



FreshcareOnline User Guide

Grower

Freshcare Ltd
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Welcome to FreshcareOnline, an online environment where you can keep track of all of your Freshcare suppliers, from printing their certificates to checking if their certification is at risk of expiring without renewal.

FreshcareOnline is currently compatible with **Internet Explorer**, **Mozilla Firefox** and **Google Chrome** only.

For further support, please contact the Freshcare Office on 1300 853 508.

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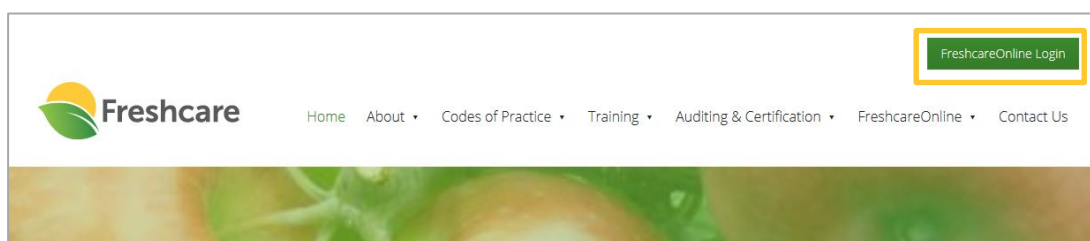
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1 GENERAL INTERFACE

1.1 LOGGING ON / OFF FRESHCAREONLINE

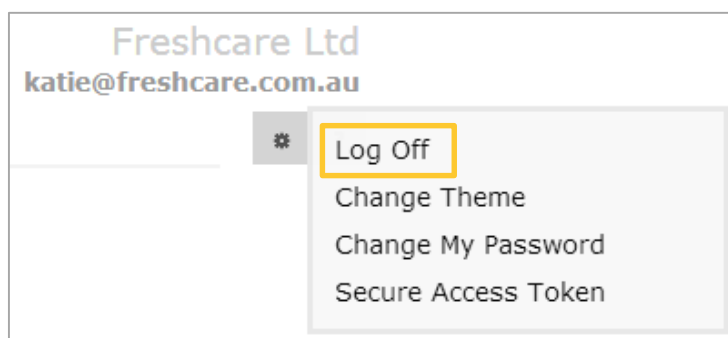
To log on to FreshcareOnline:

1. Open an Internet browser (e.g. Internet Explorer, Mozilla Firefox, Google Chrome).
2. In the Address box at the top of the page, type www.freshcare.com.au and hit **Enter**.
3. Once the Freshcare website has loaded, click on **FreshcareOnline Login** at the top.
4. Enter your Freshcare **Logon Name** and **Password** and click on the **Logon**.



To log off FreshcareOnline:

1. Click your login name which is displayed above the Tools and Help icons in the top right hand corner.
2. A pop-up window will appear, click **Log Off**.



1.2 RETRIEVING YOUR PASSWORD

If you have forgotten your password, retrieve your password by following the steps below:

1. Go to the Freshcare website at www.freshcare.com.au.
2. Click on **FreshcareOnline Login** at the top.
3. Click on **Forgotten** next to Password.
4. Enter your Freshcare logon username (XXXX@freshcare)
5. Click on the **Get Password**.
6. A message will appear to say "The password has been emailed to [email address]" (which will be your registered email address with Freshcare).

1.3 CHANGING YOUR PASSWORD

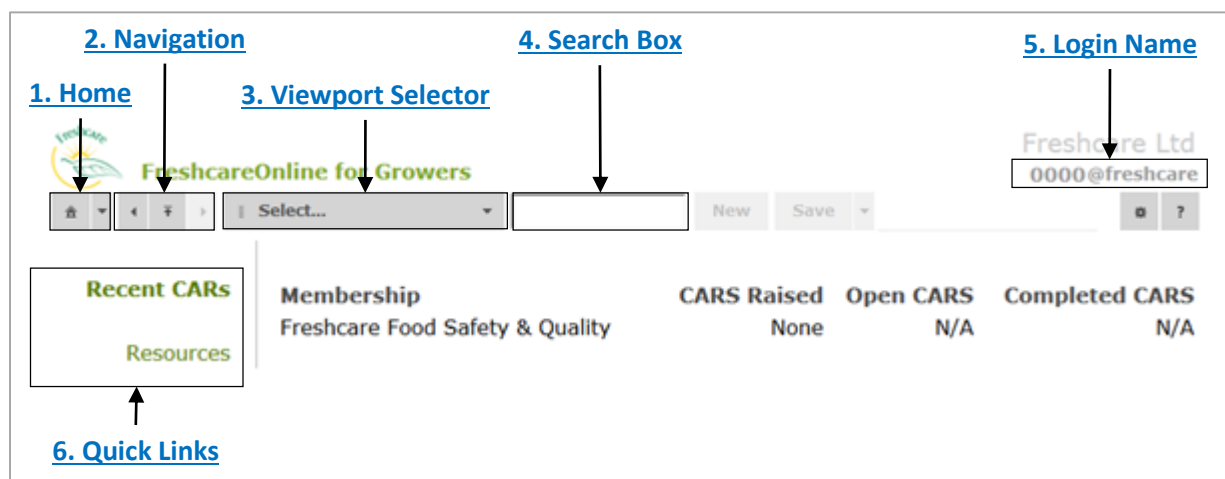
Your password must be a minimum of 6 characters long, comprising of letters and contain at least 1 digit. To change your password:



1. Click your username at the top right corner.
2. Select **Change My Password**.
3. Enter your existing password, then enter and confirm your new password and click **Change Password**.

2 USER INTERFACE TOUR

Below is a screenshot of the FreshcareOnline homepage for Growers.



1. Home

- Clicking the Home button returns you to this homepage.
- Clicking the drop-down arrow beside the Home button gives you a quick link to the Freshcare website.

2. Navigation

- Use these navigation buttons to move **Back** and **Forward** between pages you view within the FreshcareOnline database.
 - i. The left-hand button will show a left-facing arrow as soon as you have loaded another page. This is the Back button. Click this button to go back to the page you were previously viewing.
 - ii. The middle button allows you to refresh the current page you are viewing.
 - iii. The right-hand button will show a right-facing arrow as soon as you have loaded a page using the Back button. This is the Forward button. Click this button to return to the page you were on before you had clicked Back.
- It is important to note that you should **NOT** use the browser's Back, Forward and Refresh buttons as this will return you to the Homepage or to the website you were viewing prior to accessing FreshcareOnline.

3. Viewport Selector

- The viewport selector allows you to choose what you are searching for – it selects the 'context' or the viewing portal (viewport). Available viewports are:
 - i. Freshcare Profile
 - ii. Certificates
 - iii. Customers
 - iv. Audits

Refer to Section 2 of this user guide for an explanation of each page.

- v. Certification Bodies
- vi. Training
- vii. Resources

4. Search Box

- The Search Box is used to refine the viewport search results.
- Typing in a few characters (at least 3) will automatically display any records that contain the criteria you have entered.
- The Search Box will only display results relating to the viewport you have selected.

5. Login Name

- Your login name is displayed above the Tools and Help icons. Click on this to log out or change your password.

6. Quick Links

- You can quickly access information relating to outstanding Corrective Action Records (CARs) from your last Freshcare audit on the left hand side.
- All Major CARs raised at audit must be closed prior to issue of Freshcare Certificate.

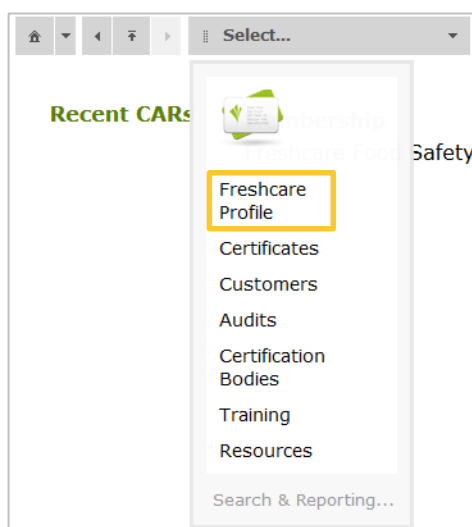
3 PAGES AND FUNCTIONS OF FRESHAREONLINE

3.1 FRESHCARE PROFILE

This section contains all of your information as recorded by Freshcare. This includes your business, contact, crop and membership information, along with the details of the scope of your business.

To update your business details in the Freshcare system:

1. Click the viewport selector and select **Freshcare Profile**.




2. Navigate through your profile using the links on the left.
3. Update details and click **Save**.

This will send a notification email with the requested changes to the Freshcare Office. The changes will be made once Freshcare approves the change within 1-2 business days.

3.2 CERTIFICATES

Your Freshcare Certificate is proof that based on your last Freshcare audit, you successfully met the requirements of the Freshcare program.

The Certificates area allows you to view the details of your certificate and download a copy of your certificate.

1. To download your certificate, click on the **Printer** icon .
2. A pop-up window will then appear which will allow you to open or save a pdf of your certificate.

 **Help! I can't seem to download my certificate.**

Please refer to the Section 4 – Troubleshooting for possible solutions.

3.3 CUSTOMERS

Businesses can subscribe to FreshcareOnline as a Customer user to download their suppliers' Freshcare Certificates to manage their own certification program.

Customers can only download your Freshcare Certificate and view limited certification details (e.g. whether you have any outstanding issues from your recent audit but not the full detail of all outstanding issues) when they have been linked to you.

You will receive an email notification if a new Customer had sent a request to be linked to you. We allow 3 business days for you to respond to the link request before approving the link.

To view the Customers that have been linked to you:

1. Click the Viewport Selector.
2. Select **Customers**.

This page shows you the business name and contact person of your Customers. Click on their record to view their business and contact details.

3.4 AUDITS

This section allows you to view your audit history and details of any CARs that an Auditor may have logged when conducting your audits.

To view your Audits:

1. Click the Viewport Selector.
2. Select **Audits**.
3. Click on the audit record to view audit details and CARs raised.

3.5 CERTIFICATION BODIES

Once you complete a Freshcare audit, you will be linked to a Certification Body. If you have used more than one Freshcare Certification Body they will all be shown in this list.

To view your Certification Bodies:

1. Click the Viewport Selector.
2. Select **Certification Bodies**.
3. To view the contact details of the Certification Body, click on the Certification Body record.

3.6 TRAINING

This section shows the details of any Freshcare training courses your business has completed. If you have participated in more than one Freshcare training course they will all be shown in this list.

To view your Training Courses:

1. Click the Viewport Selector and select **Training**.
2. Click on the training record to view training details.

3.7 RESOURCES

This section allows you to download Freshcare resources, including:

- Freshcare Codes of Practice and their respective manual.
- Freshcare forms in individual Word document format for ease of printing and update.
- FreshcareOnline User Guide for Growers.

To download the resources:

1. Click on the viewport selector.
2. Select **Resources**.
3. Click on the arrow to view list of relevant documents.
4. Click on the green links to download resources.



Help! I can't seem to download any resources!

Please refer to the Section 4 – Troubleshooting for possible solutions.

4 TROUBLESHOOTING

4.1 DOWNLOADING DOCUMENTS FROM FRESHCAREONLINE

Depending on the browser you are using (e.g. Internet Explorer, Google Chrome or Mozilla Firefox), your browser settings may prevent you downloading from FreshcareOnline. Below are two most common fixes that will enable the option:


i) Enable pop-up from the website

If your browser is blocking pop-ups from the website, you will usually receive a notification that a pop-up has been blocked. You can click on the notification and follow the prompts to allow pop-ups for the website. If you experience any difficulties allowing pop-ups, please contact the Freshcare Office on 1300 853 508.

ii) Enable prompt to choose file location for downloads (applicable to Google Chrome users only)

Google Chrome often downloads and saves your files automatically to a default folder, hence when downloading your certificate, it would appear as though nothing happened.

To change this setting, follow the steps below:

- a. Click on the Settings Button  in the top right corner.
- b. Select 'Settings' in the drop-down menu.
- c. In the Settings page, click on '+ Show advanced settings' at the bottom.
- d. Scroll down to Downloads, and tick the box that asks 'Ask where to save each file before downloading'.
- e. Close the Settings page, and try download the document again.

If neither of the above fix your issue, please contact the Freshcare Office on 1300 853 508.

5 FRESHCARE MEMBERSHIP STATUS DEFINITIONS

Abbreviation	Status	Definition
AP	Audit Pending	Member who has not completed an audit in the 12 months since their last annual Freshcare audit and therefore does not qualify for an annual certificate.
CE	Certification Audit	Year 2 or subsequent audit undertaken and successfully passed.
CP	Certification Pending	Year 2 or subsequent audit undertaken. Issues to be resolved prior to certification being granted.
FM	Foundation Member	A non-active Freshcare member who wishes to maintain correspondence with Freshcare.
IN	Initial Assessment	Year 1 audit undertaken and successfully passed.
IP	Initial Pending	Year 1 audit undertaken. Issues to be resolved prior to certification being granted.
RM	Reinstated Member	Member previously withdrawn from Freshcare, but requested to be reinstated in the system.
SP	Suspended	Member has requested that certification be suspended, usually due to crop loss.
TE	Training Existing Member	Existing Freshcare member now participating in training; implementation still to be completed.
TI	Training Initial	Joined Freshcare through training package; training and implementation still to be completed.
WD	Withdrawn	Withdrawn from Freshcare.