



# Montana Complia & Metrc Launch Time Line

April 2<sup>nd</sup>

## Complia

<https://mycomplia.com/>



- **Complia** will Go Live on April 2, 2018

- Complia is the On-Line portal for the State of Montana where Providers will be able to apply for new Licenses and renewals in the future
- Each Provider, Employee (Full time or Volunteer) and Patient will be required to register and apply through Complia for renewals and new licenses in the State of Montana starting on April 2<sup>nd</sup>
  - Different Providers have different renewal and expiration dates
- **Please be patient.**
  - Applications take time to process and there will be an initial influx of Applications in April.
  - Avoid contacting Support or the State about the status of an application as it only slows things down, it will not expedite the process
  - You will be able to see updates to your applications when you log into the Complia portal
  - You will also receive email notifications when the status of your application changes
- These Applications must be submitted, reviewed by the State and approved before you will be able to request credentials or gain access to Metrc.
- Once your application has been approved and you receive your finalized License you may then request Metrc credentials

Note: Providers will not be able to request or gain access to Metrc until their Business License has been submitted through Complia and approved by the State and DPHHS. Some Providers will have different License expiration and renewal dates than others based on when they were first issued a Business/Provider License.



# Montana Complia & Metrc Launch Time Line



April 2<sup>nd</sup>

**Metrc**

April 2<sup>nd</sup> – 6<sup>th</sup> (Week 1)

- **Metrc** will go live on April 2, 2018
  - Request Credentials
    - Providers may begin requesting credentials to access Metrc
    - Only Providers that have completed a new or renewal Business License Application through Complia will be able to request credentials for access to Metrc (All Licenses in Metrc are validated by the state through Complia)
  - **Please be patient.**
    - **Credential requests may take up to 72 hours to process during launch due to the high volume of requests.**
    - **If you do not receive a response within 72 hours, contact the Metrc Support Team**
    - After the request is processed, Providers will receive a “Welcome to Metrc” email to get started
  - Login, Setup & Order Tags
    - After setting up the facility in Metrc, Providers will order RFID Tags
    - **Tags will take 3-5 business days to print, ship and deliver**
    - **Expedited Shipping will not be available**

April 9<sup>th</sup> – 13<sup>th</sup> (Week 2)

- Receive Metrc RFID Tags
- Enter inventory into Metrc and assign Metrc RFID Tags
- Providers take an inventory and enter all plants and packages into Metrc
- Begin tracking all inventory, transfers and sales in Metrc

**Note:** Providers will not be able to request or gain access to Metrc until their Business License has been submitted through Complia and approved by the State and DPHHS. Some Providers will have different License expiration/renewal dates than others based on when they were first issued a Business/Provider License.

# New Licensees – Requesting Credentials Starting April 2<sup>nd</sup>

- Only new licensed owners will request credentials
  - Employees and Managers do NOT request credentials
  - Employees, Managers and other Owners will be added in to Metrc as “Employees” by the Principal Owner
- Send an email to [support@metrc.com](mailto:support@metrc.com) with the following:
  - Subject Line: REQUESTING CREDENTIALS
  - Body of Email:
    - First Name
    - Last Name
    - Agent Number (Employee Badge Number)
    - Business Name
    - Business license number
    - Phone Number
    - Email you want the link sent to
- Receive welcome email and follow instructions

# Metric Training

## Metric Training

- Metric will be providing on going training sessions via webinar on a regular basis for those who need it.
  - These training sessions are available to anyone in the industry.
  - Owners, Managers and staff may attend as many training classes as desired, there is no cost involved.
- Visit [metric.com/Montana](https://metric.com/Montana)
  - Click on “Sign up for additional training” to view the calendar of available classes and times
  - Register for the classes you want to attend
    - You will receive an email confirmation with a new link to attend the webinar
- The Principal Licensed Business Owner must attend at least one(1) New Business training class to understand the reporting responsibilities by the State Medical Cannabis Program
- We recommend that anyone operating in Metric on any level attend a training webinar on a quarterly basis (once every three months to stay up to date and informed of any changes)

The following webinar classes are available:

**Metric Level 1 – New Business**

**Metric Level 2 – Advanced Cultivation**

**Metric Level 2 – Advanced Dispensary**

# Support Resources

## Support Tab

- Metrc Manual/User Guide
- State Supplemental Guide
- Training Videos – YouTube “Metrc Training”

## Program Updates

- [www.metrc.com/montana](http://www.metrc.com/montana)

## Interactive Support

- E-mail
  - [support@metrc.com](mailto:support@metrc.com)
- Phone
  - Metrc support line - 877-566-6500
    - Monday – Friday
      - 8am – 7pm **MTN**
    - Saturday
      - 8am – 6pm **MTN**
    - Sunday (Voicemail & Email)

