

Metrc System Access Information



Once a prospective licensee is approved for pre-qualification or licensure and has their license number or application ID, that marihuana business and their employees will then be eligible to sign-up for the **New Business Training Course**.

It is not a requirement for the business to have paid their license fee prior to signing-up for a training class. Each establishment is required to have an administrator in the Metrc system. The Metrc administrator is required to take the **New Business Training Course** at least once unless you are an existing Medical Marihuana Facility Licensee (MMFL). MMFL administrators will **NOT** need to take the **New Business Training Course** but will still need to add their new Adult Use Marihuana Facility License to their existing Metrc account.

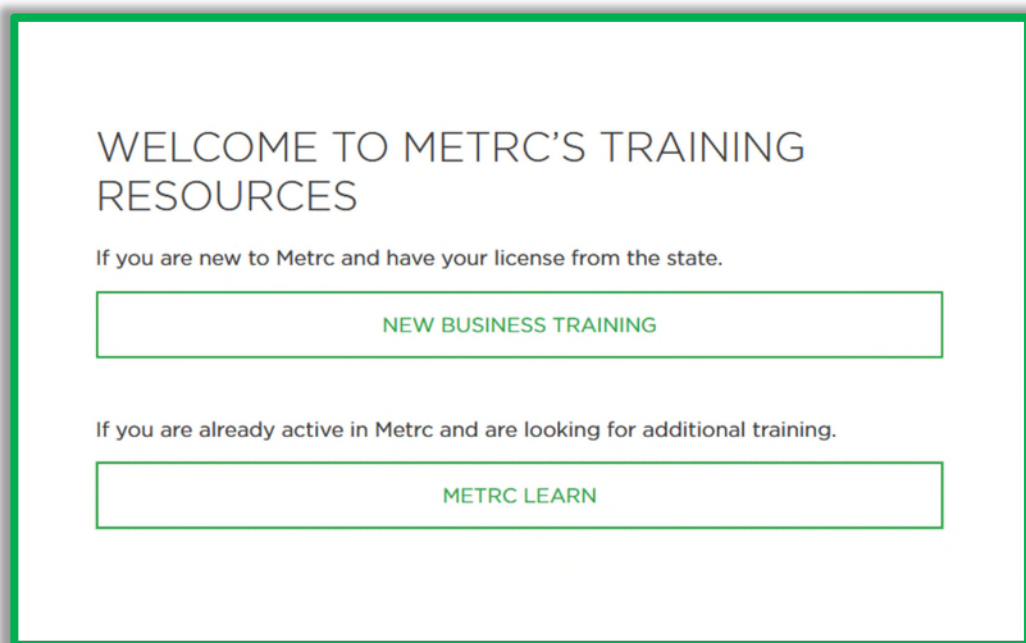
It is strongly recommended that any employee planning to operate in the Metrc system take the **New Business Training Course** to ensure they know how to accurately utilize the system.

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.



To sign-up for the **New Business Training Course**, the following information will need to be provided:

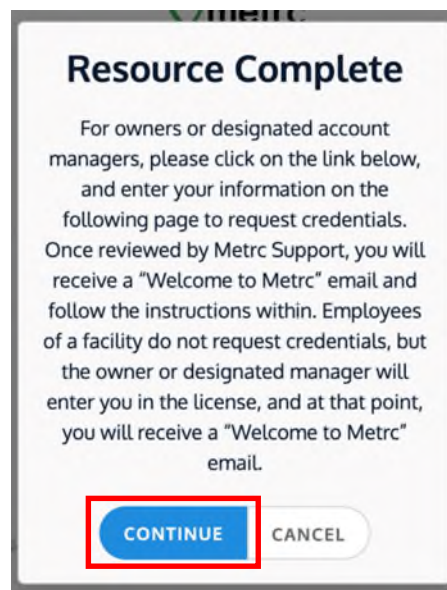
- Facility/Establishment license number (Can be application ID once the business is approved)
- Email
- First Name
- Last Name

First-Time Credentialing

The following guidance outlines the steps necessary for a business to receive access to the Metrc system for the first time. These steps will pertain to any new Medical Marihuana Facility Licensee or Adult Use Licensee that does not have an existing Medical Marihuana Facility License.

At least one business owner must complete the **New Business Training Course** to qualify to receive credentials and become a Metrc administrator for the facility or facilities.

After you complete training, you click Continue on the pop-up at the end of the video in order to request your 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

Metrc Credentialing Process Form

The survey will take approximately 5 minutes to complete.

...

* Required

1. Are you the owner? *

Yes

No

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

Yes

No

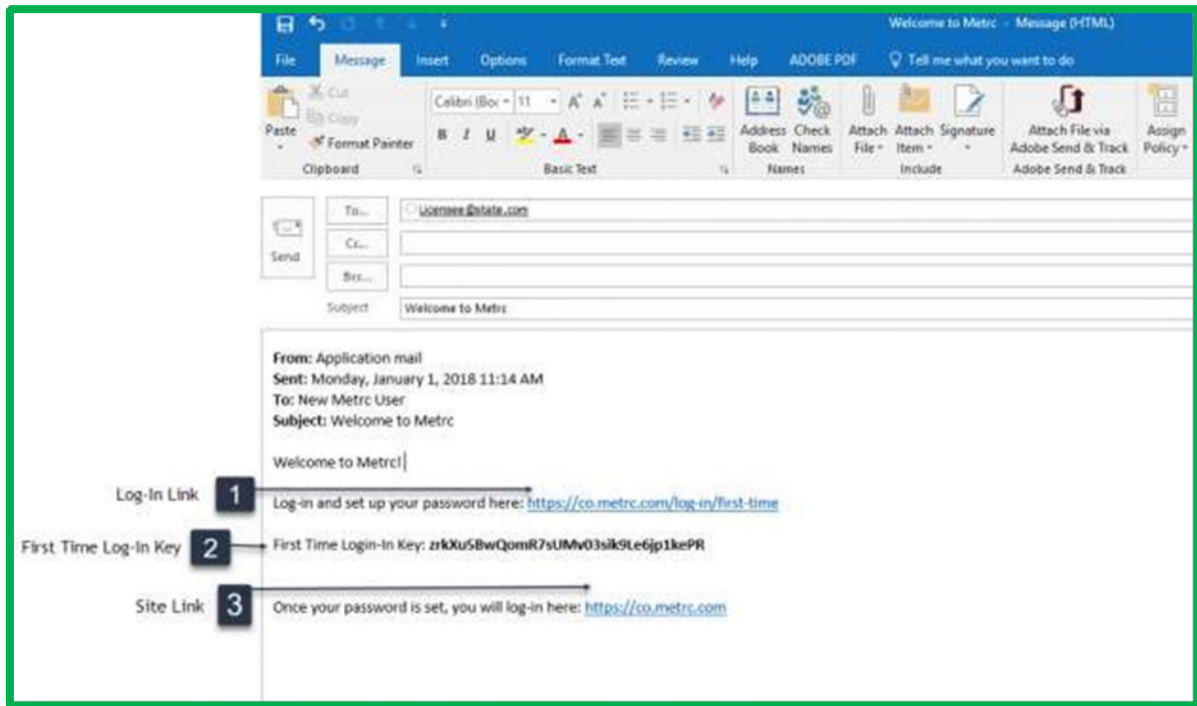
3. Full Name *

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.

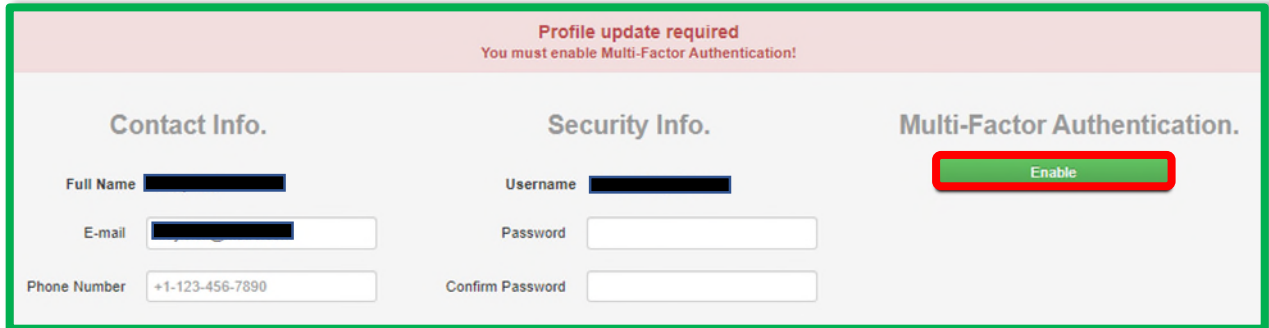
Item 3: Site Link

<https://MI.metrc.com>

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

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.

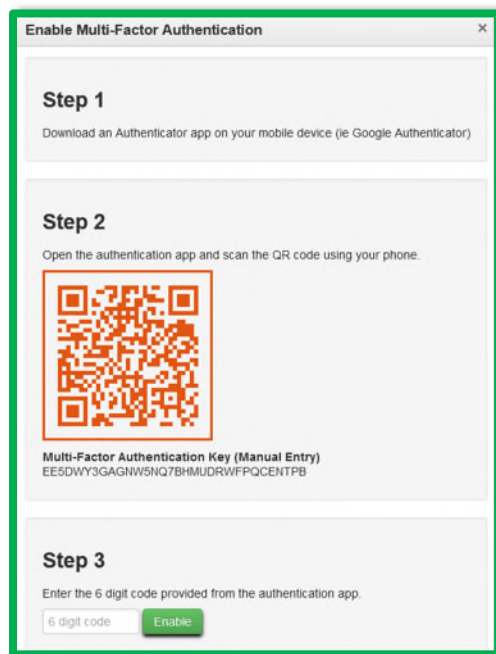


The screenshot shows a profile update interface with a red banner at the top stating "Profile update required" and "You must enable Multi-Factor Authentication!". Below the banner are three sections: "Contact Info.", "Security Info.", and "Multi-Factor Authentication.". The "Contact Info." section includes fields for Full Name, E-mail, and Phone Number. The "Security Info." section includes fields for Username, Password, and Confirm Password. The "Multi-Factor Authentication." section 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.



The screenshot shows a dialog box titled "Enable Multi-Factor Authentication" with three steps:

- Step 1:** Download an Authenticator app on your mobile device (ie Google Authenticator)
- Step 2:** Open the authentication app and scan the QR code using your phone. Below this is a QR code and a "Multi-Factor Authentication Key (Manual Entry)" with the key: `EE5DWY3GAGNW5NQ7BHMUDRWFPQCENTPB`
- Step 3:** Enter the 6 digit code provided from the authentication app. Below this is a text input field labeled "6 digit code" and a green "Enable" button.

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 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**.

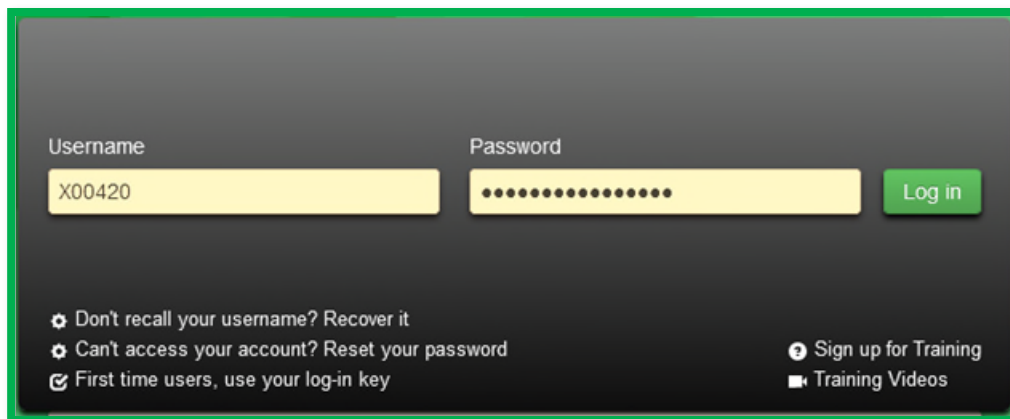


Figure 4: Download Backup Codes

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.

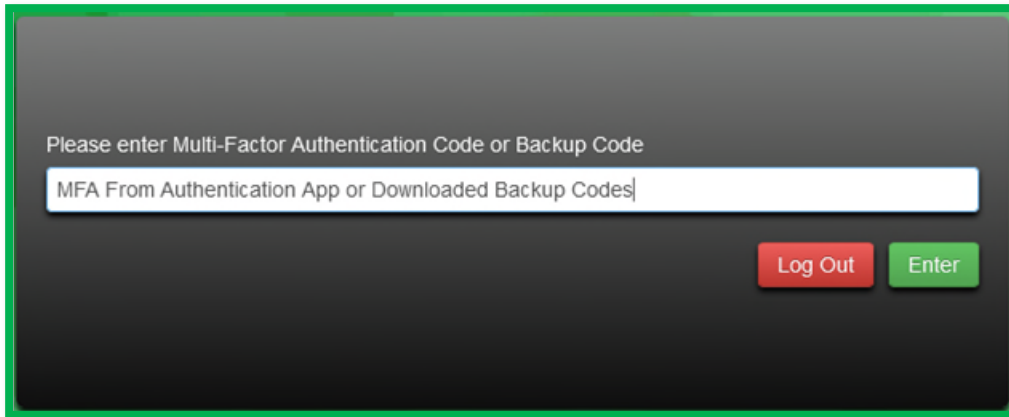
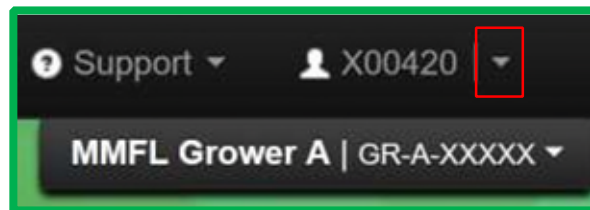


Figure 5: Download Backup Codes

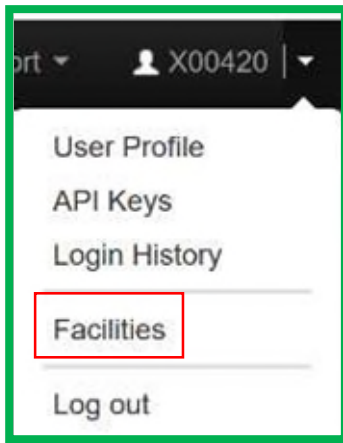
Adding New Facilities

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 awarded additional Medical Marihuana or Adult Use licenses to their already operational establishment.

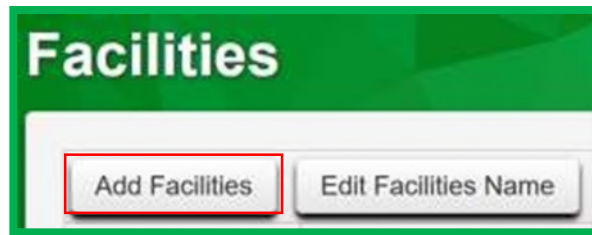
Step 1: Navigate to the upper right-hand corner of your Metrc account and select the dropdown next to your username.



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.

A screenshot of the 'Add Facilities' dialog box. The dialog has a title bar 'Add Facilities' with a close button. Inside, there is a section for 'Facility # 1' with a '(clear)' button. Below this, there are two input fields: 'Facility Lic. No.' with the value 'AU-G-A-XXXXX' and 'Home' with a dropdown menu showing 'Admin'. Underneath, there are two checkboxes for 'Employment': 'Owner at this Facility' (checked) and 'Manager at this Facility' (unchecked). At the bottom left, there is a blue '+' button. At the bottom center, there are two buttons: 'Add Facilities' (green) and 'Cancel' (grey).

Please note: Only active licenses can be added, If the user tries to enter an inactive facility license number, they will receive an error.

Please contact Metrc support at 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 with any Compliance questions.