Division of Cannabis Regulation

Guidance Document Date: May 15, 2025

Topic: Metrc Password Reset

The Division of Cannabis Regulation (DCR) is implementing a password reset requirement for all licensee agent users in Metrc. This is a security implementation to reduce the risk of unauthorized access to a license's Metrc system. This password reset requirement will begin on **June 1, 2025,** with the first password reset occurring for all agents on **July 31, 2025**.

Key Points of Metrc Password Reset:

- Agents will be expected to change their password **every 60 days**.
- **10 days prior to password reset**, all agents will receive a pop-up banner when logging in letting them know how many days they have left to reset their password. This banner will display every day the agent logs in until they have reset their password.
- The new password may not be a password that has been used in the last **24 password resets.**
- Passwords **must** meet the following minimum set of requirements:
    - One uppercase letter
    - One lowercase letter
    - One number (or digit)
    - One special Character
    - Be a minimum of 8 letters, numbers and characters
- Agents who fail to complete their password reset will **no longer have access to Metrc** once their password expires and will need to contact Metrc support to regain access.

For additional information regarding Metrc password reset, please go to the Metrc Bulletin Database and review **Metrc bulletin MO IB 0038**.

For questions regarding this guidance, please reach out to CannabisDevelopment@health.mo.gov