

User guide

Sign up to the Foodweb portal

The login to Foodweb has been changed as from December 14, 2017. In this part you can read about what you, as an operator, have to do to gain access to your data in the different FASFC applications via the new Foodweb portal.

How do you find quickly the information you want in the user guide ?

- 1 – General information - Profile
- 2 – What do you have to do ?
- 3 – Requesting the creation of a profile
- 4 – Creation and activation of your profile
- 5 – You already have a profile and you want to log in for another operator
- 6 – Manage your profile
- 7 – FASFC Call Centre

1 General information - Profile

Just as in the case of all applications on the internet, where you want to consult and/or modify personal data in a safe way, you will have to create a FASFC 'profile'. Thus, you can subsequently log in safely and efficiently. In order to create this profile, we will ask you some information. You can always consult and, if necessary, change this information. The profile is unique and personal.

Contrary to the old method (before December 14, 2017), you can now link multiple operators to one profile. In other words, thanks to this profile you have access to the data in the different applications of the FASFC for all operators whose files you manage at the FASFC.

2 What do you have to do ?

2.1 You can NOT log in, because you do not have a username/password

If you have never logged in (by way of a username and a password) on the Foodweb portal for any operator before December 14, 2017

Or

If you ever did have logged in for any operator on Foodweb before December 14, 2017, but you have forgotten the username and/or password,

Then you have to follow the next steps :

- 1) You have to submit a request so as to gain access.
→ See 3 – Requesting the creation of a profile
- 2) You will receive a confirmation letter with a temporary username and password.
→ See Appendix 1: Example of a confirmation letter.
- 3) First sign up with this (provisional) username and password and create a profile.
→ See 4.1 – Log in .
→ See 4.2 – Profile creation.
- 4) The FASFC will send you a mail confirming your profile. Follow the instructions mentioned in this mail.
→ See Appendix 2: Example of a confirmation email.
→ See 4.3 – Profile activation.

From that moment on, you will be able to log in to the Foodweb portal using your (definitive) username and password and you can consult/change the data of the operator in the FASFC applications.

2.2 You CAN log in with a username/password

Have you ever logged in (with a username and a password) to the Foodweb portal for any operator you are authorized for before December 14, 2017, follow the next steps :

- 1) First, log in with the username and password you were using before December 14, 2017 and create a profile.
→ See 4.1 – Log in .
→ See 4.2 – Profile creation.

2) The FASFC will send you a mail confirming your profile. Follow the instructions mentioned in this mail.

→ See Appendix 2: Example of a confirmation email.

→ See 4.3 – Profile activation.


From that moment on, you can log in on the FASFC Foodweb portal using your (definitive) username and password and you can consult/change the data of your operators in all applications.

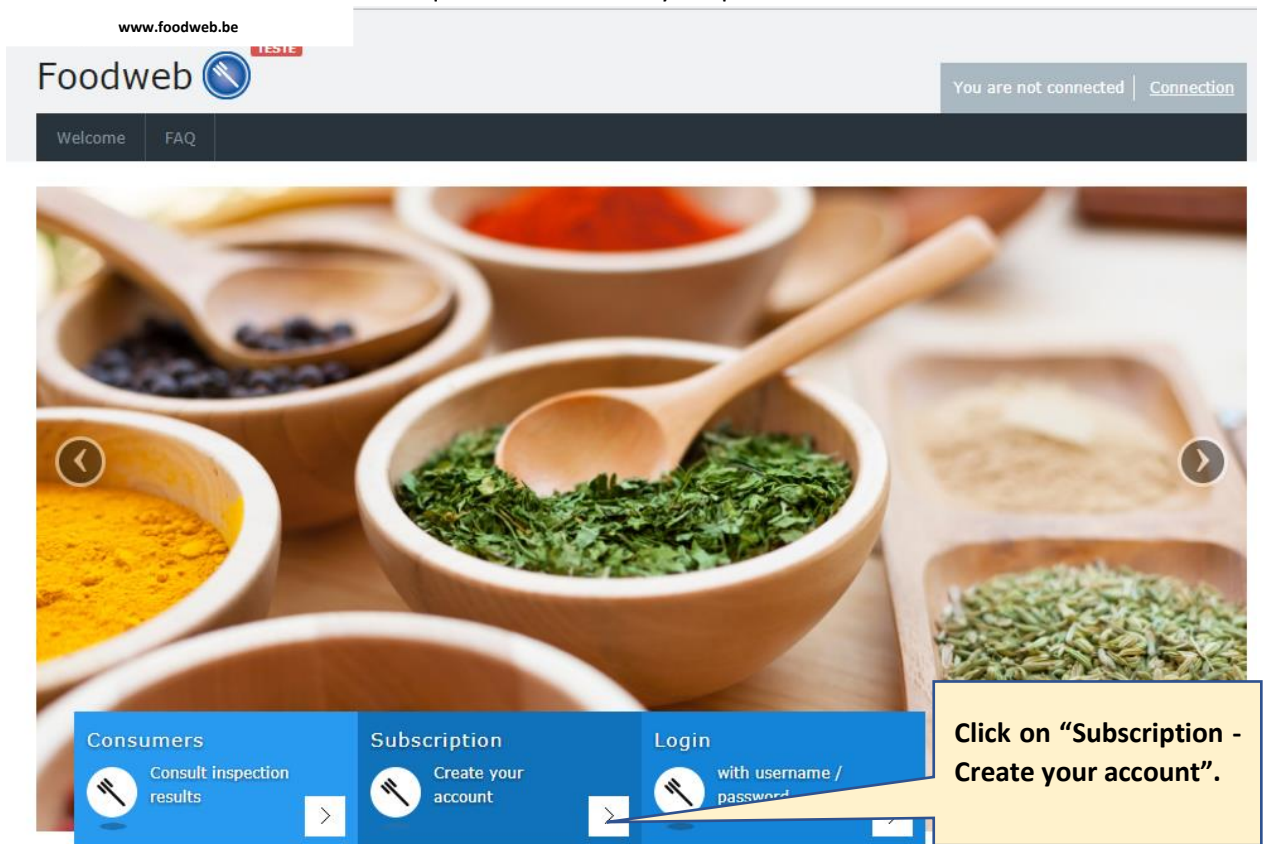
3 Requesting the creation of a profile

First submit a request, if you have never logged in to the Foodweb portal with a username and a password. In other words, you have never consulted nor changed data of any operator in one of our applications.


3.1 Requesting a profile

Follow the next steps :

- 1) Open the Foodweb portal www.foodweb.be in your browser.
- 2) Click on the  icon of the label Request. - Creation of your profile.

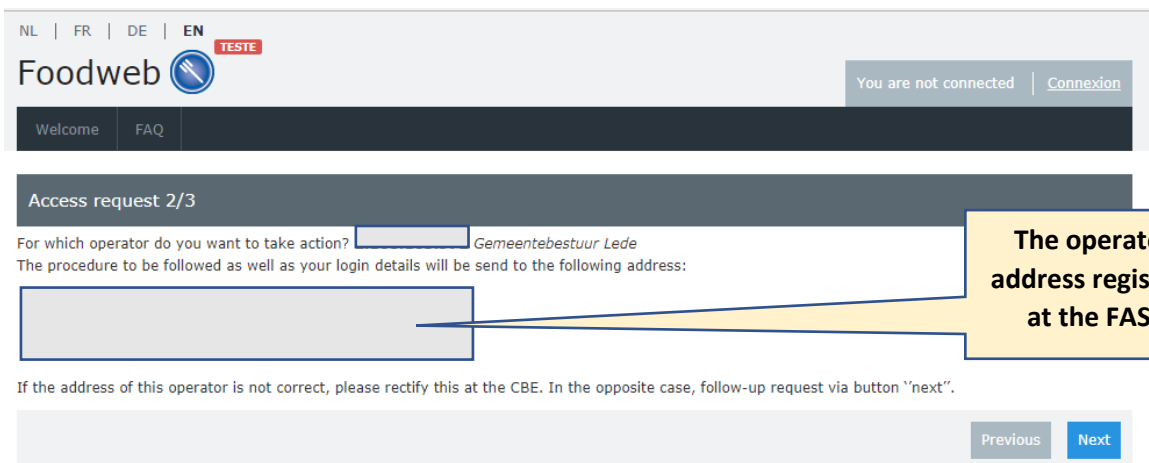


- 3) Fill out the CBE¹ number (enterprise number or establishment unit number) of the operator for whom you want to intervene, and then click on the “Next” button



The CBE number consists of 10 digits. You can enter this number either without full stops (e.g. 0123456789) or with full stops (e.g. 0123.456.789). All other combinations or special characters will generate an error message. If you act as a natural person or as a checkpoint, you have to enter the identification number (BOOD-ID) you received from the FASFC.

- 4) Verify the address of the operator you have entered and click on the “Next” button if the address is correct.



If these data are not correct, you will have to change these at the CBE. As a matter of fact, we copy the names and addresses of the operators from this institution.

¹ CBE = Crossroads Bank for Enterprises

5) Enter the required information and click on “Send”:

The screenshot shows the Foodweb registration interface. At the top, there are language options (NL, FR, DE, EN) and a 'TESTE' button. The main header includes the Foodweb logo and a 'You are not connected' status with a 'Connexion' link. Below this is a 'Request access 3/3' section. The form contains the following elements:

- A dropdown menu for 'For which operator do you want to take action?'.
- A 'Gender *' section with radio buttons for 'Mister' and 'Madam'.
- Text input fields for 'Name *', 'First name *', and 'Email *'.
- A 'Robot *' section with a checkbox labeled 'I'm not a robot' and a reCAPTCHA widget.
- A note: 'All fields marked with an asterisk (*) are mandatory.'
- 'Cancel' and 'Send' buttons at the bottom right.



For security reasons you have to confirm you are not a robot. You do this by ticking the box.

The email address you are entering here, will be proposed as your “username” when creating your profile (see 4.2 – Profile creation) However, you can change this email address here.

You will receive a confirmation letter (Appendix 1: Example of a confirmation letter) at the address indicated. This confirmation letter is sent in the language linked to the enterprise. Belgian law will be applied to Belgian operators. In case of foreign operators, letters will be sent in the language of the enterprise, as far as this is known. If this is not the case, the language used when requesting a profile in the Foodweb portal will be applied.

When you have received the confirmation letter, you can sign in (see 4.1 - “Log in”) :

3.2 Some points of interest

Some points of interest when requesting a profile are to be found below :

- The following error message is to appear to Belgian operators of whom the CBE number is not (yet) known at the FASFC :

This operator is not known to the FAFSC or has no activity in the framework of the food chain
There are no activities for this operator at the FASFC

Most likely this operator

- has just been registered in the CBE. In this case try again in 2 days, as the data have to be transferred from the CBE to the FASFC. If this still does not work, contact the FASFC Call Centre.
- Either is registered under a NACEBEL code that does not come under the authority of the FASFC. In this case adapt your activities in the CBE, and try again in 2 days, as the data have to be transferred from the CBE to the FASFC. If this still does not work, contact the FASFC Call Centre.

- The following error message is to appear to foreign operators of whom the CBE number is not yet known at the FASFC :
This operator is not known to the FAFSC or has no activity in the framework of the food chain
There are no activities for this operator at the FASFC
 - Fill out the request form in order to inform the FASFC. You will find this request form on our website (<http://www.favv.be/approvals/>).

- The following error message is to appear if the address of the operator is neither known at the FASFC (nor at the CBE) :
Unfortunately we do not possess a validated address at this moment. Please contact the CBE so as to regularize this matter.
 - You have to correct the address of your enterprise in the CBE.
 - Please submit a new request after a few days.

- The following error message will appear when a profile has already been linked to the operator.
A profile for this operator already exists.
 - An operator can only be linked to one profile.
 - Please ask your organisation.

- Several requests
 - There is only one active request per operator.
 - If you submit a new request before the first request is completed, information (among others username and password) of the previous request will be cancelled (e.g. you submit a new request because you can no longer find the confirmation letter of the first request).
 - Apply the information (username and password) of the last confirmation letter you have received in the procedure described in 4 – Creation and activation of your profile

4 Creation and activation of your profile


Create a profile when you do not have any active user's profile (username and password) for another operator or, in other words, if you sign in via our new portal for the first time.

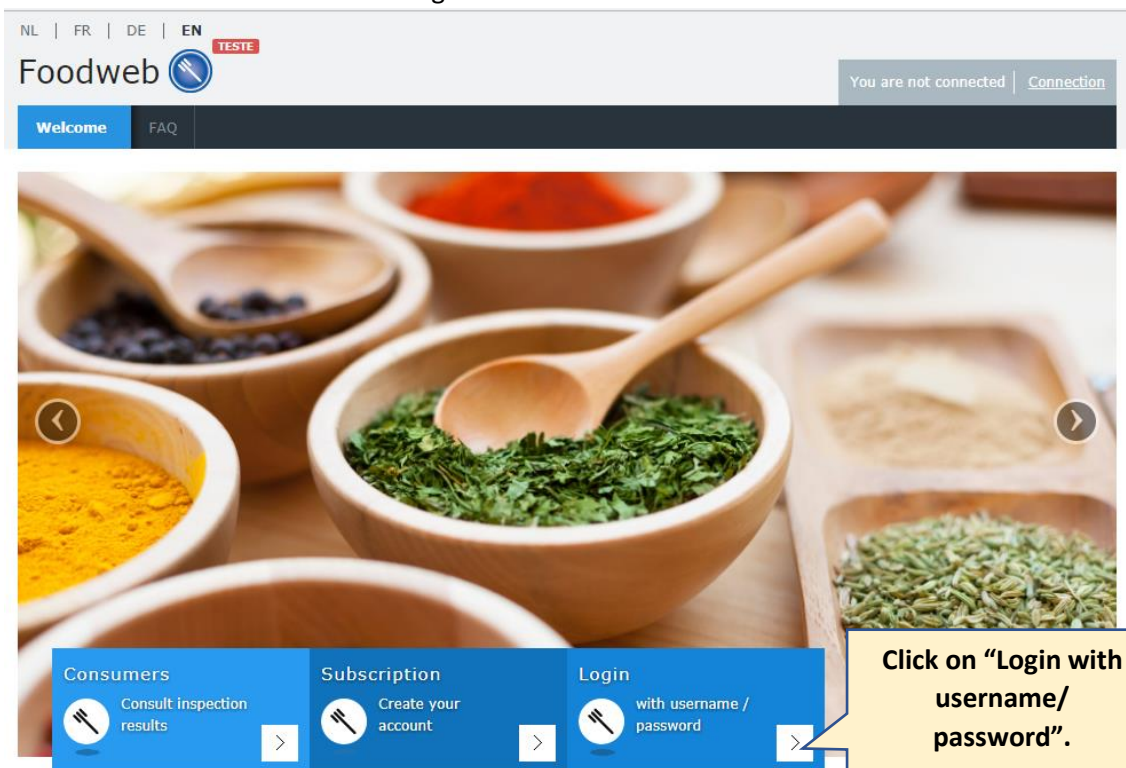
In case you already have a profile for another operator for whom you are authorized : Go to point 6.

4.1 Log in

In order to create and activate your profile you have to log in first using your (temporary) username and password. These are either :

- The username and password you have received by letter
- Or the username and password you used for an operator in the past.

- 1) Open the Foodweb portal www.foodweb.be in your browser
- 2) Click on the  icon of the label "Login":



- 3) Enter your username and password and click on the 'Access' button :

Please sign in

Username


Password

[Access](#) >

Enter the username/password you received and click on 'Access'.

4.2 Profile creation

In order to create your profile, you have to follow the next steps :

NL | FR | DE | EN **TESTE**
 Foodweb  You are not connected | [Login](#)

Welcome | [FAQ](#)

Create an account

An account will be created for the operator

Do you already have an account (login/password) for another operator? Yes No

Username *

Confirm the username *

Password *

Confirm the password *

Name *

First name *

National registration number

International number

All fields marked with an asterisk (*) are mandatory.

[Register](#)

The operator for whom you want to create an account

The email address you want to use to sign into your

- 1) Enter your preferred username (i.e. an existing email address) and password, as well as your last name, first name and, if necessary, your national register number or international register number, and then click on "Save". The password must meet the following requirements:
 - It must be at least 8 characters long.
 - It must contain at least one number ('0'-'9').
 - It must contain at least one lower-case letter ('a'-'z')
 - It must contain at least one upper-case letter ('A'-'Z')
 - It must contain at least one special character (which is neither a letter nor a number).

- 2) You will receive a notice that your profile has been created and that a confirmation email has been sent to your email address.

4.3 Profile activation

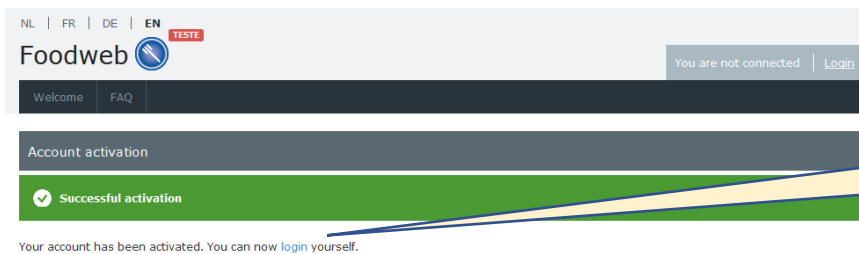
In order to activate your profile, you have to follow the next steps :

- 1) Open the confirmation email you have received by 'noreply@favv-afscs.be'
- 2) Click on the (blue) link in this mail so as to confirm your profile. If the link does not work, you can also copy/paste it into the address bar.



For safety reasons the link you receive in the confirmation email is only valid during 24h. Upon expiry of this period (24h), a new confirmation email can be sent to your email address.

- 3) You will receive a confirmation that your profile has been activated and you can log in by clicking on "Sign in" or "Login".



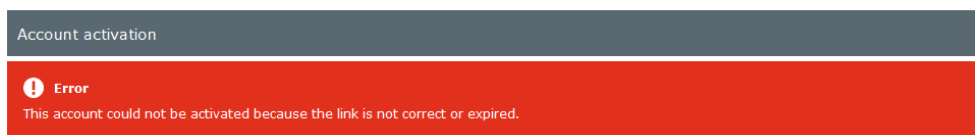
You can access your account by clicking on 'login'

From that moment on, you use this username and password to log in.

4.4 Some points of interest

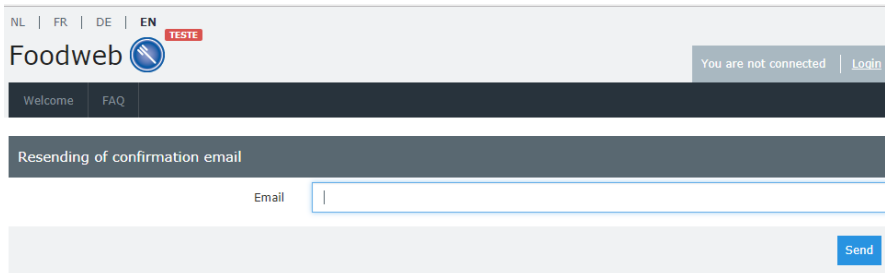
Some points of interest when creating and/or activating a profile are to be found below :

- You do not receive any confirmation email :
 - Do you have access to the email address you have entered in our portal ?
 - Verify whether the confirmation email is not in the SPAM folder of your mailbox.
 - Contact the FASFC Call Centre.
- You get a message in our portal that your profile could not be activated because the validity of the confirmation link has expired :



- The validity of the link expires 24h after the email was sent.
- Go back to "Login" and click on the link 'Send again the confirmation email of your profile'.

→ Enter your email address and click on the “Send” button.



The screenshot shows the Foodweb website interface. At the top, there are language selection options: NL | FR | DE | EN, with 'EN' highlighted. The Foodweb logo is on the left, and a 'TESTE' badge is next to it. On the right, it says 'You are not connected' and has a 'Login' link. Below this is a dark navigation bar with 'Welcome' and 'FAQ' links. The main content area is titled 'Resending of confirmation email'. It features an 'Email' label followed by an empty text input field. At the bottom right of this section is a blue 'Send' button.

→ You will receive a new confirmation mail which is again valid during 24h.

- You get a message in our portal that your profile could not be activated because the activation link has been used.

5 You already have a profile and you want to log in for another operator

Remark : You can and may link several operators to one profile, but that is not mandatory. You can also create a separate profile per operator, if you wish so. In this case, you have to follow the next steps for that operator 4 – Creation and activation of your profile.



Your choice in this respect is definitive ! If you choose a profile per operator, you can no longer join the profiles of these operators in one profile! It applies also vice versa, if you choose to combine several operators in one profile, you can no longer create separate profiles in the future.

If you wish to add other operators, follow the next steps :

- 1) Log in with the (temporary) username and password you used for this operator in the past.



If you never logged in for this operator in the past or you do not remember the username and/or password, you have to submit a request for this operator (see 3.1 – Requesting a profile).

- 2) Tick the 'YES' box when asked “Do you already have an account for another operator ?”, enter the username and password of your current profile and click on the “Save” button.

Create an account

An account will be created for the operator

Do you already have an account (login/password) for another operator? Yes No

Username *

 Password *

All fields marked with an asterisk (*) are mandatory.

[Register](#)

- 3) You receive confirmation that this operator has been added to your profile :

We confirm you that we added the operator to your account.

Your account has been linked to the operator

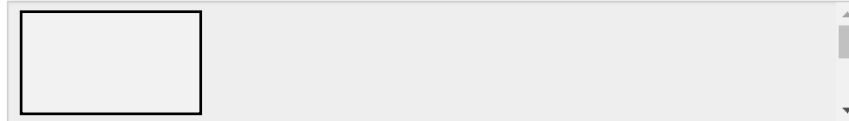
Name	<input type="text"/>
First name	<input type="text"/>
Login	<input type="text"/>

- 4) You (immediately) receive a confirmation email (see Appendix 2: Example of a confirmation email):

From this moment, you will be able to consult information about the operator in question in our applications via this profile.

All operators linked to this profile appear in 'My profile'. It is possible to link other operators as far as you did not create a separate profile for these operators.

Operators linked to the profile

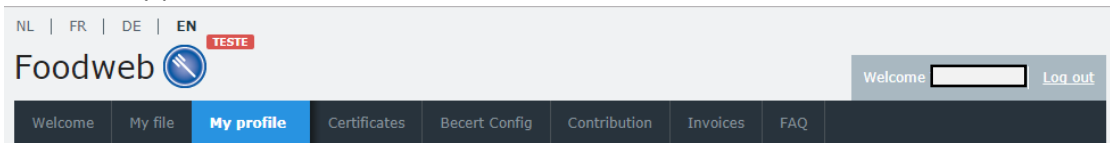


6 Manage your profile

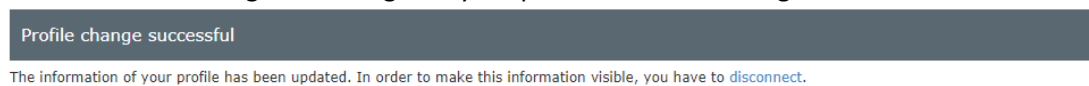
6.1 Consult/change data

You can always change data in your profile. Follow the next steps then :

- 1) Log in with your username and password.
- 2) Click on “My profile”



- 3) Data that can be changed :
 - your username (email address);
 - your password;
 - your national register number and
 - your international number.
- 4) Once you entered and/or changed this information, click on the “Save” button.
- 5) You receive a message indicating that your profile has been changed.



- 6) Log out in order to actually apply these changes.
- 7) Now your profile has been changed.

6.2 Forgotten password

When you have forgotten your password or your profile is locked, you can request a new password.



Your profile will be blocked for safety reasons after 5 failed login attempts. In other words, if you (or someone else) enter(s) 5 times a wrong combination ‘username/password’, the profile will be blocked.

You get the following error message :

You have exceeded the number of incorrect login attempts. Now your profile is blocked. To unlock your profile, use the function “Forgotten password ?”.

You will have to follow the next steps so as to request a new password :

- 1) Click on the link “Forgot your password?”.

Please sign in

Username

Password

Number of unsuccessful attempts reached, your account is blocked by now. To unblock, you can use the functionality "forgotten password?".

[Access >](#)

- [FAQ](#)
- [Forgotten Password?](#)
- [Ask username and password](#)
- [Re-send of confirmation email for the accounts "to confirm"](#)

- 2) Enter your email address and click on the “Send” button.

NL | FR | DE | EN **TESTE**

Foodweb

You are not connected | [Login](#)

[Welcome](#) [FAQ](#)

Request to reset the password

Email

[Send](#)

- 3) You receive an email with a confirmation link and click on this link:

- 4) A browser opens in the Foodweb portal and enter here the password (and confirmation). Then click on “Change” :

NL | FR | DE | EN **TESTE**

Foodweb

You are not connected | [Login](#)

[Welcome](#) [FAQ](#)

Reset your password

Email *

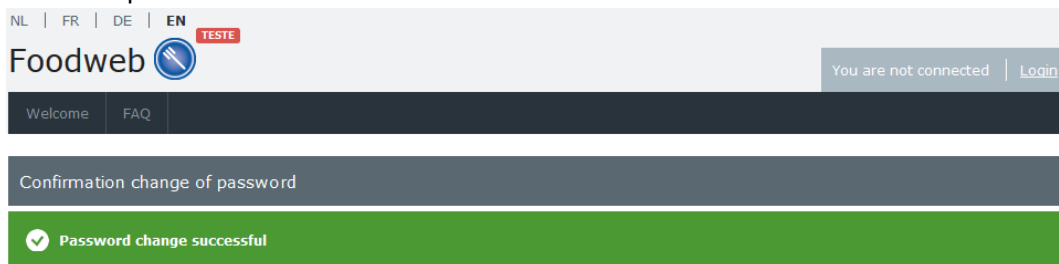
Password *

Confirm the password *

All fields marked with an asterisk (*) are mandatory.

[Reset](#)

5) Your new password has been saved.




From now on, you can log in with this new password.

7 FASFC Call Centre

For help when using the Foodweb portal and/or a FASFC application, contact our call centre :

- Opening hours : 9h00 – 12h30 & 13h30 – 17h00
- Telephone number: +32 (0)2 211 99 00
- Email: contact.center@favv-afsca.be

8 Appendix 1: Example of a confirmation letter

 **Agence Fédérale pour la Sécurité de la Chaîne Alimentaire**

*Exp.: Federal Agency for the Safety of the Food Chain
Boulevard du Jardin Botanique 55, BE-1000 Brussels*

AFSCA
Services généraux:
Financement
CA-Botanique
Food Safety Center
Bld du Jardin Botanique 55
1000 Bruxelles
BCR : 0207.207.200

UM7 2 5 8 6 3

TEST

Brussels, 24/11/2017

For all questions
or renseignements :
02/211 99 00

FASFC number :

Application for a username and a password to access the FASFC Foodweb portal.

Dear Ms.,

Dear Sir,

You have recently submitted an electronic application to access the FASFC Foodweb portal.

This application was submitted by:

on behalf of the business or the business unit:

This application was submitted on: 21/11/2017

Please find your personal access codes to log onto www.foodweb.be, where you can validate your account online.

Username:

Password:

This access is only valid temporarily for a period of 2 days counting from the date of application.

You can use this username and password to log onto the FASFC Foodweb portal for the first time and carry out the necessary steps to validate your account.


Attached please find a **Quick Start Guide** which will show you how to validate your account.


Notre mission est de veiller
à la sécurité de la chaîne
alimentaire et à la qualité
de nos aliments, afin de
protéger la santé des
hommes, des animaux et
des plantes.

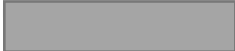
With kind regards,
The FASFC

9 Appendix 2: Example of a confirmation email

1. Confirmation email first profile :

 ma 20/11/2017 14:44
no-reply-teste@favv-afsca.be
Foodweb : Confirmation of your account

Aan 


You have recently requested the creation of an account to manage the operator 


In order to confirm if your account belongs to you or not, please click on the following link: <http://vm-ext-teste-1.teste.favv-afsca.be/ExternSts/Account/ConfirmEmail?userId=1101&code=yctE%2BE7ZI%2F9TbDDavfNIE1x8kQslZsCwtwWkSjSNAACKTQPWJT7de7%2FWuGdFja2BZ%2BFvYBB79rmOhpNZHNPTBleRyJy0KzkA2brodkDcDesVYFMQueMaPfcyHmu0gV77Rba2FUJLA%3D%3D> .

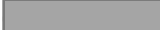
If clicking on the link does not work, please copy/paste this link in your browser.

Note that this link will expire 24 hours after sending

2. Confirmation email when adding an operator to your current profile :

 ma 20/11/2017 9:46
no-reply-teste@favv-afsca.be
Foodweb : Operator added to your account

Aan 

We confirm you that we added the operator  your account.