



Maine Industry Workgroup  
10/11/22



# Agenda



## Introductions

- Brent Doherty, *Key Program Manager*
- Myra Chinn, *Lab Testing and Training Lead*
- Tricia Mills, *Director of Support*



## Support

- Response metrics update
- Support improvements



## Training

- Register for Metrc Learn
- Training Journeys
- Learning Library



## Reports

- Tableau overview
- Metrc Data Platform

The background features a dark teal color with a fine, repeating dot pattern. Overlaid on this are several large, curved, overlapping shapes in various shades of green and blue, creating a dynamic, abstract composition. The word "Training" is centered in a white, serif font.

# Training

# Metrc Learn: How to register



Multiple options to access registration

## Option 1:

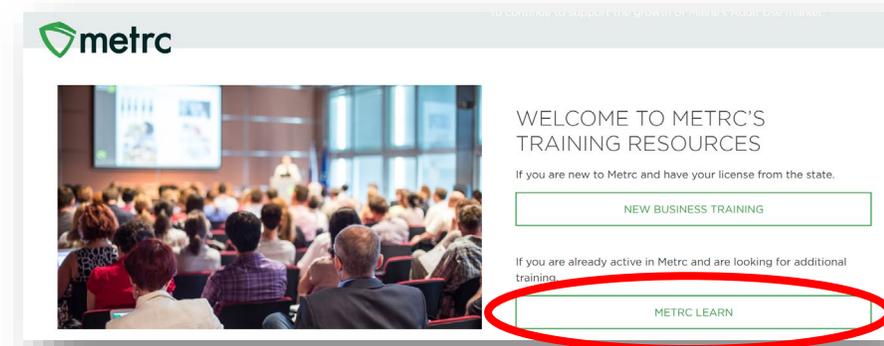
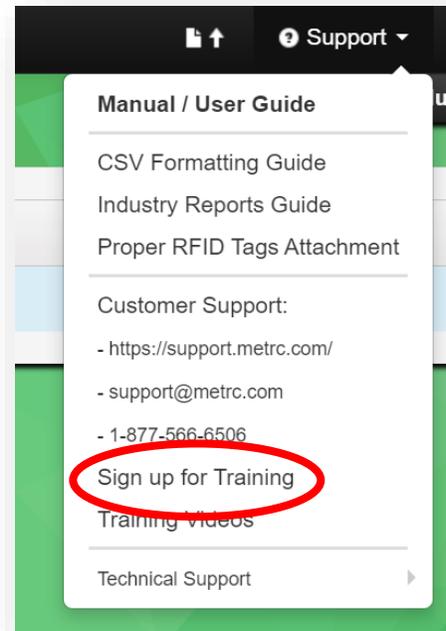
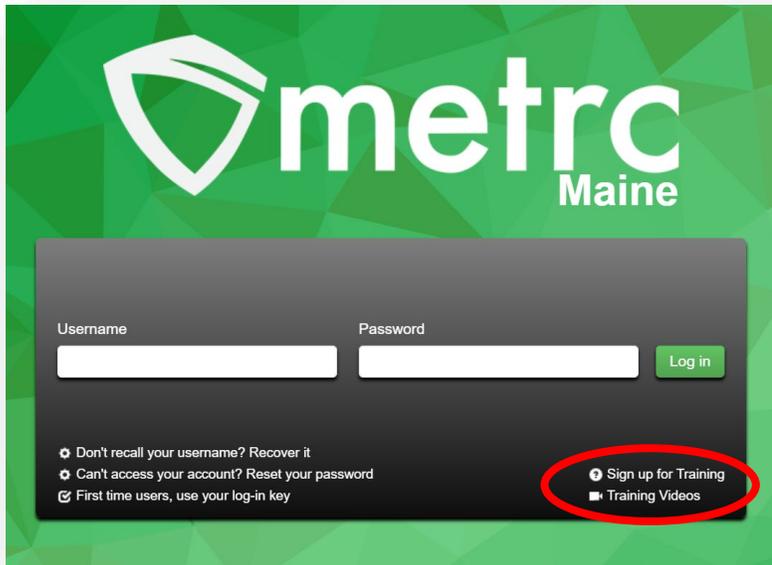
- Navigate to the Metrc homepage
- Select “Sign up for Training”
- Complete registration information

## Option 2:

- Log in to Metrc with your credentials
- Click the Support tab and select “Sign up for Training” in the dropdown box
- Complete registration information

## Option 3:

- Visit Metrc.com and select the dropdown box in upper right
- Click “Partners” > “Maine” > “Training and Info” > “Metrc Learn” button
- Complete registration information





# Metric Learn registration

Submit your information to kickstart registration approvals

## Registration steps:

- Populate all form fields with your information
- Metric will receive your registration request
- Please allow 24 hours for registration approval
- Once approved, you will receive an automated Welcome email to sign in and set your password:

<https://metriclearn.bridgapp.com//login>



The image shows two overlapping screenshots. The background screenshot is the registration form on a green background. It features the 'metric learn' logo at the top, followed by the title 'Registration'. Below this is a 'NEW USER' section with form fields for 'First Name', 'Last Name', and 'Email'. There are dropdown menus for 'What State is your facility licensed in?' and 'Are you a State Employee?'. Below these are three 'Facility License Number' fields with a note: 'If more than one, please list them below'. There is also a 'Facility Type' dropdown menu and a 'Metric Username' field. At the bottom, there is a checkbox for 'I'm not a robot' with a CAPTCHA icon, a 'CREATE ACCOUNT' button, and a link for 'Already have an account?'. The foreground screenshot is a white email template. It has the 'metric' logo at the top left. The text reads: 'Welcome [Name]!', 'Metric Learn has set up an account for you to access our modern, intuitive, mobile learning platform.', 'Sign in using Login ID: [Email]@metric.com', 'You just need to set a password and you'll be well on your way to a new learning experience!', a green 'SET A PASSWORD' button, and a 'Getting Started' section with instructions on finding content and using the Learning Library.



# Accessing Metrc Learn

Login to gain access to training



## Login steps:

- Enter your username –the email you entered during the registration process
- Enter your password –this was set up on receiving your Welcome email
- View your assigned “Training Journey” – based on the facility license type selected during the registration process
- View on-demand webinar trainings for education that works on your schedule!

<https://metrclearn.bridgeapp.com//login>

The screenshot displays the Metrc Learn web application interface. At the top, there is a green header with the Metrc Learn logo and the text "metrc learn". Below the header, there are navigation tabs: "MY LEARNING", "LEARNING LIBRARY", and "TRAINING CALENDAR". A search bar is located on the left, and an "EXPORT TRANSCRIPT" button is on the right. The main content area shows a "REQUIRED (3)" section with three course cards. The first card is "Bridge Learn: Overview for Learners" with a 7-minute duration. The second card is "Introduction to Metrc Learn" with a 0-minute duration. The third card is "Cultivation Level 1 Program" with 13 steps and is marked as "Part of a Journey".



# Metrc Learn: Training Journey

A new interactive learning tool specific to different license types



- Once logged in, navigate to “My Learning” to view training modules developed for your facility license type
- Training journeys allow learners to walk through modular-based training that includes the ability to test knowledge through performing the actions in an environment mimicking the Metrc platform

<https://metrclearn.bridgeapp.com//login>

The screenshot displays the Metrc Learn web application interface. At the top, there is a green header with the Metrc Learn logo. Below the header is a navigation bar with three tabs: 'MY LEARNING', 'LEARNING LIBRARY', and 'TRAINING CALENDAR'. The 'MY LEARNING' tab is highlighted with a red box. The main content area features a search bar on the left and an 'EXPORT TRANSCRIPT' button on the right. Below the search bar, there is a 'REQUIRED (3)' filter. The main content area displays three training modules in a grid. The first module is 'Bridge Learn: Overview for Learners', the second is 'Introduction to Metrc Learn', and the third is 'Cultivation Level 1 Program'. The 'Cultivation Level 1 Program' module is highlighted with a red box. The interface also includes a 'Grid' view selector and a 'Filter by' dropdown menu.



# Metrc Learn: Webinars

On-demand training available through the Learning Management System (LMS)



- Navigate to “Learning Library” to view on-demand training content
- Metrc continuously updates content, including short educational videos on specific functionality

<https://metrclearn.bridgeapp.com//login>

The screenshot displays the Metrc Learn LMS interface. At the top, there is a green header with the Metrc Learn logo. Below the header, there are navigation tabs: "MY LEARNING", "LEARNING LIBRARY" (highlighted with a red box), and "TRAINING CALENDAR". A search bar is located below the navigation tabs, followed by sorting and filtering options. The main content area shows a grid of training courses under the heading "ALL OTHERS (13)". The courses are:

- How to Pay Industry Support Fees Training (4 MINS)
- ME Sample Collector Training (28 MINS)
- ME Advanced Cultivator Training (81 MINS)
- ME New Business Training (90 MINS)
- Transporters (Learning Library)
- Remediation in Metrc (Learning Library)
- Manicuring Plants in Metrc (Learning Library)
- Making a Manual Sales Entry (Learning Library)

The background features a dark teal-to-blue gradient with a fine white dot pattern. Overlaid on this are several large, curved, overlapping shapes in shades of green and teal, creating a dynamic, layered effect.

Support



# Metrc Support updates

Response metrics and improvements



## June

2022

- 18.17 hours – Regular tickets
- 85.92 hours – Testing tickets
- Avg. 2+ hours phone calls

## July

2022

- 12.09 hours – Regular tickets
- 59.23 hours – Testing tickets
- Avg. 30-minute phone calls

## August

2022

- 16.80 hours – Regular tickets
- 11.26 hours – Testing tickets
- Avg. 6.43-minute phone calls

## September

2022

- 13.77 hours – Regular tickets
- 9.74 hours – Testing tickets
- Avg. 5.45-minute phone calls

## October

2022

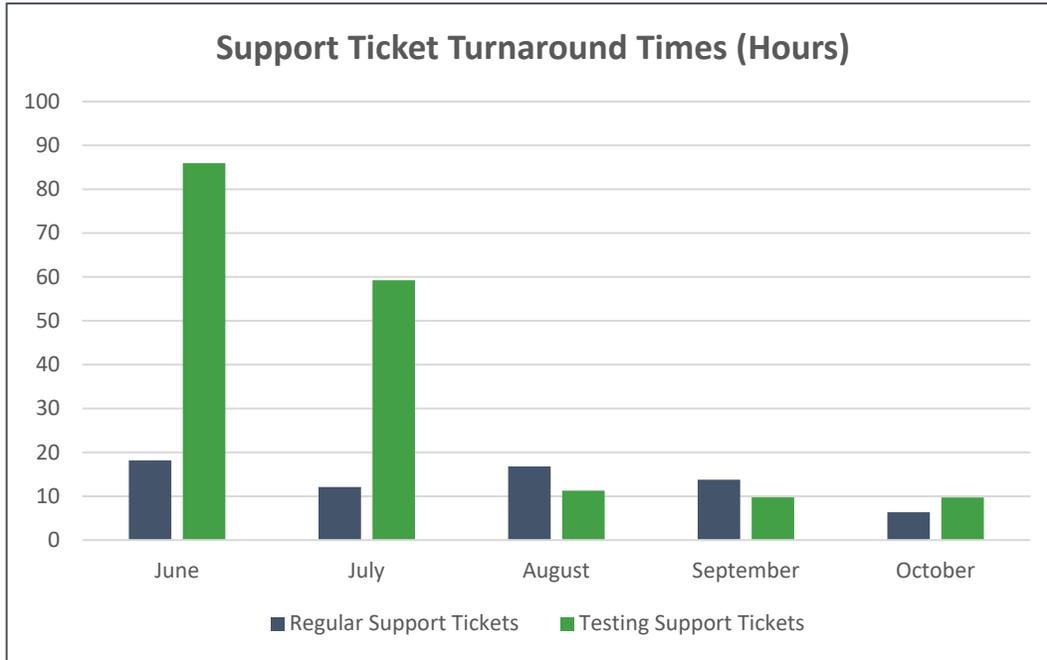
- 6.36 hours – Regular tickets
- 9.7 hours – Testing tickets
- Avg. 6.5-minute phone calls

Please note the Metrc SLA is 72 hours to allow for additional research and process intake for testing in every state.



# Metric Support updates

Metrics at-a-glance



Please note the Metric SLA is 72 hours to allow for additional research and process intake for testing in every state.



# Reports

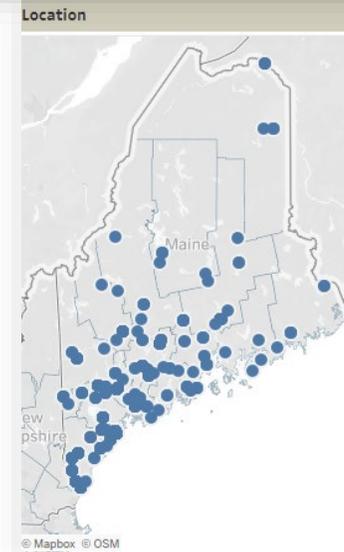
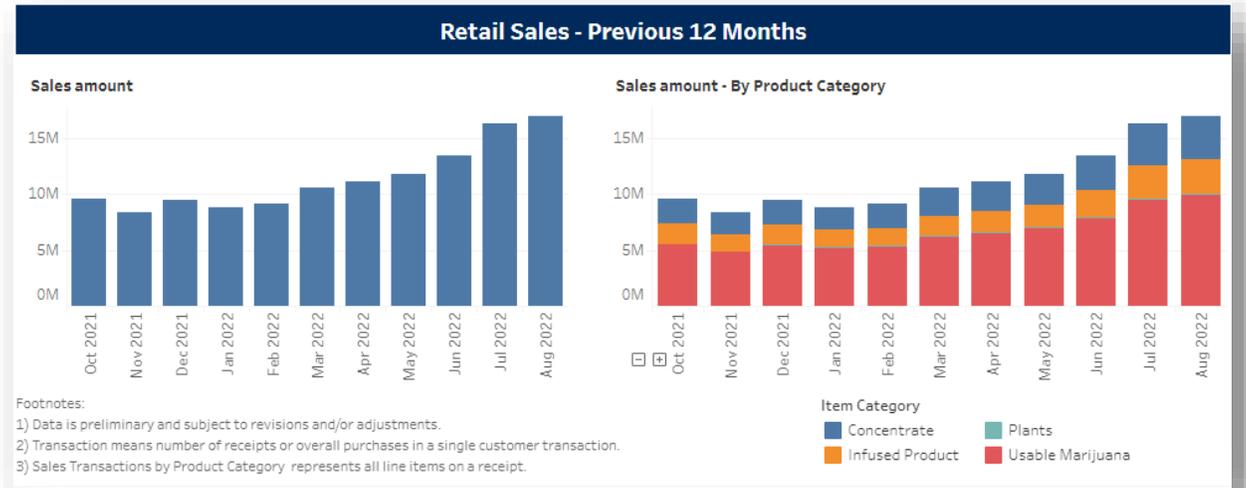


# Tableau overview

An industry leading tool that allows for expanded data analysis and visualization



- Metrc is working diligently to provide this data analysis as an added feature to the current platform
- OCP already leverages similar tools in their open-data platform



# Tableau: Improved reporting functionality

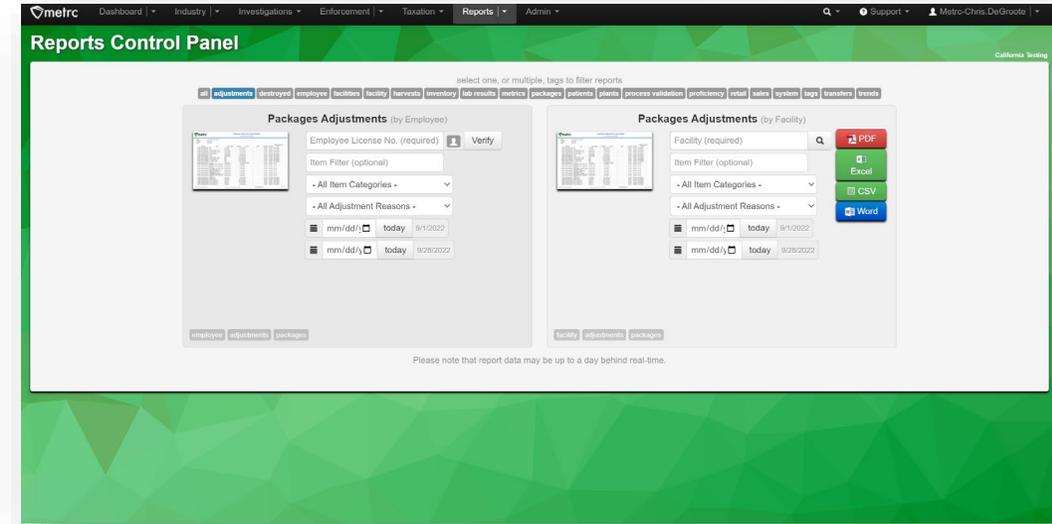


## Current reports

- Depending on license functionality, canned reports are already available
- The Industry Reports Guide provides details on available reports
- Columnar Sorting & Export functionality is available for all tables within Metrc

## Tableau Reports

- Ability to provide data across multiple associated licenses
- Enhanced ability to sort, filter, and create visualizations
- Available in 2023!



**Package Adjustments Report**

Beginning Adjustment Date: 4/1/2022, Ending Adjustment Date: 9/28/2022, Adjustment Reason: (All), FacilityName: (All)

FacilityName	Label	Item	Item Category	AdjustmentReasonName	AdjustmentType	Adjustment Date	PackageID	Username	Adjustment
IRONWORKS COLLECTIVE INC.	1A40630000A09F00000...	Rainbow Punch Blunt	Pre-Roll Infused	Incorrect Quantity	Reconciliation 2020-07-6...	5/20/2022	6/30/2020	Kayla Libarra	-346 ea
	1A40630000A09F00000...	Rainbow Punch Blunt	Pre-Roll Infused	Incorrect Quantity	Reconciliation 2020-07-6...	5/27/2022	6/30/2020	Kayla Libarra	-100 ea
	1A40630000A09F00000...	Rainbow Punch Preroll	Pre-Roll Infused	Incorrect Quantity	Reconciliation 2020-07-6...	5/29/2022	6/30/2020	Kayla Libarra	-100 ea
	1A40630000B02200019...	Iron Tree Orange Creams...	Pre-Roll Infused	Incorrect Quantity	Reconciliation 2020-07-6...	4/12/2022	6/16/2021	Kayla Libarra	-1 ea
	1A40630000B02200019...	STILZY - Blue Cookies Liq...	Vape Cartridge (weight ...	Incorrect Quantity	Reconciliation 2021-8-356...	7/22/2022	6/16/2021	Eugene Harris	-2 ea
	1A40630000B02200019...	STILZY - Legend OG X GG4...	Vape Cartridge (weight ...	Incorrect Quantity	Reconciliation 2021-8-357...	7/23/2022	6/16/2021	Eugene Harris	2 ea
	1A40630000B02200019...	STILZY - Super Glue Liq...	Vape Cartridge (weight ...	Incorrect Quantity	Reconciliation 2021-8-358...	7/24/2022	6/16/2021	Eugene Harris	-1 ea
	1A40630000B02200019...	STILZY - LA Kush Cake CD...	Vape Cartridge (weight ...	Incorrect Quantity	Reconciliation 2021-8-359...	7/25/2022	6/16/2021	Eugene Harris	-3 ea
	1A40630000B02200019...	STILZY - LA Kush Cake CD...	Vape Cartridge (weight ...	Incorrect Quantity	Reconciliation 2021-8-360...	7/26/2022	6/16/2021	Eugene Harris	-5 ea
	1A40630000B02200019...	STILZY - Diamond OG CD...	Vape Cartridge (weight ...	Incorrect Quantity	Reconciliation 2021-8-361...	7/27/2022	6/16/2021	Eugene Harris	-1 ea
	1A40630000B02200019...	STILZY - Diamond OG CD...	Vape Cartridge (weight ...	Incorrect Quantity	Reconciliation 2021-8-362...	7/28/2022	6/16/2021	Eugene Harris	-1 ea
	1A40630000B02200019...	LIIT - Rainbow Kush - 3.5g	Flower (packaged eighth ...	Incorrect Quantity	Reconciliation 2021-8-367...	8/2/2022	6/16/2021	Eugene Harris	6 ea
	1A40630000B02200019...	LIIT - Ice Cream Cake Infu...	Pre-Roll Infused	Incorrect Quantity	Reconciliation 2021-8-370...	8/9/2022	6/16/2021	Eugene Harris	-3 ea
	1A40630000B02200019...	LIIT - STILZY OG Preroll...	Pre-Roll Flower	Incorrect Quantity	Reconciliation 2021-8-373...	8/9/2022	6/16/2021	Eugene Harris	-2 ea
	1A40630000B02200019...	LIIT - STILZY Rosay Pre...	Pre-Roll Flower	Incorrect Quantity	Reconciliation 2021-8-374...	8/9/2022	6/16/2021	Eugene Harris	-6 ea
	1A40630000B02200019...	STILZY - Berries & Cream...	Extract (weight - each)	Incorrect Quantity	Reconciliation 2021-8-375...	8/10/2022	6/16/2021	Eugene Harris	-1 ea
	1A40630000B02200019...	STILZY - Snow Cone Curat...	Extract (weight - each)	Incorrect Quantity	Reconciliation 2021-8-377...	8/10/2022	6/16/2021	Eugene Harris	-9 ea
	1A40630000B02200019...	STILZY - Wedding Cake L...	Extract (weight - each)	Incorrect Quantity	Reconciliation 2021-8-378...	8/13/2022	6/16/2021	Eugene Harris	-4 ea
	1A40630000B02200019...	STILZY - Banana OG Live R...	Extract (weight - each)	Incorrect Quantity	Reconciliation 2021-8-380...	8/13/2022	6/16/2021	Eugene Harris	-2 ea
	1A40630000B02200019...	STILZY - Creme Brulee Lik...	Extract (weight - each)	Incorrect Quantity	Reconciliation 2021-8-381...	8/16/2022	6/16/2021	Eugene Harris	-6 ea
	1A40630000B02200019...	STILZY - Wedding Crasher...	Extract (weight - each)	Incorrect Quantity	Reconciliation 2021-8-382...	8/17/2022	6/16/2021	Eugene Harris	6 ea
	1A40630000B02200019...	STILZY - Zitties Live Basi...	Extract (weight - each)	Incorrect Quantity	Reconciliation 2021-8-383...	8/18/2022	6/16/2021	Eugene Harris	-10 ea
	1A40630000B02200019...	STILZY - Pink Acai Extract...	Extract (weight - each)	Incorrect Quantity	Reconciliation 2021-8-384...	8/19/2022	6/16/2021	Eugene Harris	-7 ea
	1A40630000B02200019...	STILZY - Hi - Octane Live R...	Extract (weight - each)	Incorrect Quantity	Reconciliation 2021-8-385...	8/20/2022	6/16/2021	Eugene Harris	-8 ea
	1A40630000B02200019...	LIIT - Machiato Pre-rol...	Pre-Roll Flower	Incorrect Quantity	Reconciliation 2021-8-386...	8/23/2022	6/16/2021	Eugene Harris	-35 ea
	1A4063000055F700000...	GPF - Greatful Dave - 1g	Pre-Roll Leaf	Incorrect Quantity	Reconciliation 2020-07-7...	8/5/2022	5/6/2020	Kayla Libarra	-112 ea
	1A4063000070EAD0039...	LIIT - Machiato - 3.5g	Flower (packaged eighth ...	Incorrect Quantity	Reconciliation 2021-8-283...	5/10/2022	6/18/2021	Eugene Harris	-31 ea
	1A4063000070EAD0039...	BLAZE - Punch Cake - 7g	Flower (packaged quarter...	Incorrect Quantity	Reconciliation 2021-8-284...	5/11/2022	6/18/2021	Eugene Harris	-7 ea
	1A4063000070EAD0039...	Pre-Roll Flower	Pre-Roll Flower	Incorrect Quantity	Reconciliation 2021-8-285...	5/12/2022	6/18/2021	Eugene Harris	-2500 ea
	1A4063000070EAD0040...	BLAZE - Sweet Melon - 7g	Flower (packaged quarter...	Incorrect Quantity	Reconciliation 2021-8-391...	8/26/2022	6/15/2021	Eugene Harris	-21 ea
	1A4063000070EAD0040...	LIIT - Ice Cream Cake - 3.5g	Flower (packaged eighth ...	Incorrect Quantity	Reconciliation 2021-8-344...	7/10/2022	6/16/2021	Eugene Harris	-1 ea
	1A4063000070EAD0040...	LIIT - Strawberry Milk - 3...	Flower (packaged eighth ...	Incorrect Quantity	Reconciliation 2021-8-345...	7/13/2022	6/16/2021	Eugene Harris	-3 ea
	1A4063000070EAD0040...	LIIT - STILZY Rosay Infus...	Pre-Roll Infused	Incorrect Quantity	Reconciliation 2021-8-346...	7/13/2022	6/16/2021	Eugene Harris	-1 ea
	1A4063000070EAD0040...	LIIT - Blue Bunt Infused...	Pre-Roll Infused	Incorrect Quantity	Reconciliation 2021-8-347...	7/13/2022	6/16/2021	Eugene Harris	-1 ea
	1A4063000070EAD0040...	STILZY - Orange Bang Cur...	Extract (weight - each)	Incorrect Quantity	Reconciliation 2021-8-348...	7/14/2022	6/16/2021	Eugene Harris	-1 ea



## Q&A

Dedicated to supporting licensed businesses in Maine



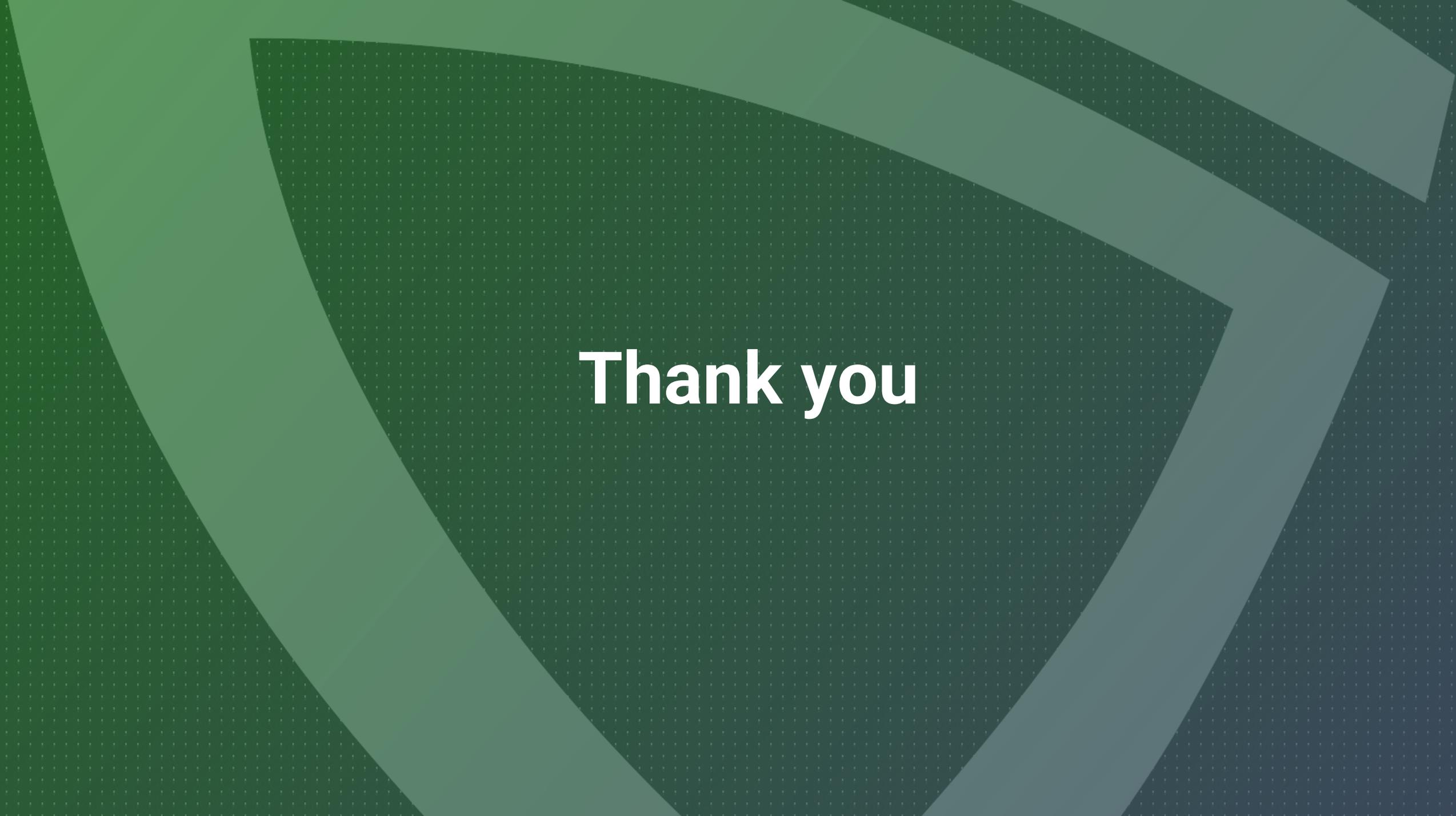
For Metrc-related questions:

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

[support@metrc.com](mailto:support@metrc.com)

1-877-566-6506





**Thank you**