

FOR CERTIFIED PRODUCERS

GETTING SET UP ON THE NEW WEBSITE

To manage your certified status, all certified enterprises need to complete a few essential steps. This guide walks you through each one. If you get stuck, see the troubleshooting section at the back.

WHAT YOU'LL DO



LOG IN

Set your password



PROFILE

Add your details



LIVESTOCK

Upload animals



STEP 1

LOG IN TO YOUR NEW DASHBOARD

All certified farms must log in to their new dashboard for the first time.

1. Click **Access your dashboard**
2. Type in your email address. If you used a different email address to set up your account originally, please use that one. If you have any issues, please contact Pfl Certification.
3. Select the link **Forgotten Password**
4. Follow the steps to set your new login details.

EMAIL NOT ARRIVED?

Please check your spam folder for verification emails if they don't appear in your inbox.

2

STEP 2

COMPLETE YOUR BUSINESS INFORMATION AND BUSINESS PUBLIC PROFILE

Your dashboard is unique to you. It contains your business information and your business public profile.

If you sell directly to customers, completing your business public profile is required to appear on the Where to Buy map.

Please check

- **Business information** is correct and up to date (all businesses). This won't show up on the map.
- **Business public profile** (businesses who wish to appear on the Where to Buy map).

To appear on the Where to Buy map

Please select **both** 'producer' and 'retailer' as business types. Selecting 'retailer' ensures your profile appears on the map.

Tick each of these off as you complete them:

- Add what you want people to see when they visit the Where to Buy map: what you produce and what you're all about, where customers can buy your produce, logos and photos, social links, contact information, website and socials.
- Tick the box: "I sell Pfl certified produce direct to customers and I would like to appear on the Where to buy map."
- Make sure all the fields are filled in and hit **Save**.

IMPORTANT – THERE'S NO AUTOSAVE

If you switch tabs before saving, you may lose your work. Fill in every field, click **Preview**, then **Save** on the preview page. Once saved, you can go back and edit safely.

3

STEP 3

UPLOAD YOUR LIVESTOCK

To ensure accurate certification records and traceability, all certified farms must upload their livestock information.

1. Navigate to **Your Livestock** via your dashboard
2. Add certified animals individually, **or** use the CSV upload option for faster data entry

Only upload certified livestock. If you accidentally add non-certified animals, please don't try to delete them yourself. Send the details to Pfl Certification and we'll remove them for you.

Before your first CSV upload, check our [Livestock Upload Guide](#) for the file format we expect.

Once your livestock are in the system, you can create actions against them such as 'send to slaughter', 'sell live', 'milking'/'wool clip' recording or 'died'.

Where appropriate, you will receive a batch code and QR code for an action you have created. These can be used on packaging by yourselves or by the retailer that purchases your produce (providing they are a Pfl Approved Business).

TROUBLE UPLOADING YOUR CSV?

If the upload doesn't go through after a couple of tries, don't keep retrying. Send your file to certification@pastureforlife.org and we'll add the animals to your account directly.

TROUBLESHOOTING

COMMON ISSUES AND WHAT TO DO

My farm isn't showing on the Where to Buy map

Check three things:

1. Have you ticked **both** 'producer' **and** 'retailer' under business types?
2. Have you ticked the box that says you sell Pfl certified produce direct to customers?
3. Did you click **Save**?

If all three are yes and you're still not appearing, please contact Pfl Certification.

My dashboard is blank, or I can't log in

Try this first:

- Log out
- Close the browser tab
- Log back in using the email originally registered to your business

If you have more than one email associated with Pasture for Life, the wrong one will show a blank dashboard.

Still stuck? Please contact Pfl Certification. We can check which email is on your account.

Someone else is the registered owner, but I manage the livestock

Please contact Pfl Certification before doing anything in the system, and we'll talk you through it.

The breed shown is wrong

Some breed abbreviations (particularly short two-letter codes like "HI" for Highland) need to be matched manually. Send us your CSV and the animal IDs affected, and we'll set the correct breed in your account.

I've added non-certified livestock by mistake

Please don't try to delete them yourself. Send the details (animal IDs and which ones to remove) to certification@pastureforlife.org and we'll remove them for you.

My livestock CSV won't upload

If the upload doesn't go through after a couple of tries, please don't keep retrying. Send your file to certification@pastureforlife.org and we'll add the animals to your account for you.

NEED HELP?

GET IN TOUCH

Certification questions

certification@pastureforlife.org

Membership questions

membership@pastureforlife.org

When reporting an issue, please include:

- A screenshot of what you're seeing
- The web address of the page you were on
- A short description of what you were trying to do

This helps us resolve things much faster.