

Company Access Tutorial

November 2023

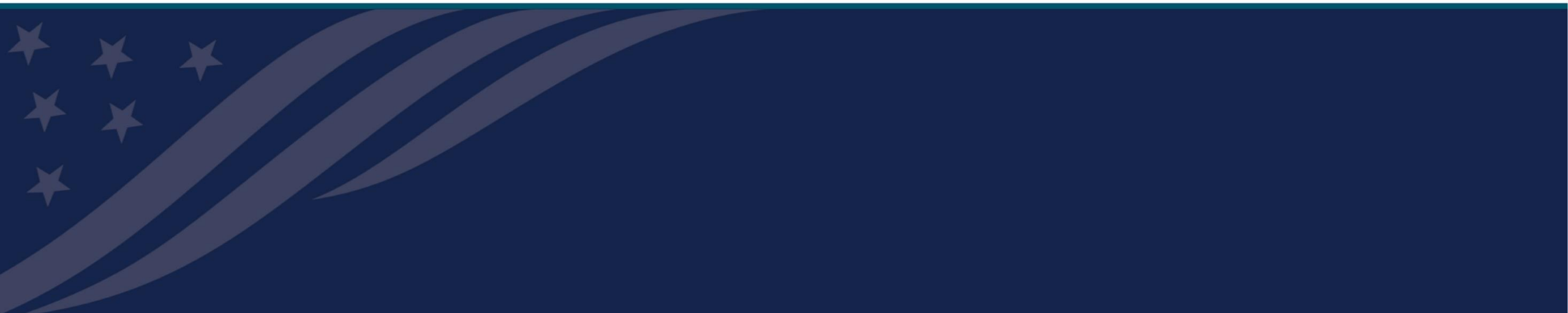


Table of Contents/General Info

In the USDA BioPreferred Program's Company Tools portal, there are both user accounts and company accounts. One or more users may access a single company account to submit applications, add new products, etc. Only authorized users may add or delete other users to the account.

Review the options below and click to jump to that page.

- [Adding New Users](#)
 - For users that are setting up an account for the first time
- [Regaining Account Access](#)
 - For users that have previously set up an account but need help accessing the account
- [Recovering a Forgotten User ID or Password](#)

Adding New Users

To get started:

- Access www.biopREFERRED.gov
- Next, obtain a Login.gov User ID and password by clicking on the “Login” link at the top.

Note: The “Tools” Tab is your entry point into the BioPreferred Program for purposes of registering your company, entering products, applying for certification, managing issued labels, etc.



Obtain a Login.gov Account

- If you do not already have an account, you will be automatically redirected to this page.
- Click “Customer” and follow the steps to create a Customer Login.gov account.

Note: DO NOT register for a USDA Employee/Contractor or Other Federal Employee/Contractor account. This is for USDA and federal employees and is not necessary to participate in the Program.




USDA eAuthentication
U.S. DEPARTMENT OF AGRICULTURE

HOME | CREATE ACCOUNT | MANAGE ACCOUNT | HELP

Login

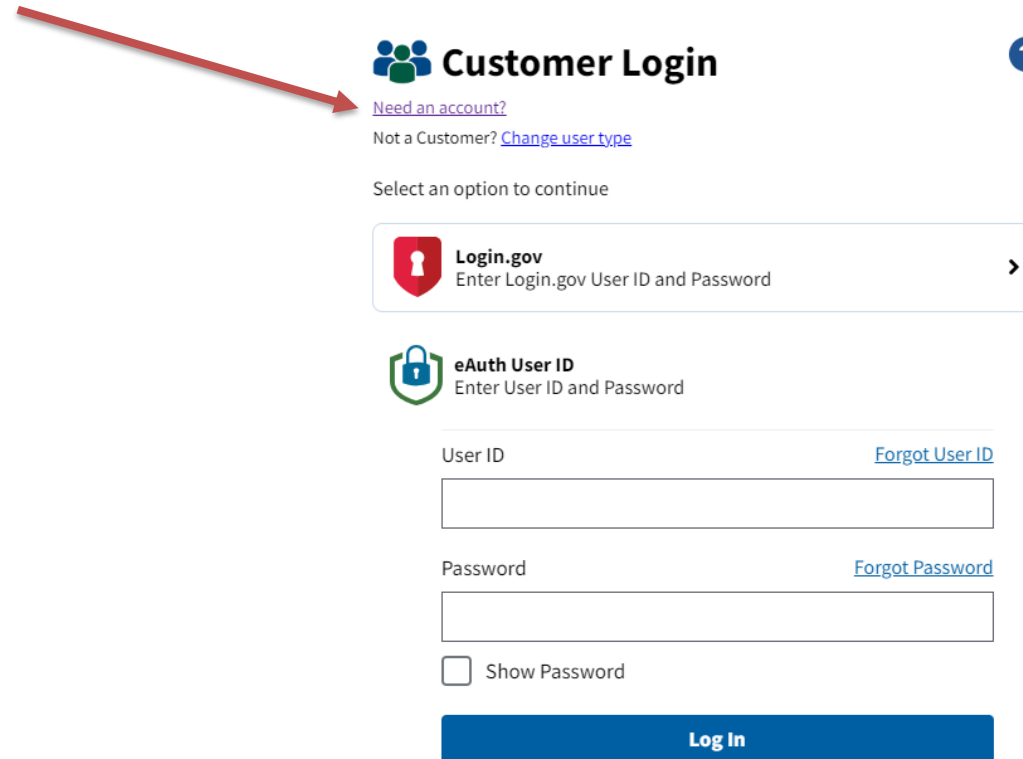
Select your user type to continue

☐ Remember my user type

-  **Customer**
Public citizens conducting business with USDA Agencies
-  **USDA Employee/Contractor**
Federal employees and contractors working for USDA
-  **Other Federal Employee/Contractor**
Non-USDA federal agency employees and contractors

Obtain a Login.gov Account

- Select “Need an account?”



The screenshot shows the 'Customer Login' page on Login.gov. A red arrow points from the text 'Need an account?' in the list above to the corresponding link on the page. The page includes a header with the Login.gov logo and a help icon. Below the header, there are links for 'Need an account?' and 'Not a Customer? Change user type'. A section titled 'Select an option to continue' contains two main options: 'Login.gov' (with a red shield icon) and 'eAuth User ID' (with a green shield icon). The 'Login.gov' option is selected and highlighted. Below the 'eAuth User ID' option, there are input fields for 'User ID' and 'Password', each with a 'Forgot' link. There is also a 'Show Password' checkbox and a 'Log In' button at the bottom.

Customer Login ?

[Need an account?](#)
Not a Customer? [Change user type](#)

Select an option to continue

Login.gov
Enter Login.gov User ID and Password >

eAuth User ID
Enter User ID and Password

User ID [Forgot User ID](#)

Password [Forgot Password](#)

☐ Show Password

Log In

Obtain a Login.gov Account

- Click “Customer” and follow the steps to create a Customer Login.gov account.

Note: DO NOT register for a USDA Employee/ Contractor or Other Federal Employee/ Contractor account. This is for USDA and federal employees and is not necessary to participate in the Program.

An official website of the United States government [Here's how you know](#) ✓

USDA eAuthentication
U.S. DEPARTMENT OF AGRICULTURE

eAuth

HOME | CREATE ACCOUNT | MANAGE ACCOUNT ▾ | HELP ▾

Account Registration ?

What type of user are you?

☒ Customer

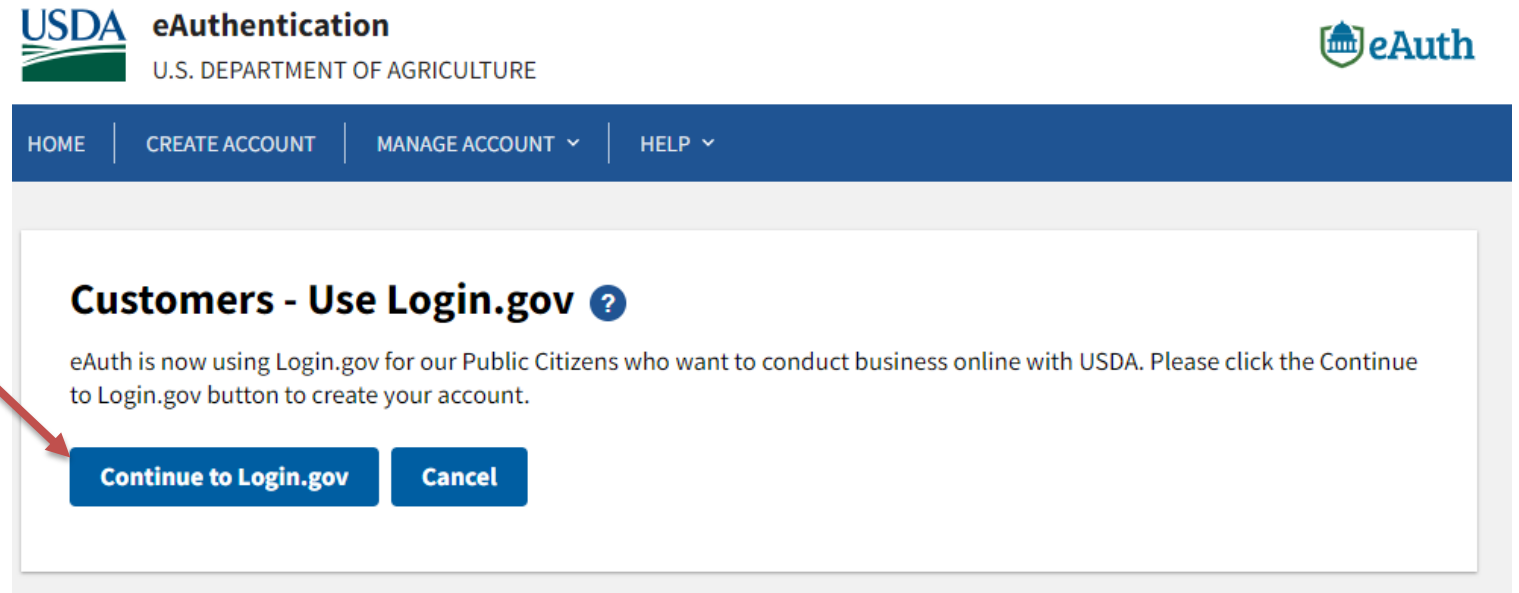
☐ USDA Employee / Contractor

☐ Other Federal Employee / Contractor

Continue

Obtain a Login.gov Account

- Select “Continue to Login.gov”



Obtain a Login.gov Account

- Select “Create an account”
- Enter your email address.
- Select your email language preference.
- Check the box “I read and accept the Login.gov Rules of Use.”
- Select “Submit.”
- You will be instructed to check your email.

LOGIN.GOV USDA

USDA eAuthentication is using Login.gov to allow you to sign in to your account safely and securely.

Sign in Create an account

Create an account for new users

Enter your email address

Select your email language preference
Login.gov allows you to receive your email communication in English, Spanish or French.

☒ English (default)
☐ Español
☐ Français

☐ I read and accept the Login.gov [Rules of Use](#)

Submit



Check your email

We sent an email to **beth.espitia+login@gmail.com** with a link to confirm your email address. Follow the link to continue creating your account.

Didn't receive an email? [Resend](#)

Or, [use a different email address](#)

You can close this window if you're done.

Obtain a Login.gov Account

- Open email from no-reply@login.gov and select “Confirm email address.” This link will expire in 24 hours.
- You will be directed to a website where you can create a password.



Confirm your email

Thanks for submitting your email address. Please click the link below or copy and paste the entire link into your browser. This link will expire in 24 hours.

Confirm email address

✓ You have confirmed your email address

Create a strong password

Your password must be **12 characters** or longer. Don't use common phrases or repeated characters, like abc or 111.

Password

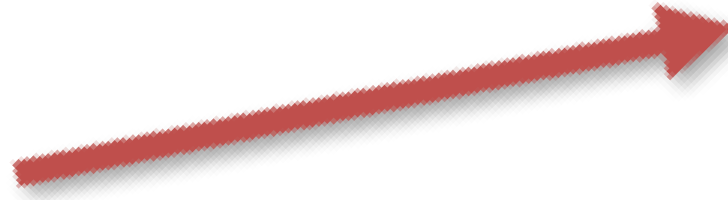
Confirm password

☐ Show password

Continue






Obtain a Login.gov Account

- Select an authentication method that works best for you. Then select “Continue.”



Authentication method setup

Add another layer of security by selecting a multi-factor authentication method. We recommend you select at least two different options in case you lose one of your methods.

- ☐  **Authentication application**
Download or use an authentication app of your choice to generate secure codes.
- ☐  **Text or voice message**
Receive a secure code by (SMS) text or phone call.
- ☐  **Backup codes**
A list of 10 codes you can print or save to your device. When you use the last code, we will generate a new list. Keep in mind backup codes are easy to lose.
- ☐  **Security key**
A physical device, often shaped like a USB drive, that you plug in to your device.
- ☐  **Government employee ID**
PIV/CAC cards for government and military employees. Desktop only.

Continue

Obtain a Login.gov Account

- If you choose “Text or voice message” as your authentication method, you must add a phone number.
- Then select how you’ll get your code – either by Text message (SMS) or Phone call.
- Then select “Send code.”
- You may also choose a different authentication method at this point.

Add a phone number

We’ll send you a one-time code each time you sign in.

Message and data rates may apply. Do not use web-based (VOIP) phone services or premium rate (toll) phone numbers.

Phone number

How you’ll get your code

☒ Text message (SMS)

☐ Phone call

You can change this anytime. If you use a landline number, select “Phone call.”

Send code

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply. Read Login.gov’s [Mobile Terms of Use](#).

Obtain a Login.gov Account

- Enter your one-time code sent via email or phone call. This code expires in 10 minutes from time of receipt.

Enter your one-time code

We sent a text (SMS) with a one-time code to
This code will expire in 10 minutes.

One-time code

Example: 123456

☐ Remember this browser

Submit

[↻ Send another code](#)

Having trouble? Here's what you can do:

[Use another phone number](#)

Obtain a Login.gov Account

- You may Add another authentication method or “Skip for now.”

✓ A phone was added to your account.



You’ve added your first authentication method! Add a second method as a backup.

Adding another authentication method prevents you from getting locked out of your account if you lose one of your methods.

Add another method

[Skip for now](#)

Obtain a Login.gov Account

- Select “Agree and continue.”



Continue to USDA eAuthentication

We'll share your information with **USDA eAuthentication** to connect your account.

✓ **Email address**
beth.espitia+login3@gmail.com

⚠ [Add a second authentication method](#). You will have to delete your account and start over if you lose your only authentication method.

Agree and continue

Obtain a Login.gov Account

- If you are creating an account for the first time, you will not have an existing eAuth account.
- Select “Continue without linking to an existing eAuth account.”
- Select “Continue.”

Link with Login.gov ?

Login.gov must be linked to an eAuth account to use it with USDA applications.

☐ Use an existing eAuth account to link to my Login.gov account.

☐ Continue without linking to an existing eAuth account.

Continue

Obtain a Login.gov Account

- Enter First and Last name.
- Select “Submit.”

User Information Required

In order to complete setting up your Login.gov account with USDA eAuth, please provide the following information:

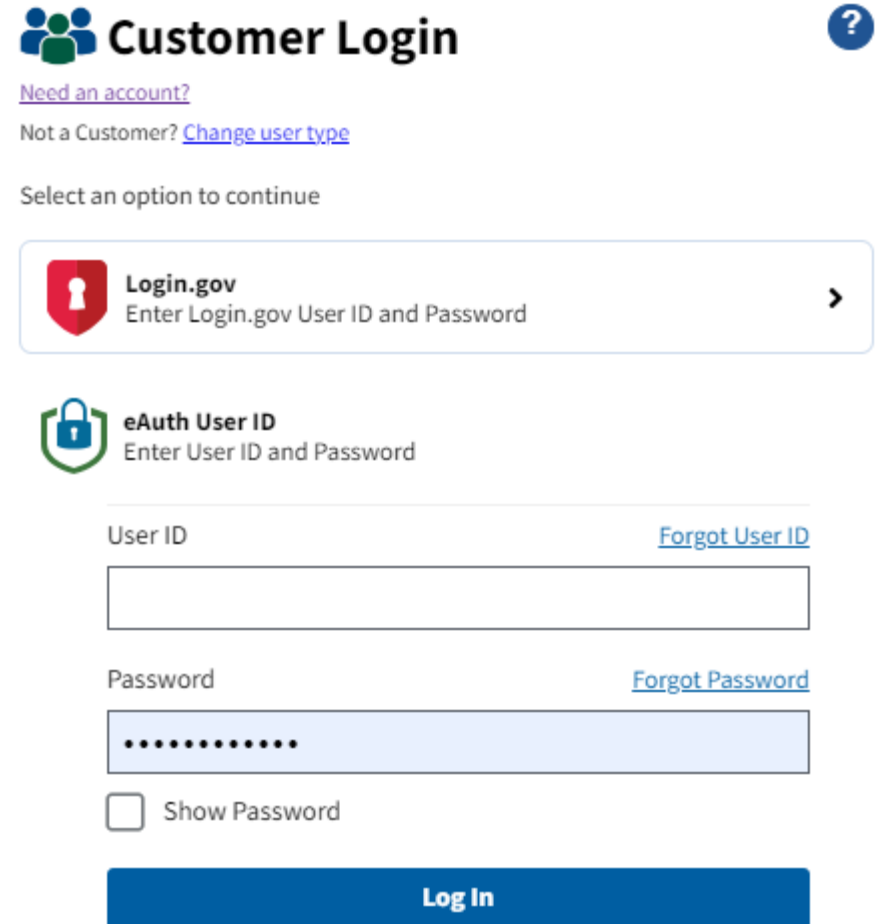
First name

Last name

Submit

Obtain a Login.gov Account

- Once you have created your account, you will be redirected to the “You Appear to be a New User” screen found on page 26 of this tutorial.



The screenshot shows the 'Customer Login' page on the Login.gov website. At the top, there is a 'Customer Login' header with a help icon. Below the header, there are links for 'Need an account?' and 'Not a Customer? Change user type'. A prompt 'Select an option to continue' is followed by two login options: 'Login.gov' (with a red shield icon) and 'eAuth User ID' (with a green padlock icon). The 'Login.gov' option is selected and highlighted. Below the 'eAuth User ID' option, there are input fields for 'User ID' and 'Password', each with a 'Forgot' link. A 'Show Password' checkbox is located below the password field. At the bottom, there is a blue 'Log In' button.

Customer Login ?

[Need an account?](#)
Not a Customer? [Change user type](#)

Select an option to continue

Login.gov
Enter Login.gov User ID and Password >

eAuth User ID
Enter User ID and Password

User ID [Forgot User ID](#)

Password [Forgot Password](#)

☐ Show Password

Log In

Decision Point

- [Register Your Company](#)
- [Request Access to an Existing Company](#)
- [Regain Access to an Existing Company](#)

Register Your Company

Register Your Company

- Select “Register My Company”

Note: Once you begin the process of Registering a Company, you must complete all the steps. The system will time-out if left idle for 10 minutes and all data will be lost.

Note: If additional individuals within your company need access to the company account, see page 24.

As the individual initially registering company information, you will be the “administrator” for your company and will approve account access for others in your company.

USDA
United States Department of Agriculture

ABOUT USDA | ASK THE EXPERT | CONTACT US | LOG OUT | SEARCH SITE

BioPreferred

HOME ABOUT NEWS CATALOG FAQS HELP CONTACT US TOOLS

YOU APPEAR TO BE A NEW USER

Option 1:

If your company has not yet registered with the BioPreferred Program, please select "Register my Company" below.

Register My Company

- OR -

Option 2:

If your company already has an account with the BioPreferred Program, select one of the options below.

You are a new user who is requesting access to your company's account for the first time. OR You previously had access to your company's account, and you need to regain access now.

Request Access to My Company Regain Access to My Company

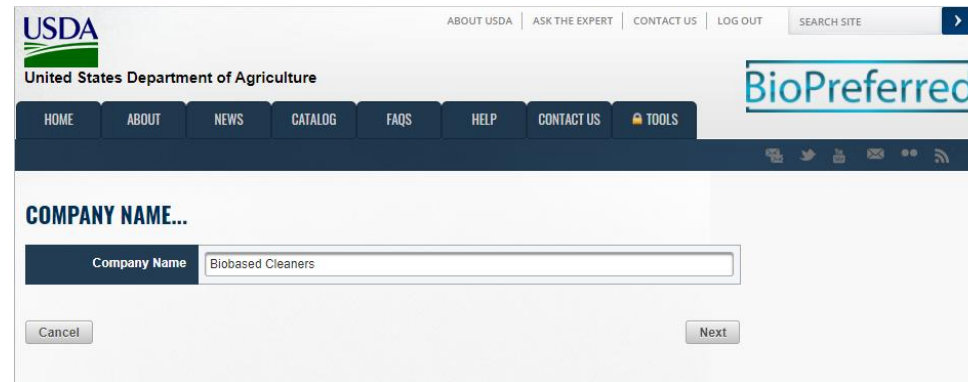
Register Your Company

- Enter Company Name and select “Next.”

Note: If you receive an error message, try clicking “Next” again.

- After entering Company name, you will have the option to enter Equal Employment Opportunity and Civil Rights (EEOCR) information.

Note: If the EEOCR Titles box does not appear after you click “Yes,” try clicking “No” and then “Yes” again.



The screenshot shows the USDA BioPreferred registration form. At the top, there is a navigation bar with links: ABOUT USDA, ASK THE EXPERT, CONTACT US, LOG OUT, and a SEARCH SITE button. Below this is the USDA logo and the text 'United States Department of Agriculture'. A secondary navigation bar contains links: HOME, ABOUT, NEWS, CATALOG, FAQs, HELP, CONTACT US, and TOOLS. The main content area is titled 'COMPANY NAME...'. It features a text input field labeled 'Company Name' with the text 'Biobased Cleaners' entered. Below the input field are 'Cancel' and 'Next' buttons.



The screenshot shows the next step in the USDA BioPreferred registration form, titled 'COMPANY EEOCR (EQUAL EMPLOYMENT OPPORTUNITY AND CIVIL RIGHTS) STATUS...'. It includes the same navigation bars as the previous screenshot. Below the title, a message states: 'Providing the following EEOCR information is optional. Does your company, Biobased and Clean, identify as any of the following?'. There are two radio buttons: 'Yes' (selected) and 'No'. Below this is a section titled 'EEOCR Titles' which contains a list of checkboxes for various business categories: 8(a) Business, Small Business, Woman Owned Business (WOB), Small Woman Owned Business (SWOB), Small Disabled Veteran Owned Business (SDVOB), Small Disadvantaged Business, HUBZone (Historically Underutilized Business Zones - for small and rural communities), and Minority Owned. At the bottom of the form are 'Previous' and 'Next' buttons.

Register Your Company

- You will enter additional company information on a series of screens. Select “Next” to move from one screen to the next.

Note: If you are unsure of what your NAICS code is, you can look it up here:

<https://www.census.gov/eos/www/naics/>

Note: Listing a working company website will save time during the application process later.

The screenshot shows a web form titled "Register Your Company" with a close button (X) in the top right corner. Below the title is a section header "COMPANY INFORMATION" with a "help" link to its right. The form contains several input fields and a radio button group, all within a light blue border. The fields are: "Company Name" (text input with "BioSolve" entered), "Division Name" (text input), "Company Type" (radio buttons for "Vendor", "Manufacturer", and "Both"), "Company Website" (text input), "Number of Employees" (spin box), "Year BioSolve was Founded" (spin box), "Year began producing biobased products" (spin box), and "Enter NAICS code" (text input). At the bottom of the form are two buttons: "Previous" on the left and "Next" on the right.

Company Name	BioSolve
Division Name	
Company Type	<input type="radio"/> Vendor <input type="radio"/> Manufacturer <input type="radio"/> Both
Company Website	
Number of Employees	
Year BioSolve was Founded	
Year began producing biobased products	
Enter NAICS code	

Request Access to an Existing Company

Request Access to an Existing Company

- Select “Request Access to My Company.”

Note: If your company account does not have an active user to approve your access request, BioPreferred Program Staff will need to approve the request. See more information on the next slide.

The screenshot displays the USDA BioPreferred Program website. At the top, the USDA logo and 'United States Department of Agriculture' are visible, along with navigation links like 'ABOUT USDA', 'ASK THE EXPERT', 'CONTACT US', 'LOG OUT', and a 'SEARCH SITE' button. A 'BioPreferred' logo is also present. Below the navigation bar, a dark blue header contains links for 'HOME', 'ABOUT', 'NEWS', 'CATALOG', 'FAQS', 'HELP', 'CONTACT US', and 'TOOLS'. The main content area is titled 'YOU APPEAR TO BE A NEW USER'. It presents two options: 'Option 1: If your company has not yet registered with the BioPreferred Program, please select "Register my Company" below.' with a 'Register My Company' button; and 'Option 2: If your company already has an account with the BioPreferred Program, select one of the options below.' which includes two sub-options: 'You are a new user who is requesting access to your company's account for the first time.' with a 'Request Access to My Company' button, and 'You previously had access to your company's account, and you need to regain access now.' with a 'Regain Access to My Company' button. A red arrow points to the 'Request Access to My Company' button. The text '- OR -' is placed between the two options.

Request Access to an Existing Company

- If you are trying to become a secondary user on an account that has an active administrator, please fill out all fields. Do not check the box next to “Send Email to BioPreferred Program Staff for activation instead of current company administrators.”
- If you are trying to gain access to a company that no longer has an active administrator, please *check* the box next to “Send Email to BioPreferred Program Staff for activation instead of current company administrators.”
- Your company’s account manager or a member of the BioPreferred Program’s staff (depending which box you checked) will approve your request, and you will be able to access your company account. Contact the BioPreferred Program at help@usdabiopreferred.net if you are still unable to access your company account.

The screenshot shows the 'NEW USER...' registration form on the BioPreferred Program website. The form is part of the USDA United States Department of Agriculture website. It includes a header with navigation links (HOME, ABOUT, NEWS, CATALOG, FAQs, HELP, CONTACT US, TOOLS) and a search bar. The form itself has a dark blue sidebar with labels for each field. The fields include: First Name (Prefix dropdown, John), Last Name (Doe), Email Address (john.doe@example.com), Phone Number ((123) 123-1231x2312), Company Name (Must select from list that appears while typing), Street Address (500 Example Street, Ste. 123), and City / State / Zip Code (Exampleton, Alaska, 12312-1231). There are two checkboxes: 'Send Email to BioPreferred Staff for activation instead of current company administrators' (unchecked) and 'Address same as company' (checked). The form has 'Cancel' and 'Submit' buttons at the bottom.

USDA
United States Department of Agriculture

ABOUT USDA | ASK THE EXPERT | CONTACT US | LOG OUT | SEARCH SITE

BioPreferred

HOME | ABOUT | NEWS | CATALOG | FAQs | HELP | CONTACT US | TOOLS

NEW USER...

To use the company tools sections of the BioPreferred Program website you must establish a user profile that is linked to a company already registered with the program. Simply fill out the form below and click *Submit*. An email will be set to those in your company who have been assigned the *Administrator* role. This email will include a link to *confirm* or *deny* you access to company tools. Once the confirmation has been made, you will be granted immediate access.

First Name Prefix John

Last Name Doe

Email Address john.doe@example.com

Phone Number (123) 123-1231x2312

Company Name Requesting Access To Must select from list that appears while typing.

If your company is registered with the BioPreferred Program, but those users that had administered your company's products and labels are no longer active or available, select the check box below and a BioPreferred staff member will handle the request.

☐ Send Email to BioPreferred Staff for activation instead of current company administrators

Street Address ☐ Address same as company ☒ United States address

500 Example Street

Ste. 123

City / State / Zip Code Exampleton Alaska 12312-1231

Cancel Submit

USDA.gov | Site Map | Policies & Links | Our Performance | Report Fraud on USDA Contracts | Visit OIG | Plain Writing | Open | Digital Strategy
FOIA | Accessibility Statement | Privacy Policy | Non-Discrimination Statement | Information Quality | USDA Recovery | USA.gov | Whitehouse.gov

Regain Access to an Existing Account

Reset Your eAuthentication Account

- If you previously had access to your company's account and now your login no longer works, you may select "Regain Access to My Company."

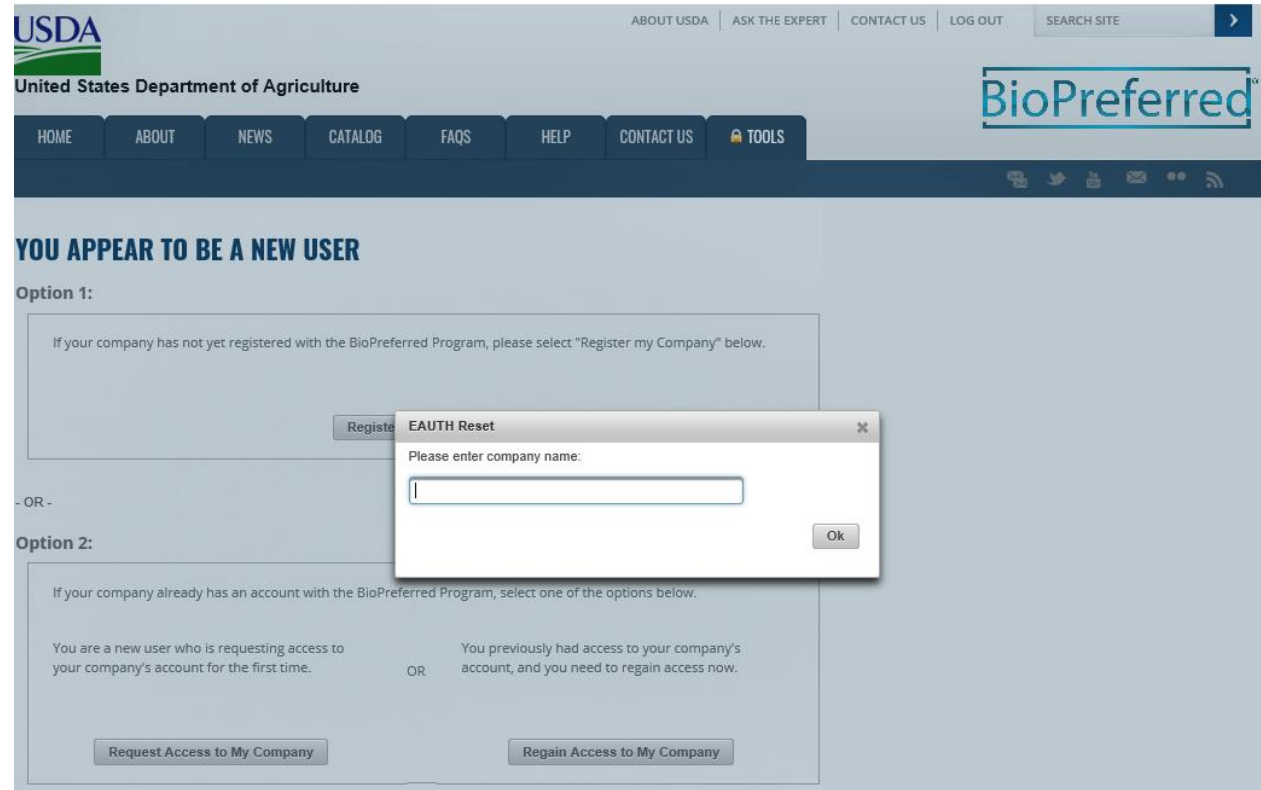
Note: An eAuth account is inactivated after a year of inactivity. The eAuth system is USDA-wide and if your account is disabled, you will need to contact the eAuth Help Desk at eAuthHelpDesk@usda.gov to reactivate your account.

The screenshot shows the USDA BioPreferred website interface. At the top, there is a navigation bar with links: ABOUT USDA, ASK THE EXPERT, CONTACT US, LOG OUT, and a SEARCH SITE button. Below this is a dark blue header with the USDA logo and the text "United States Department of Agriculture". A secondary navigation bar contains links: HOME, ABOUT, NEWS, CATALOG, FAQs, HELP, CONTACT US, and TOOLS. On the right side of the header is the BioPreferred logo. Below the header, the main content area displays the message "YOU APPEAR TO BE A NEW USER". Under this, "Option 1:" is presented with a text box stating: "If your company has not yet registered with the BioPreferred Program, please select 'Register my Company' below." A button labeled "Register My Company" is centered below the text box. Below this, it says "- OR -". "Option 2:" is then presented with a text box stating: "If your company already has an account with the BioPreferred Program, select one of the options below." Inside this text box, there are two options separated by "OR": "You are a new user who is requesting access to your company's account for the first time." and "You previously had access to your company's account, and you need to regain access now." Below these options are two buttons: "Request Access to My Company" and "Regain Access to My Company". A red arrow points to the "Regain Access to My Company" button.

Reset Your eAuthentication Account

- A text box will appear prompting you for the company name that you are requesting access to.
- Once the request has been submitted, you will reach a screen notifying you that “eAuth Reset Email Sent.”
- BioPreferred Program staff will reset your eAuth and you will be able to access your company account.

Note: Contact help@usdabiopREFERRED.net if you are still unable to access your company account.



The screenshot shows the USDA BioPreferred website interface. At the top, there's a navigation bar with links like 'HOME', 'ABOUT', 'NEWS', 'CATALOG', 'FAQS', 'HELP', 'CONTACT US', and 'TOOLS'. Below this, a message states 'YOU APPEAR TO BE A NEW USER'. Two options are presented: Option 1 for new users to register, and Option 2 for existing users to request or regain access. A modal window titled 'EAUTH Reset' is open, prompting the user to enter their company name.

EAUTH RESET EMAIL SENT

Email has been sent to help@usdabiopREFERRED.net. The BioPreferred staff may contact you at, John.doe@example.com if they require more information to reset the account. You will receive an email when the process is complete.

If you think that this is occurring in error, please contact the BioPreferred staff at help@usdabiopREFERRED.net.

Recovering a Forgotten User ID or Password

Recovering a Forgotten User ID or Password

The USDA BioPreferred Program's login system changed 9/15/2023 from "eAuthentication" to "Login.gov." Please choose which recovery method you need based on this date. You may attempt to search emails from DoNotReply.ICAM@ocio.usda.gov (eAuthentication) or emails from login.gov to ascertain which method you should use.

Decision Point:

- [I created my account before 9/15/2023 and have an eAuthentication \(eAuth\) account.](#)
- [I created my account after 9/15/2023 and have a Login.gov account.](#)

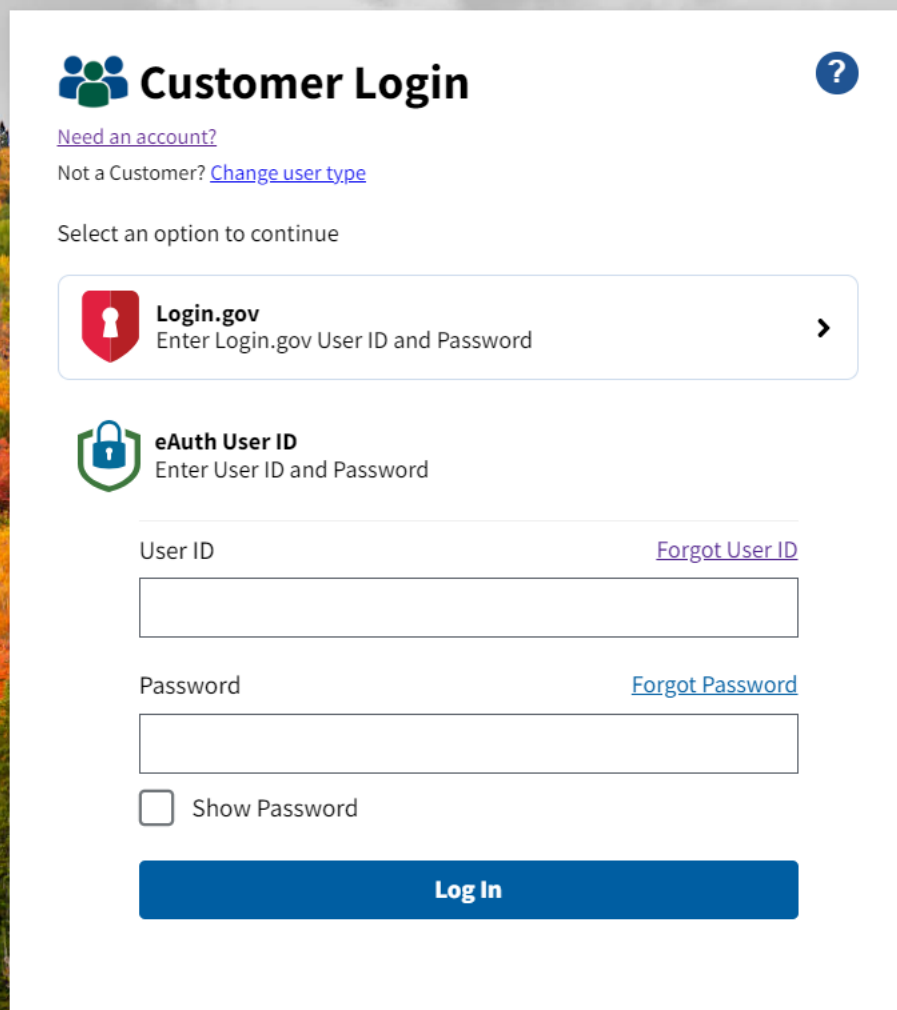
Recovering a Forgotten User ID or Password (for eAuth users)

- Access www.biopREFERRED.gov
- Next, recover a User ID or password by selecting the “Login” link at the top.



Recovering a Forgotten User ID or Password (for eAuth users)

1. The login defaults to the eAuth login. Select either “*Forgot User ID*” or “*Forgot Password*.”
2. Follow the instructions to retrieve or change your login information.
3. If you are unable to recover your user ID or password, you may contact eAuth by going to <https://www.eauth.usda.gov/eauth/b/usda/helpdesk/requesthelp> and scrolling to the bottom, “Still need help?” and select “Continue.” Then you will be prompted to enter your contact information.



The screenshot shows the 'Customer Login' interface. At the top, there's a header with a group of people icon and the text 'Customer Login', followed by a help icon. Below the header, there are links: 'Need an account?' and 'Not a Customer? Change user type'. A prompt says 'Select an option to continue'. There are two main login options: 'Login.gov' (with a red shield icon) and 'eAuth User ID' (with a green padlock icon). The 'eAuth User ID' section has input fields for 'User ID' and 'Password', each with a 'Forgot' link. There is also a 'Show Password' checkbox. A blue 'Log In' button is at the bottom.

Customer Login ?

[Need an account?](#)
Not a Customer? [Change user type](#)

Select an option to continue

Login.gov
Enter Login.gov User ID and Password >

eAuth User ID
Enter User ID and Password

User ID [Forgot User ID](#)

Password [Forgot Password](#)

☐ Show Password

Log In

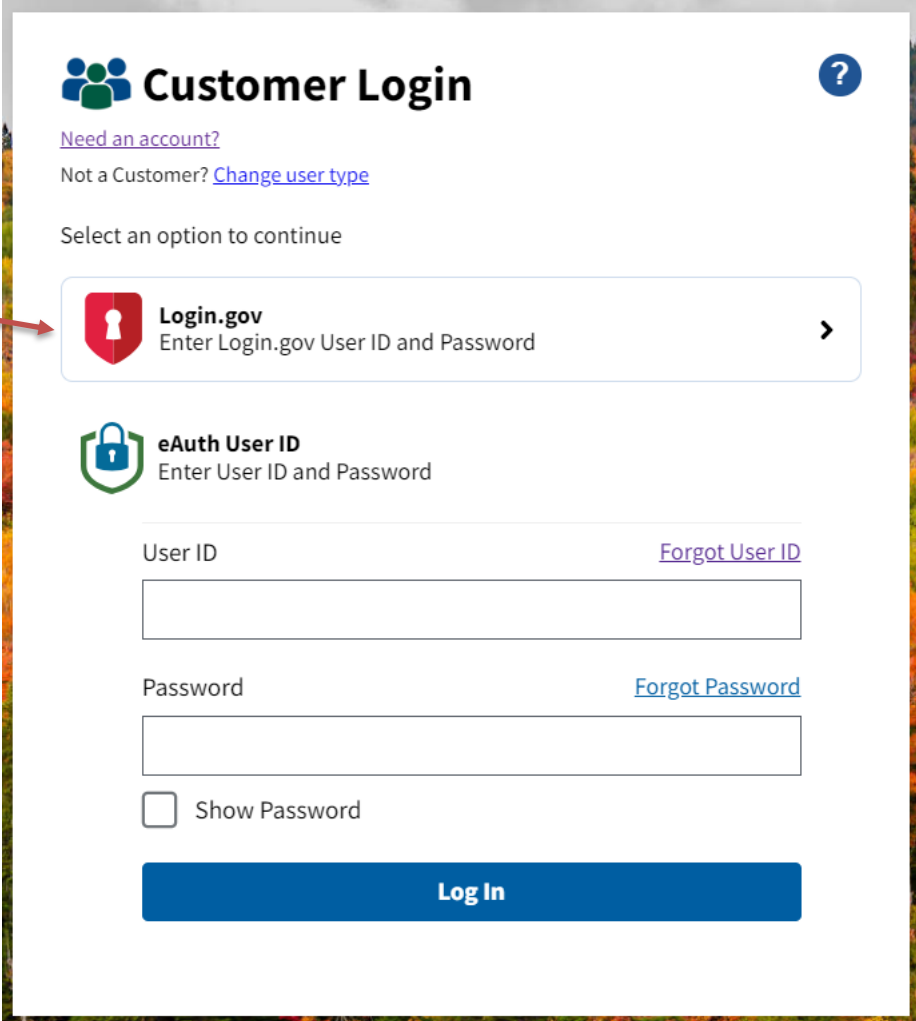
Recovering a Forgotten User ID or Password (for Login.gov users)

- Access www.biopreferred.gov
- Next, recover a User ID or password by selecting the “Login” link at the top.



Recovering a Forgotten User ID or Password (for Login.gov users)

The login defaults to the eAuth login.
Select “Login.gov” on this screen.



The screenshot shows the 'Customer Login' interface. At the top, there's a header with a group of people icon and the text 'Customer Login'. Below this, there are links for 'Need an account?' and 'Not a Customer? Change user type'. A prompt says 'Select an option to continue'. There are two main options: 'Login.gov' (with a red shield icon) and 'eAuth User ID' (with a green shield icon). The 'Login.gov' option is highlighted with a red arrow from the text on the left. Below the 'eAuth User ID' option, there are input fields for 'User ID' and 'Password', each with a 'Forgot' link. There is also a 'Show Password' checkbox and a 'Log In' button at the bottom.

Customer Login ?

[Need an account?](#)
Not a Customer? [Change user type](#)

Select an option to continue

Login.gov
Enter Login.gov User ID and Password

eAuth User ID
Enter User ID and Password

User ID [Forgot User ID](#)

Password [Forgot Password](#)

☐ Show Password

Log In

Recovering a Forgotten User ID or Password (for Login.gov users)

Select “Forgot your password?” at the bottom.



USDA eAuthentication is using Login.gov to allow you to sign in to your account safely and securely.

[Sign in](#)

[Create an account](#)

Sign in for existing users

Email address

Password

☐ Show password

[Sign in](#)

[Sign in with your government employee ID](#)

[Back to USDA eAuthentication](#)

[Forgot your password?](#)

[Security Practices and Privacy Act Statement](#)

[Privacy Act Statement](#)

Recovering a Forgotten User ID or Password (for Login.gov users)

You will be instructed to enter your email address to reset your password.

If you continue to have problems, check out <https://www.login.gov/contact/> for more information.

Forgot your password?

Don't know your password? Reset it after confirming your email address.

Email address

Continue

[Cancel](#)

