



FACT SHEET

Annual and Provisional Cannabis Licensees Must Use the California Cannabis Track-and-Trace System

As an annual or provisional licensee, you are required by state statute and regulation to be credentialed into, and to begin using, the California Cannabis Track-and-Trace (CCTT) system.

Before your designated account manager can be credentialed into the system, he or she must complete the CCTT Account Manager System Training. (Important note: The designated responsible party listed on the annual license application is the default designated account manager.) If your designated responsible party has not completed the training, please follow the steps outlined below to complete the required training, get credentialed, and access the CCTT–METRC system. (METRC stands for Marijuana Enforcement, Tracking, Reporting, and Compliance, and it's the name of the software program used by the CCTT system. METRC, Inc., is the state's contracted service provider for the CCTT system.)

How to Register for the CCTT System Training

- Step 1:** Log on to your [Accela Licensing System account](#) and retrieve your annual/provisional license application number by clicking on “My Licenses.” The annual license application number begins with the letters “LCA.”
- Step 2:** Log on to metrc.com/california and click on the green tab in the center of the page labeled “Schedule Training Now.”
- Step 3:** Enter your annual application number (the LCA number) in the field labeled “Application Number” and click “Check”; this will take you to the CCTT–METRC training page, which appears as a calendar. Choose an Account Manager System Training date. Once you have selected a training date, select “Register.” Additional information is required for registration, including the business name, email address, first and last name of the account manager, and phone number. Once this information is entered, click “Complete.” The training is web-based; METRC, Inc., will send you a link to join the training webinar. If you do not receive the link, please notify METRC, Inc., by sending an email to: support@metrc.com.

How to Get Credentialed Into the CCTT System

Step 1: The designated responsible party should send an email to support@metrc.com and include the following information:

Business name, full name of the designated responsible party, phone number, email address, and the annual or provisional license number

Step 2: The designated responsible party's information will be validated by METRC Inc.'s support staff.

The designated responsible party will receive a "Welcome to METRC" email, which will provide instructions for initial log-in and account setup.

After the designated responsible party has been credentialed into the CCTT system, he or she may add additional CCTT system users.

For more information on the CCTT system, see "[Frequently Asked Questions About the Track-and-Trace System](#)." If you have additional questions, call the California Department of Food and Agriculture's CalCannabis Cultivation Licensing Division at (916) 576-6404, or send an email to: calcannabis_enforcement@cdfa.ca.gov.