

Getting Started with METRC MMCP Guide



Overview

This document is intended to guide you through the process of getting started in the MS-METRC system. Although this guide is designed as a step-by-step tool, the information may be used at the discretion of your business processes.

Step 1: Obtaining Your Work Permit

Once you have obtained your MMCP Business License, you will need to obtain your work permit from our office to completely register in METRC. The “Agent ID” required is your work permit ID number.


You can access the work permit regulations through our website at [Regulations | MedCann \(ms.gov\)](#). You can also see the steps to [ObtainWorkPermit.pdf \(ms.gov\)](#). You will apply for a work permit through the same [online application portal](#) that you submitted your business application.

- a. If you already have a business account login for the portal, **and do not have an existing individual account**, you will follow these steps to “Add Individual” so you can switch back in forth between your individual and business accounts. The individual will have your work permit application (and patient application, where applicable). The business will have your business license and application.
 - a. Log into the portal.
 - b. Choose 'Account' from menu on left side.
 - c. Select 'add individual'.
 - d. Choose 'continue to account creation'.
 - e. Fill in required data.
 - f. Hit 'create account'.
 - g. Make sure 'selected account' on the left shows the person's name. (Note: from here the person can switch back to business account using the 'switch account' arrow.)
 - h. Choose 'Create New Application.'
 - i. Choose 'Agent' from the dropdown menu.
 - j. Then click on 'New Work Permit'.
 - k. Create and submit application.

- l. Be sure to include your 3-page notarized background check affidavit in the background check section.
- m. Pay and Submit

Step 2: Completing Initial METRC Training

As a new licensee, our [MS METRC Partner Page](#) provides you with training resources (such as Mississippi New Business Training) to assist you with understanding how to access the system, the system's general functionality, ordering tags, and how specific license types interact with the system. The [New Business Training Module](#) must be completed to gain access and login credentials for METRC.



WELCOME TO METRC'S TRAINING RESOURCES

If you are new to Metrc and have your license from the state.

NEW BUSINESS TRAINING

If you are already active in Metrc and are looking for additional training.

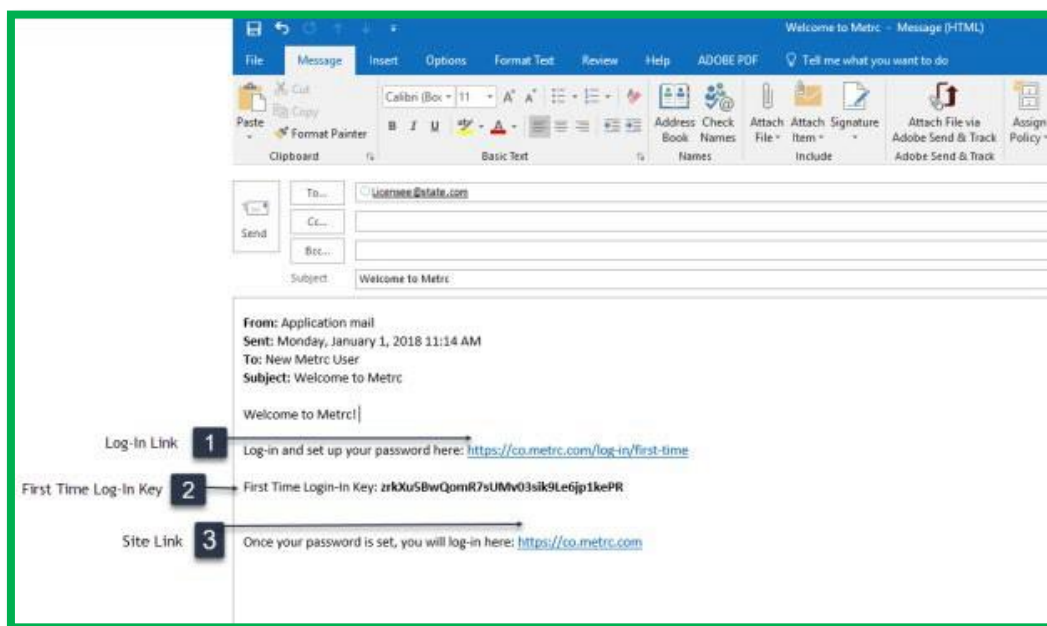
METRC LEARN

When at least one business owner or designated manager completes the new business training course (instructions for signup are located on the previous page), the business can submit the form requesting log-in credentials. All licensees should be credentialed in METRC within 30 days of licensure.

The following information **MUST** be provided when requesting the training:

- Business License Number
- Business Name
- E-mail Address
- First and Last Name
- Phone Number

Once that form has been submitted, the information will be reviewed within 72 hours, or by the following Monday if you've sent the information in on a Friday to verify the required prerequisites. After that information has been verified, you will then receive a "Welcome to METRC" e-mail like the one shown below.



This e-mail contains your first-time log-in link that will allow you to access Metrc and set up your profile in order to set up your license account. The First-Time Login Key expires in 24 hours.

You must log in to Metrc within 24 hours of when the link was sent!

The first credentialing request must come from an owner or designated key administrator, who will be assigned as the facility key admin. The key admin can then add other administrators if needed. Administrators will be able to add Employees, Strains (if applicable), Items, and Locations (rooms or areas inside their licensed facility) as well as order tags. Once the beginning inventory period starts, licensees will be able to order tags and begin entering initial inventory into Metrc.

Step 3: Completing Additional METRC Training

Further METRC training is recommended for each employee. You can access further METRC training, called “METRC Journeys” once you have been credentialed in METRC by clicking support>Sign Up For Training or by clicking here: [BridgeSelfRegistration \(custom-bridgeapp.com\)](https://www.custom-bridgeapp.com).

Step 4: Approval to Operate

The issuance of a facility license or certification does not authorize the facility to begin cultivating, manufacturing, dispensing, testing, or transporting medical cannabis. A facility will be granted final approval to operate upon passing a Commencement Inspection per Mississippi Rule 3.4.9. Once a licensed or certified facility believes it will, within 30 days, be ready to begin operations and meet all state and local requirements for its facility, it shall request that the Department conduct a Commencement Inspection to confirm the facility is in compliance with the requirements of this Chapter.

PREREQUISITES FOR INSPECTION SCHEDULING

The Department asks that licensees contact the MMCP to request an inspection when within a 30-day window the facility will be ready to begin operations and meet all state and local requirements. Department staff are working diligently to ensure that all licensees are inspected in a timely manner that corresponds as closely as possible with individual project timelines. Conducting multiple inspections of facilities that are not in compliance as a result of incomplete execution of plans or execution of plans in conflict with the licensee’s application may cause delays in the overall timeline for completing the Commencement Inspection.

Compliance with Applicable State, Local, and Municipal Laws and Regulations

MMCP staff will review documentation of compliance with applicable state and local codes and ordinances, building codes, etc. in advance of the on-site inspection. Facilities will be requested to submit documentation that supports compliance for review as part of the Commencement Inspection process and prior to an on-site inspection. It is imperative that each facility is aware of their state and local requirements to obtain the appropriate documentation in advance of requesting an inspection. Documents and permit may include, but are not limited to:

- Zoning permits
- Building permits and code inspections
- Certificate of Occupancy
- Fire safety inspection
- Business permit
- Hazardous waste permit, if required
- Food Safety Inspection, if required
- Any other permits or licenses required by local or state jurisdiction

Procedures

A complete set of SOPs or operating documents demonstrating compliance with the requirements and restrictions of the Mississippi Medical Cannabis Program must be available for review by Department staff during the inspection process. Documents must conform to, at a minimum, any list or structure presented with the original application. Documents must address all current and future operational tasks and should include an established method to execute future document revisions. Examples of document topic areas include, but are not limited to the following:

- Security
- Employment practices adhering to state and federal law
- Record keeping systems
- Preventing diversion of cannabis and/or cannabis products
- Types and quantities of cannabis products that will be produced at the facility
- Methods of cultivation or processing of cannabis and/or cannabis products, as applicable based on type of license applied for
- Waste Disposal
- Recall of cannabis or cannabis products

Request Your Initial Visit - [Request for Initial Visit \(smartsheet.com\)](https://smartsheet.com)

Step 5: Recording your Externally Received Inventory

Facilities are required to record any externally received seeds or clones the day they receive them at their facility. Please see the website link to bulletin for more information on recording seeds and clones from outside the MS METRC system.

[SeedandCloneGuide.pdf \(ms.gov\)](#)

Step 6: Other Important Information to maintain Compliance

All employees and owners are required to obtain a Work Permit prior to performing any activity at the licensed facility. Employees should be entered into METRC within 7 days of employment.

Records and Logs

Several records and logs are required to be maintained at the facility under the recordkeeping provisions of the Medical Cannabis Program. During the inspection process, Department staff will review the logs to ensure that all of the required information will be tracked once your facility is operational and the logs are put into use. (For future compliance inspections, logs will be checked to ensure they are being utilized properly.) For the Commencement Inspection, licensees need only demonstrate that the logs have been created, are formatted to record the required information and there are instructions for use by the facility.

Please be aware of the time-frames records must be kept. For example, records of any theft, loss, or other unaccountability of any cannabis and/or cannabis products must be kept for at least five (5) years. For any records that will be kept electronically, be prepared to demonstrate that any such electronic record-keeping system complies with the requirements.

All employees, including owners, will need “employment records” compliant with Rule 4.10.

All employees, including owners, will need “training records” compliant with Rule 4.2.12

All licensed cultivation, dispensary, processing, testing, disposal and transportation facilities must seek and obtain the Department's approval before they may -

- Assign, sell, give, lease, sublicense, or otherwise transfer its license to any other entity
- Make ownership changes great than 10%
- Materially deviate from the proposed physical design, including location

Inspection of a Facility and Access

Submission of an application for a facility license or certification constitutes consent to inspection by the Department. Some inspection will be scheduled in advance, such as a Commencement Inspection. However, a Department Compliance Officer conducting an inspection is not required to provide prior notice of the inspection and, during the inspection, must be given access to all areas and property of the facility.

Books, Records and Operations

The Department may also, at any time it determines an inspection is needed, conduct an inspection, including an inspection of any part of the premises, qualifications of personnel, methods of operation, records, and policies and procedures of a licensed or certified facility.

Interviews

The Department may also request to interview an owner, officer, manager, contractor, employee, or other support staff of a licensed or certified facility, and the facility shall arrange for the interview to occur as soon as possible but not later than five (5) days after the Department makes the request.

Commencement Inspection

Once a licensed or certified facility believes it will, within a month, be ready to begin operations and meet all state and local requirements for its facility, it shall request that the Department conduct a Commencement Inspection to confirm the facility is in compliance with all requirements of this chapter.

Annual Inspection

The Department will enter and inspect at least annually, with or without notice, to ensure compliance with Miss. Code Ann. §§ 41-137-1 - 41-137-67.

Complaints

Upon receipt of a complaint against a facility, the Department will determine if an inspection is warranted to investigate the allegations in the complaint. In the event that an inspection is warranted, the Department, at the time of inspection, will provide the facility with a copy of the complaint and an opportunity to respond.

Initial Notice of Violation

If the Department determines, during an inspection or otherwise, that a facility is not in compliance with the Department's regulations, the Department will issue an Initial Notice of Violation to the facility that explains how the facility has violated the Department's regulations and what remedial actions the Department expects the facility to take to correct the violation(s).

Follow-Up Inspection

Once a facility has been notified of violation(s), the facility shall correct the violations within twenty (20) days, and the Department will conduct a follow-up inspection within twenty (20) to thirty (30) days to confirm the facility has corrected the violation(s). The facility shall notify the Department if it believes it

needs additional time to correct the violation(s), which the Department may grant for good cause.

Final Notice of Violation

If the Department's follow-up inspection reveals the violation(s) have not been corrected, the Department will issue a Final Notice of Violation to the facility explaining how the facility continues to violate the Department's regulations, what remedial actions the Department expects the facility to take, and notifying the facility that its license or certifications will be suspended if the specified remedial action is not taken and the violation(s) corrected within thirty (30) days.

Suspension/Corrective Action Plan

If the violation(s) have not been corrected thirty (30) days after a Final Notice of Violation and no extension of this deadline has been granted by the Department, the facility's license or certification will be suspended, the facility will be required to cease operations, and the facility must sign a corrective action plan designed to bring the facility into compliance.

Imminent Health Hazard

If, at any time, the Department determines a facility presents an immediate and serious threat to the health and safety of the public or of the facility's employees, the Department may order the facility to immediately suspend all or a part of its operations until the threat has been eliminated.

Please reach out to the MMCP Team at mlicensing@msdh.ms.gov or 601-206-1540.

You can reach the Metrc Support Team at support@metrc.com or 1-877-566-6506 with any questions or for additional support.