Metrc Support Bulletin

Bulletin Number: CO_IB_7.24.23	Distribution Date: 7/21/2023	Effective Date: 7/24/2023
Contact Point: Metrc Support	**Subject:** System enhancements and fixes	
Reason: New functionality and features are now available in Metrc.		

Greetings Metrc® users,

Metrc is pleased to provide information on the latest system enhancements that will be available on 7/24/2023, including:

- Password Reset Fix and Self-serve guidance
- Package Sum Button

Please read on for more information regarding this new functionality.

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Password Reset Fix and Self-serve Guidance

When resetting your password, the password must meet a minimum set of requirements to be accepted by the system. Previously, if you entered a password that did not meet the requirements, you were redirected to a screen that read "An error occurred" with no further information on what the error was or how to correct it. Now, when you enter a password that does not meet the requirements, you will receive a pop-up window notifying you the password does not meet the requirements. The miminum requirements for an acceptable password are:

- At least eight characters
- A combination of uppercase *and* lowercase letters
- At least one number
- At least one special character (e.g. !@#$%^&*)

Metrc makes it easy for users to reset their passwords without the need to contact support for assistance. On the login page, click the link with a white gear icon next to it that reads Can't access your account? Reset your password as seen in **Figure 1.**
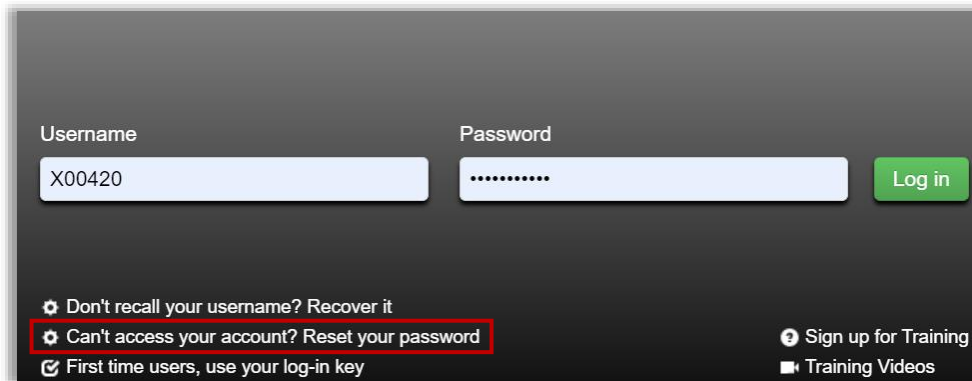
Figure 1: Link to reset password

You will be redirected to a page requesting your Username and E-mail. Fill these in and click the green Next button as seen in **Figure 2.**
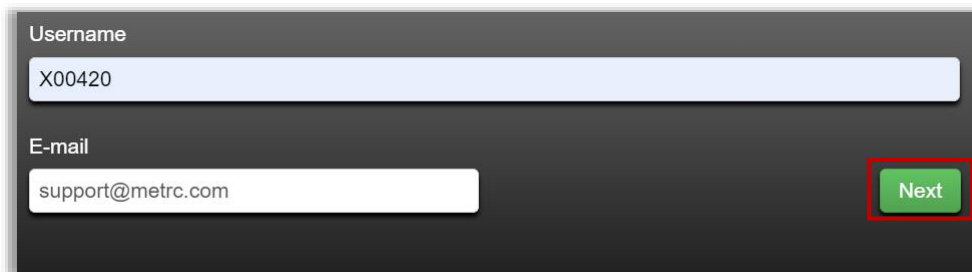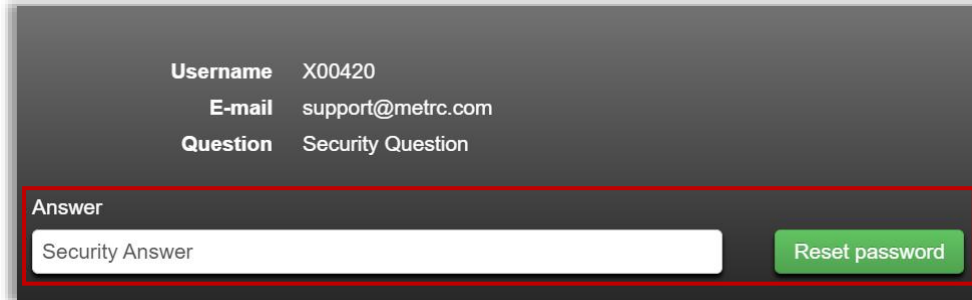
Figure 2: Required Username and E-mail fields

To ensure that your account is only reset by you, the final step in the password reset process requires you to answer your security question. Answer the question correctly and click the green Reset password button to complete the process as seen in **Figure 3.**

Figure 3: Security Answer Field to verify reset

Package Sum Button

The auto-sum function is now operating correctly. This optional feature within the New Packages action window allows users who create new packages to automatically sum the quantities from the selected source package(s). When using the auto-sum feature, users can also toggle between any selectable unit of measure so long as the source package(s) have a compatible unit of measure (Weight, Count, or Volume).
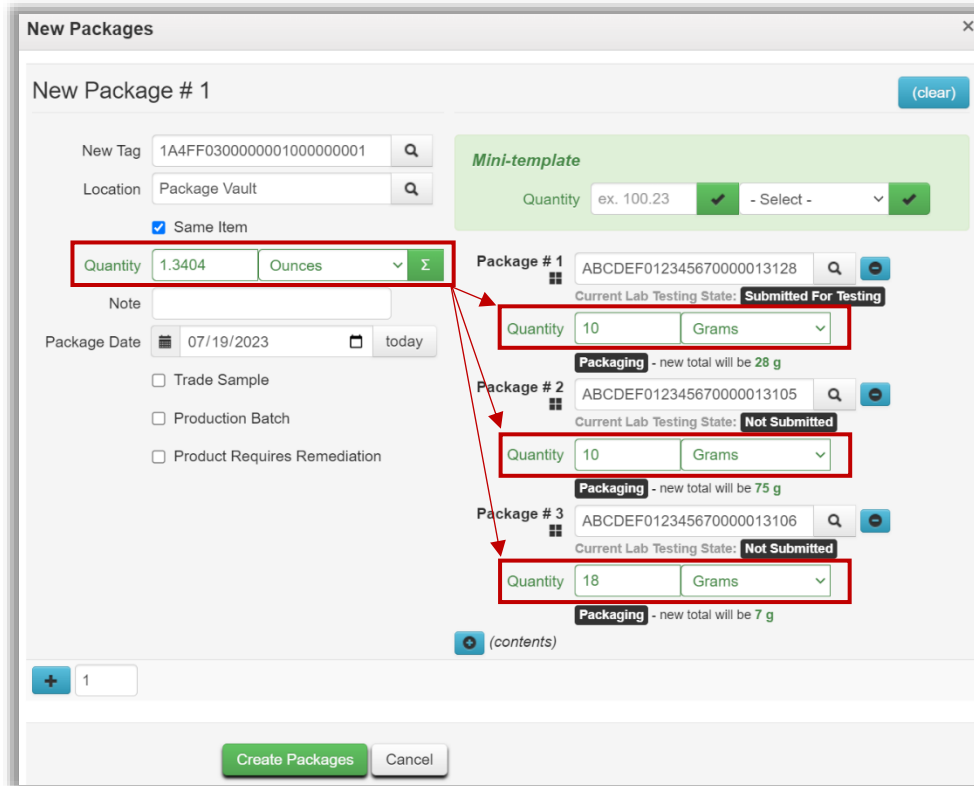

Figure 4: Auto-sum functionality in New Packages action window