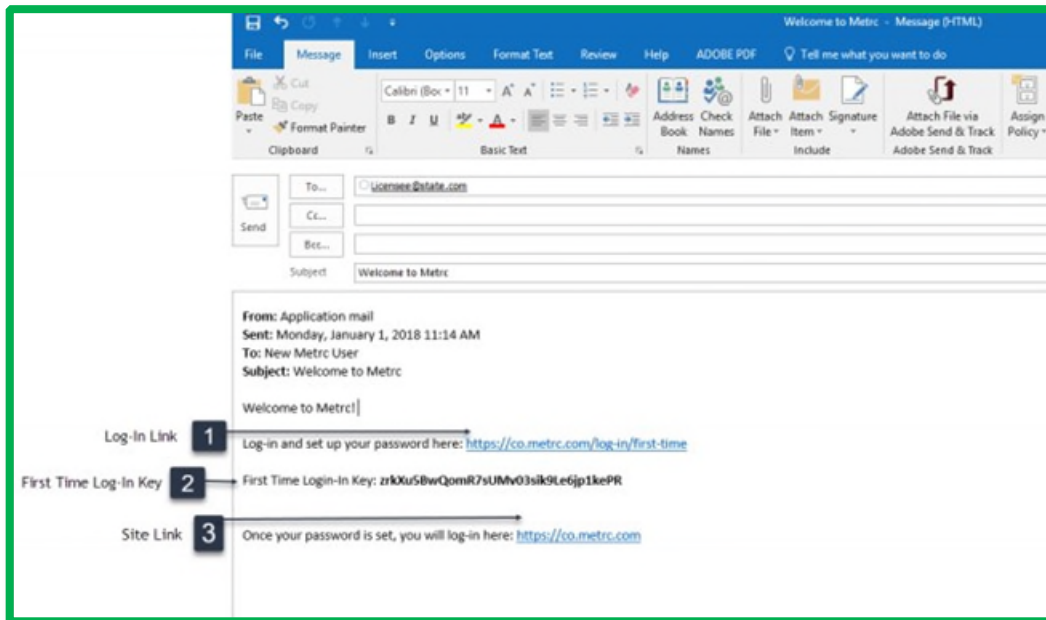
3. Full Name \*

Enter your answer

4. Email \*

Enter your answer

Your information will be vetted within 48 hours, or by Monday if you've sent the information on Friday. You will then receive a "Welcome to Metrc" email like the one below.



This email contains your Log-in Link and a temporary password to access Metrc and set up your account.

The First-Time Log-in Key is good for 24 hours; you must log-in within 24 hours of when the link was sent!

### Item 1: Log-in Link

<https://MI.metrc.com/log-in/first-time>

This link will take you to the first-time log-in page where you can use your key and temporary password to log-in.

### Item 2: First Time Log-in Key

This first-time log-in key can only be used once, and within 24 hours of when the "Welcome to Metrc" email is sent.

### Item 3: Site Link

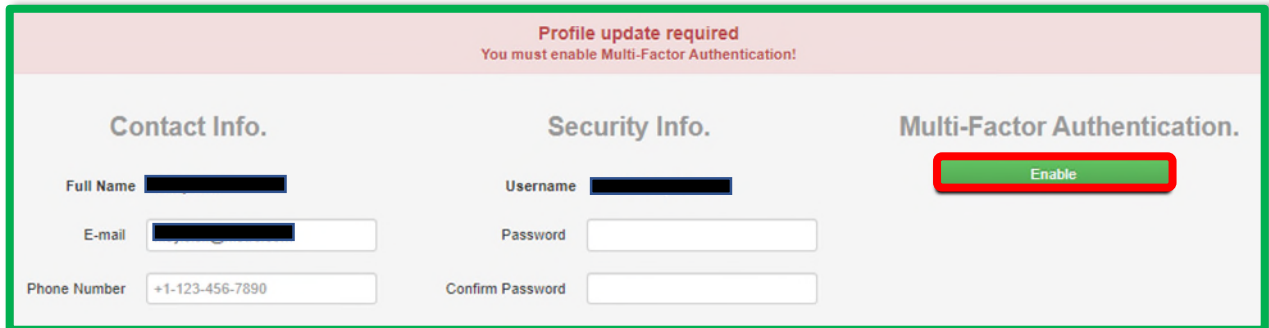
<https://MI.metrc.com>

Use this link to navigate to the main log-in screen and create a bookmark on your device.

The first credentialing request must come from an owner, and they will be assigned the facility admin, the facility admin can then request to have the admin changed if needed.

## Enabling Multi-Factor Authentication

When logging into your Metrc account, the user will need to enable the Multi-Factor Authentication in their license as seen in Figure 1.



The screenshot shows a profile update interface with a red banner at the top stating "Profile update required" and "You must enable Multi-Factor Authentication!". Below the banner are three columns: "Contact Info.", "Security Info.", and "Multi-Factor Authentication.". The "Contact Info." column contains fields for Full Name, E-mail, and Phone Number (+1-123-456-7890). The "Security Info." column contains fields for Username, Password, and Confirm Password. The "Multi-Factor Authentication." column features a green "Enable" button highlighted with a red border.

Figure 1: Profile Update

## Downloading and Using Authenticator App

When selecting to enable MFA, you will be prompted with the steps to finalize the setup. You'll either be able to use the QR code within the action window as seen in Figure 2 or use the Manual Entry key to receive your six-digit code.



Figure 2: Authenticator Instructions

### Download Backup Codes

Once your MFA is completed, it is highly recommended to download backup codes in the chance you lose your authenticator device or do not have it on hand for log in. These backup codes will not require access to the authentication application and can be stored in a safe location for usage when logging in going forward.

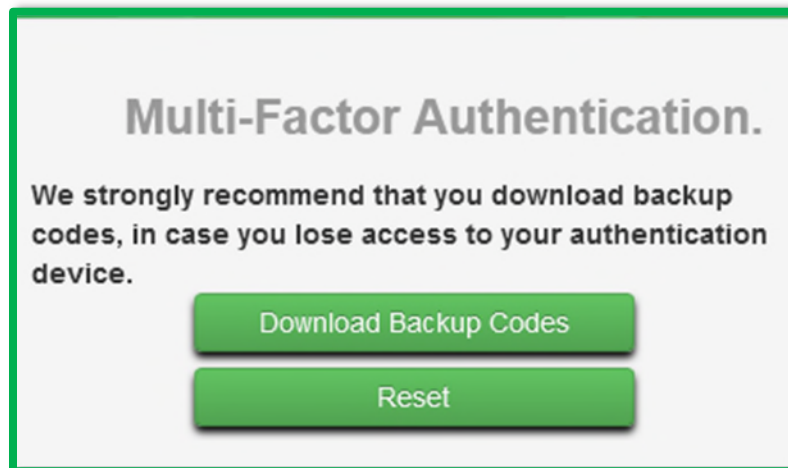
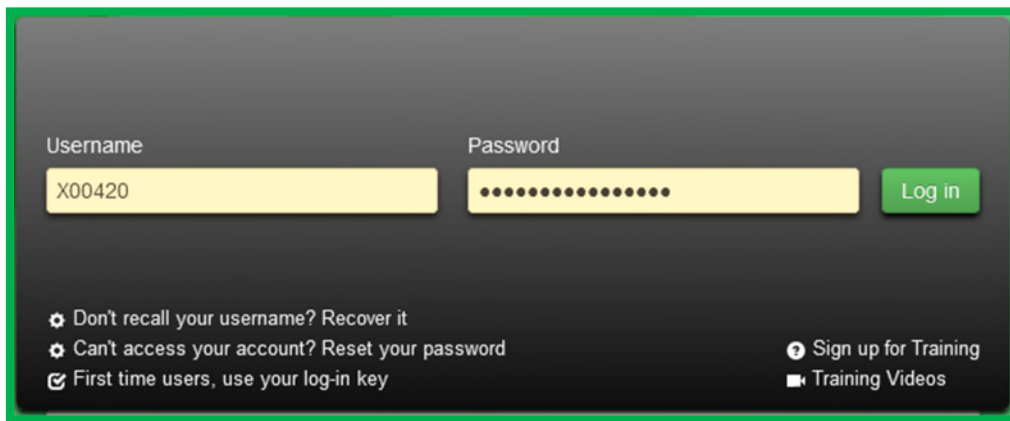


Figure 3: Download Backup Codes

Please note that if you lose your backup codes and no longer have access to your authentication application, you can reach out to [support@metrc.com](mailto:support@metrc.com) to reset your MFA which will prompt you to start the process of enabling it over again.

## Log In Requirements

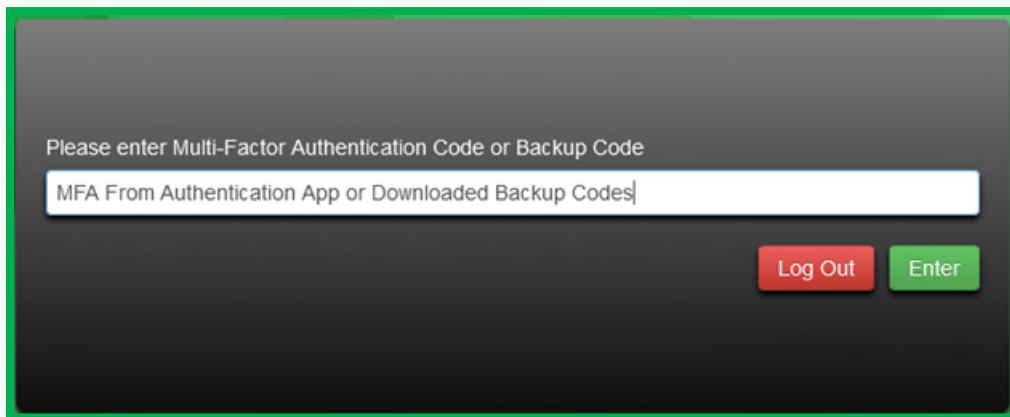
After MFA has been enabled and backup codes are downloaded. Future log in requirements will prompt the Username and Password information to be entered as it currently works today and outlined in **Figure 4**.



The screenshot shows a login interface with a dark grey background. At the top, there are two input fields: 'Username' containing 'X00420' and 'Password' with masked characters. To the right of the password field is a green 'Log in' button. Below the input fields, there are four links: 'Don't recall your username? Recover it', 'Can't access your account? Reset your password', 'First time users, use your log-in key', 'Sign up for Training', and 'Training Videos'.

**Figure 4: Download Backup Codes**

Once the Username and Password have been correctly entered. You will be prompted to input either the MFA from the authentication app or a downloaded backup code. After that information is correctly validated, you will be directed to the standard home page to begin your session in Metrc.



The screenshot shows a screen with a dark grey background. At the top, it says 'Please enter Multi-Factor Authentication Code or Backup Code'. Below this is a white text input field containing 'MFA From Authentication App or Downloaded Backup Codes'. At the bottom right, there are two buttons: a red 'Log Out' button and a green 'Enter' button.

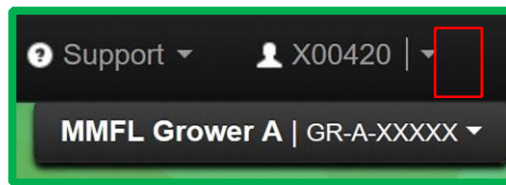
**Figure 5: Download Backup Codes**

### **Adding New Facilities**

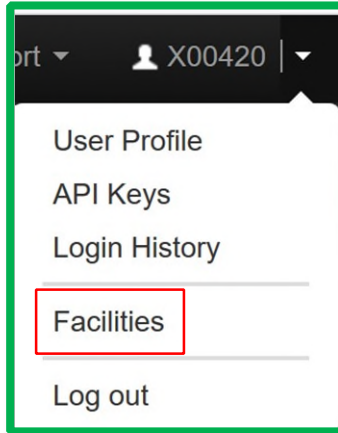
The following guidance outlines the steps necessary for a business to input additional facilities to the Metrc system. These steps will pertain to any existing medical marihuana facility licensee that has been approved for additional medical marihuana licenses to their already operational facility.

If a user tries to enter an inactive Facility License Number, they will receive an error. If you believe this to be incorrect, please contact [CRA-compliance@michigan.gov](mailto:CRA-compliance@michigan.gov) for any Medical Licensing inquiries.

**Step 1:** Navigate to the upper right-hand corner of your Metrc account and select the dropdown next to your username.

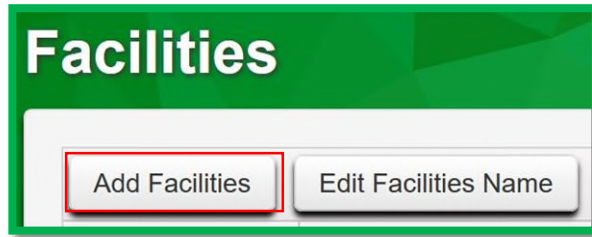


**Step 2:** Once the dropdown populates, select the Facilities option.

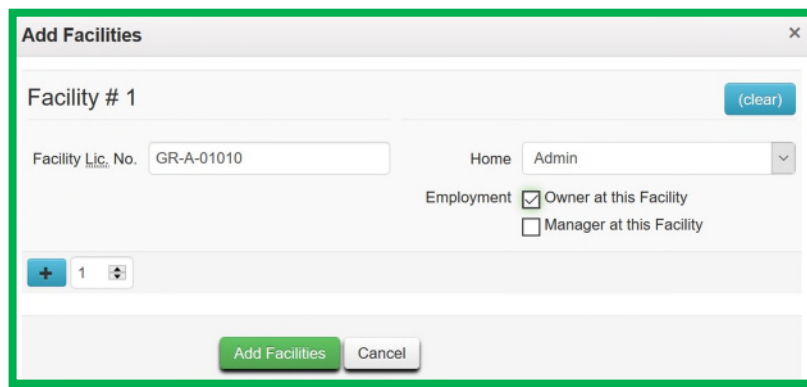


**Step 3:** Select the Add Facilities button.





**Step 4:** The Add Facilities action window will appear where you will need to input the facility license number associated with your business. The user will also need to designate the home page for that license number and the type of employment. Once this information is accurately inputted, select Add Facilities.



*Please contact Metrc support at [support@metrc.com](mailto:support@metrc.com) or 877-566-6506 with any Metrc question or assistance on training signup and/or credentialing.*

*Please contact the Cannabis Regulatory Agency Compliance Section via email at [CRA-compliance@michigan.gov](mailto:CRA-compliance@michigan.gov) with any Compliance questions.*