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TECHNICAL ADVISORY GUIDANCE
INFORMATION REQUIRES IMMEDIATE ATTENTION

#26050101

For: All Medical Cannabis Dispensary Licensees in West Virginia

Issuing Agency: Bureau for Public Health/Office of Medical Cannabis

Effective Date: 05/01/2026

To enhance security, data integrity, and accountability within the West Virginia Medical Cannabis Program's inventory tracking system, the Bureau for Public Health/Office of Medical Cannabis hereby issues the following directive to all licensed dispensaries:

- 1. Issuance of Individual API Keys:** All dispensaries are required to issue a unique, individual Metrc API key through their point of sale system for each employee authorized to conduct transactions within the electronic inventory tracking and point-of-sale systems.
- 2. Required Use for All Transactions:** The individual API key assigned to an employee must be used to authenticate and log every transaction that employee performs. This ensures that a complete audit trail exists for all activities, directly linking each action to the responsible individual.
- 3. Compliance:** Dispensaries must ensure all technical systems, processes, and standard operating procedures are updated to enforce the use of these individual API keys for all transactional activities by the effective date.
- 4. Prohibited Practices:** Refrain from sharing API keys between employees or using generic or shared "house" accounts. Employees must not complete transactions under another employee's credentials. If a supervisor overrides a transaction, it must be appropriately documented.