



Instructions for new licensee's requesting access to METRC tracking system

1. METRC Level 1 Training is required prior to receiving credentials into METRC. To enroll or verify if training is complete, contact METRC Support, (877) 566-6506
2. 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
 - Reminder, all employee's must register and obtain an employee badge
3. If you have more than one license type registered through Complia (for example your grow location and a dispensary), you need to request access to METRC for each license type to set up each licensed facility. You can request this at the same time, or individually depending on when your license(s) are approved. All your associated facilities will be set up and available in METRC.
4. Send an email to 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 (list each license number you are requesting access for)
 - Phone Number
 - Email you want the link sent to (same as on your provider application)

Credential requests can take up to 72 hours to process. If you do not receive a response within 72 hours, contact the METRC Support Team.

5. You will receive a "Welcome to METRC" email. Follow the instructions to complete your request.
6. Once Credentialed into METRC
 - You will log in
 - Set up your facility(s) into METRC

- Order RFID Tags – this does not apply to labs
 - Tags take 3-5 business days. Expedited delivery is not available
 - Once you receive your tags, enter all inventory into your licensed facility(s).
 - Enter all employees and cardholders
 - Labs will enter all employees
7. Begin tracking all inventory, transfers, and sales in METRC