

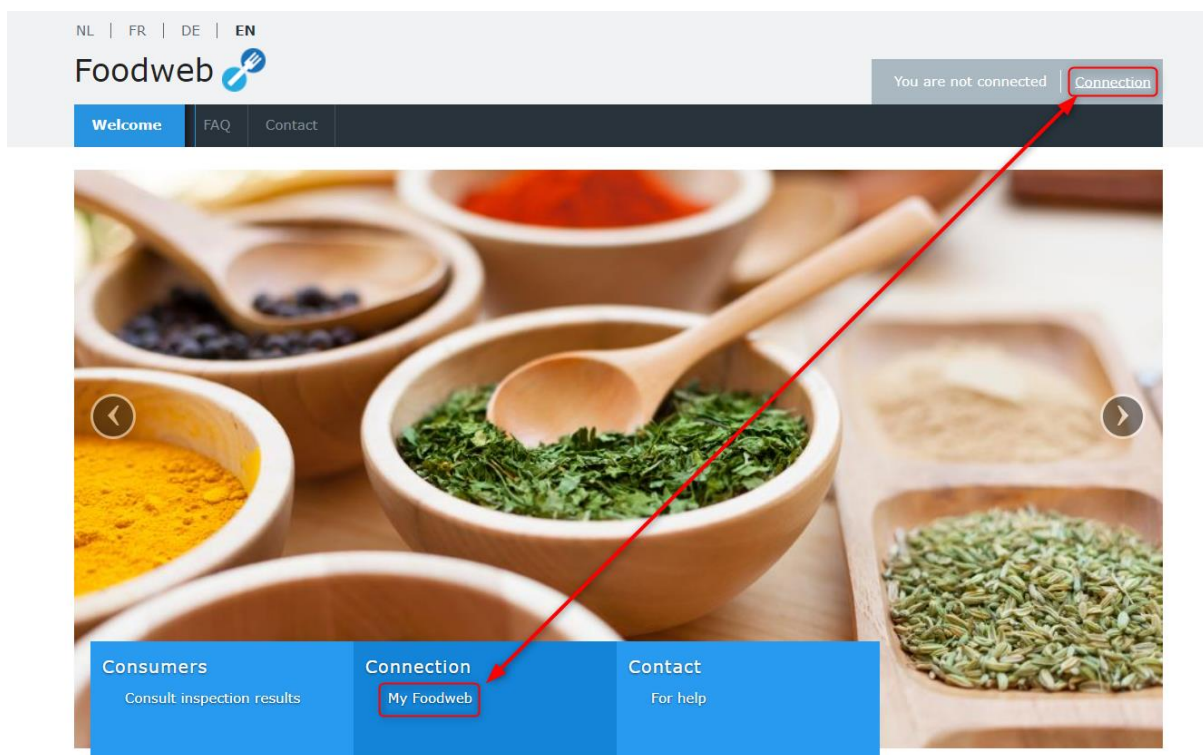


## QUICK START GUIDE

### CREATING A SECURE ACCESS ACCOUNT FOR THE [FOODWEB](#) PORTAL

Below are the steps you need to follow to create/activate/link your secure access account using your temporary access codes.

- 1) Click on "Connection" or "Connection - My Foodweb"



- 2) Enter the user name (enterprise number [EN]/company registration number [CN] or the establishment unit registration number or control point [CP] and the password (temporary access codes).



- 3) Enter an email address (preferably a generic email address for companies where several people are authorized to log in to our portal).

Fill in your last name, first name and, if applicable, your national registration number or international identification number, then click on “Save”.

The password must meet two requirements:

- It must contain at least 8 characters;
- It must contain at least 1 number ('0' to '9').

**NOTE:** Please ensure there are no spaces before or after your email address in the relevant text field.

The screenshot shows the 'Create an account' form on the Foodweb portal. The form includes fields for E-Mail Address, Confirm the e-mail address, Confidential password, Confirm the password, Name, First name, National registration number, and International number. A blue callout box points to the password field with the text: 'Contain at least 8 characters. Contain at least a number ('0'-'9')'. A white callout box points to the top right of the form with the text: 'The operator number for which you wish to create an access profile is displayed here'. A white callout box points to the 'Register' button with the text: 'Click on "Register" to complete the creation'. A white callout box points to the 'Confidential password' field with the text: 'Mandatory fields'. A white callout box points to the 'Do you want to link this business number to an existing secure access profile?' question with the text: 'Field automatically filled in and not editable'. A white callout box points to the 'E-Mail Address' field with the text: 'Please use a generic e-mail address, if desirable'. A white callout box points to the 'Confirm the password' field with the text: 'Carefully save the chosen password.'.

A confirmation message will appear on the screen and an email will be sent to you.

## DO YOU WANT TO LINK MULTIPLE COMPANIES TO A SINGLE EXISTING ACCOUNT?

This is possible. To do so:

- Check the **“YES”** box next to the question: “Do you want to link this operator number to an existing secure access account?” »
- Fill in the email address associated with the account of company A and its password; then click on “Save”

A confirmation message will appear on the screen (and you will also receive an email) saying that company B has been added to the account of company A.

- 4) There is one last step to complete: activating your access account.
  - Open the confirmation email you received from “noreply@favv-afscab.be”.
  - Click on the (blue) link in this email to confirm your account. If the link does not work, you can also copy and paste it into the address bar. *For security reasons, the link in the confirmation email is only valid for **24 hours**.*
  - You will receive a confirmation that your account has been activated.
  - You can now log in by clicking on “Login” or “Sign in” with your user name (**email address**) and password.



## YOU DID NOT RECEIVE A CONFIRMATION EMAIL?

1. Do you have access to the email address you entered via our portal?
2. Have you checked the SPAM folder of your mailbox for the confirmation email?

## DID YOU RECEIVE A MESSAGE SAYING THAT THE ACTIVATION HAS FAILED?

***"This account could not be activated because the link is not correct or the link has expired"***

In that case either the validity of the link (24h) has expired or the activation link has already been used.

### If the validity of the link has expired:

- o Go back to "Connection" or "Connection – My Foodweb" and click on the link "Resend the confirmation email for your secure access account".
- o Fill in your email address and click on the "Send" button.  
You will receive a new confirmation email which is valid for 24 hours.

### If the activation link has already been used:

- o Click on "Connection" or "Connection – My Foodweb" and sign in with your user name (**email address**) and password.

## **IMPORTANT!**

Once you have finished creating your account, you will no longer be able to use the temporary access codes to log in. So, be sure to store your user name (**email address**) and password where you can easily retrieve them.