

FAQ LOGIN FOODWEB PORTAL

I'M LOGGED IN VIA E-ID, BUT I CAN'T FIND MY BUSINESS.

When you are logged in, but you can't consult the data regarding your business or one of your businesses:

- you either don't have sufficient rights for this business, or
- the business is NOT (yet) registered with the FASFC as an active food business operator.

When you click on "My profile" you can see which of these situations applies!

YOU DON'T HAVE SUFFICIENT RIGHTS AT THE BUSINESS LEVEL

In this case you are NOT known as the "Legal representative" of the business or as its "(Chief) Access manager" and you have NOT received a mandate or delegation from any of these persons.

When you click on "My profile" you will not see any businesses listed next to "Your business".

THE BUSINESS IS NOT (YET) REGISTERED WITH THE FASFC

In this case, the business is NOT (yet) registered with the FASFC as an active food business operator.

When you click on "My profile", you will see your businesses listed next to "Your business", though you will not be able to take any further action before your business is registered with the FASFC.

As soon as your business is registered with the FASFC, you will have access to your business data via the FOODWEB portal.

HOW CAN I REQUEST ACCESS FOR MY BUSINESS OR THE BUSINESS I WORK FOR?

When you are a "Legal representative" or "(Chief) Access manager", you will be automatically granted access as soon as your business is registered with the FASFC.

If you require access for the business you work for, you can submit a request to the "Legal representative" or "(Main) Access Manager". If required, they can grant you access either via the CSAM portal for the entire business or via the FOODWEB portal for one or more establishment units.

WHAT IS A LEGAL REPRESENTATIVE AND WHO ACTS AS SUCH ON BEHALF OF MY BUSINESS?

A "Legal representative" is an individual authorised to represent your business entity. You can consult a list of similar functions via CBE Public Search (<https://kbopub.economie.fgov.be/>) under the heading "Functions".

I ALREADY HAVE A LOGIN (USERNAME / PASSWORD). CAN I CONTINUE TO USE THIS LOGIN?

For the time being, you can continue to use this login, except if a "Legal representative" or a "(Chief) Access Manager" has decided to disable this option for security reasons. In this case, you will be notified and, if required, you can submit a login request to one of these persons.