

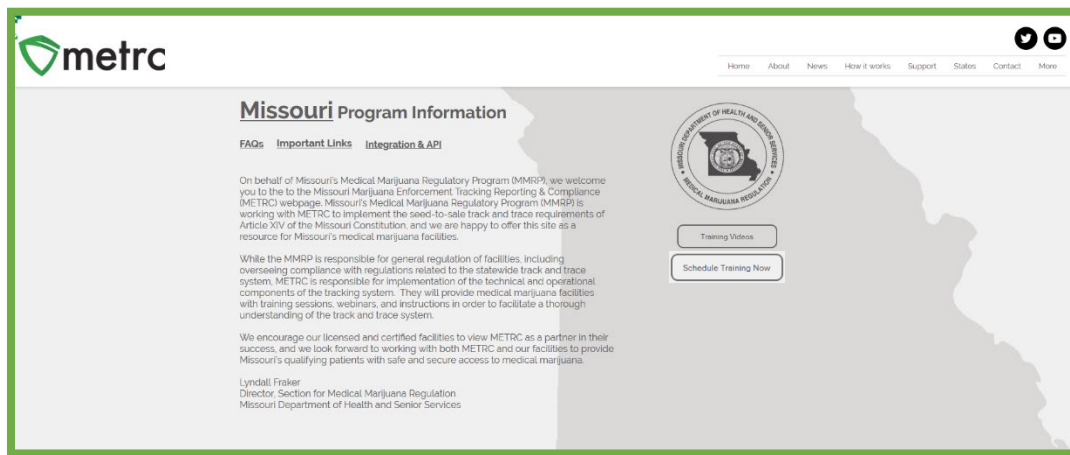
## New Business Training Course

Once a licensee has requested a commencement inspection, that marijuana 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 or designated manager in order to complete credentialing. The Metrc administrator is required to take the new business training course at least once and pass the new business test following the course.

All facility employees must be trained in the proper use of the statewide track and trace system, and therefore, 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 every Wednesday from 10 AM – 12 PM CT. The classes are instructor led and provide a thorough overview of the core functionality of the Metrc system.
- Advanced training classes by license type will also be available at a later date for licensees who have received licensure and begun operations.
- These classes are now set up for all approved businesses at no cost, and users can sign up by selecting the “Schedule Training Now” button at [www.metrc.com/missouri](http://www.metrc.com/missouri).



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

- State license or certification number
- Business Name
- Email
- First Name
- Last Name
- Phone Number

## First-Time Credentialing

For any **new** medical marijuana facility licensee, please follow the steps below to gain access to the Metrc system for the first time.

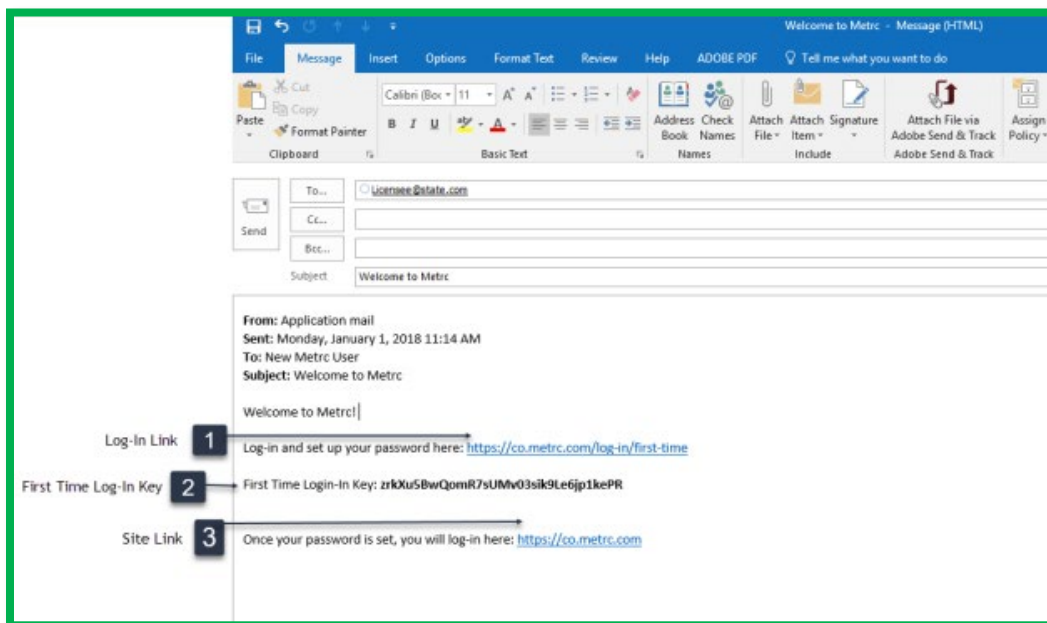
When at least one business owner or designated manager completes the new business training course (instructions for this course can be found on the next page) the business owner or designated manager must send an email to [support@metrc.com](mailto:support@metrc.com) requesting log-in credentials. The email **MUST** contain the following:

Subject Line: "Requesting MO Credentials"

In the body of the email, please include:

- Your full name
- Your agent number
- Your MO Medical Marijuana License or Certification Number
- The name of your business and DBA if applicable
- The best phone number to reach you at
- The email address where you'd like your "Welcome to Metrc" email to be sent

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://MO.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://MO.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 or designated manager and they will be assigned the facility admin. The facility admin can then request to have the admin changed if needed.

*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 Section for Medical Marijuana Regulation, Facility License and Compliance Section or your assigned compliance officer via email at [mmlicenses@health.mo.gov](mailto:mmlicenses@health.mo.gov) with any compliance questions.*