

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.

ABOUT USDA | ASK THE EXPERT | CONTACT US | **LOG IN** | SEARCH SITE

United States Department of Agriculture

HOME ABOUT NEWS CATALOG FAQS HELP CONTACT US **TOOLS**

POPULAR TOPICS

- What is BioPreferred?
- Mandatory Federal Purchasing
- Voluntary Labeling
- Biobased Products
- Selling Biobased
- Map of Companies
- Training & Resources
- How To Participate

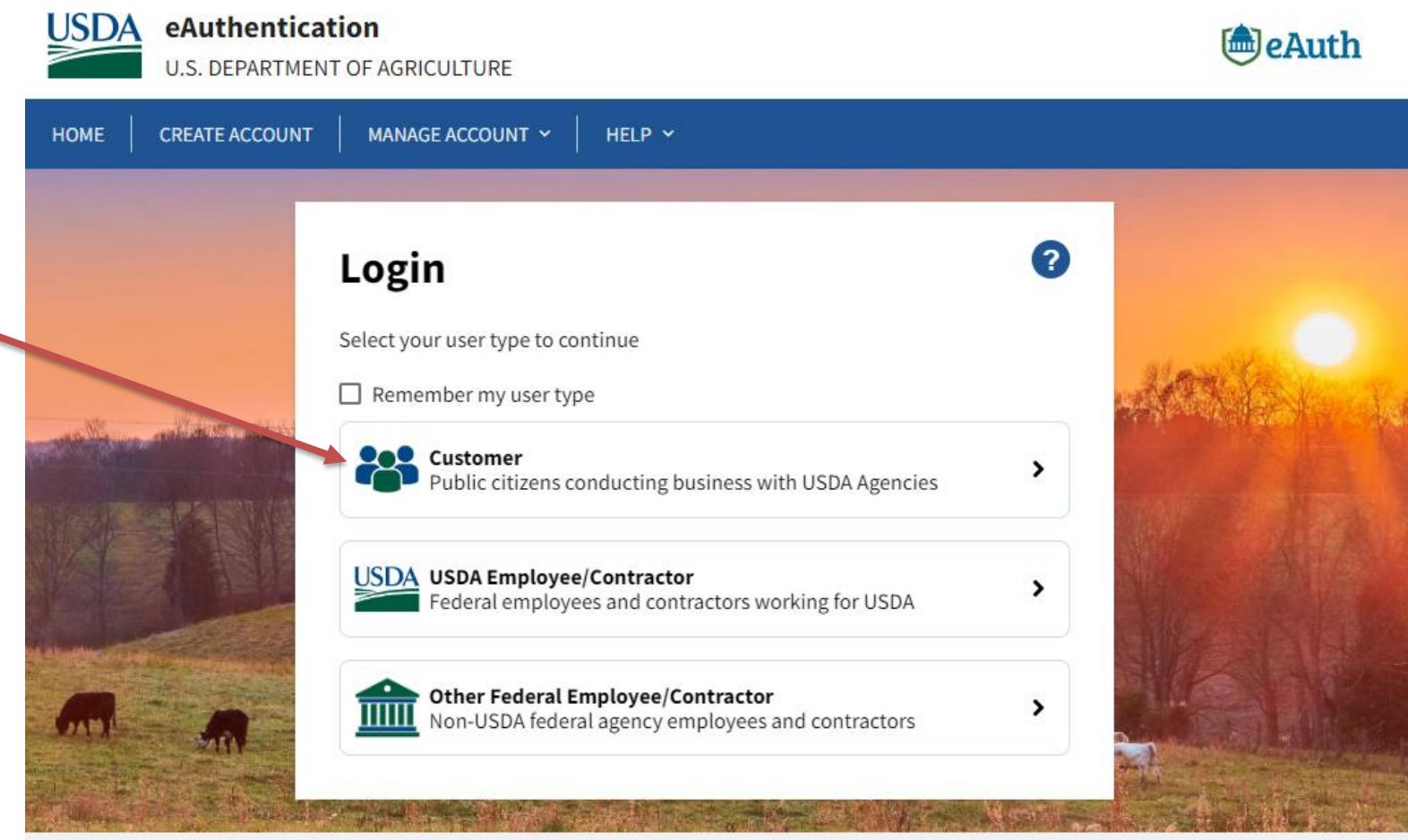
Find Biobased Hand Sanitizers and Disinfectants in the BioPreferred Catalog.

Click to learn more.

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.



Obtain a Login.gov Account

- Select “Need an account?”



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

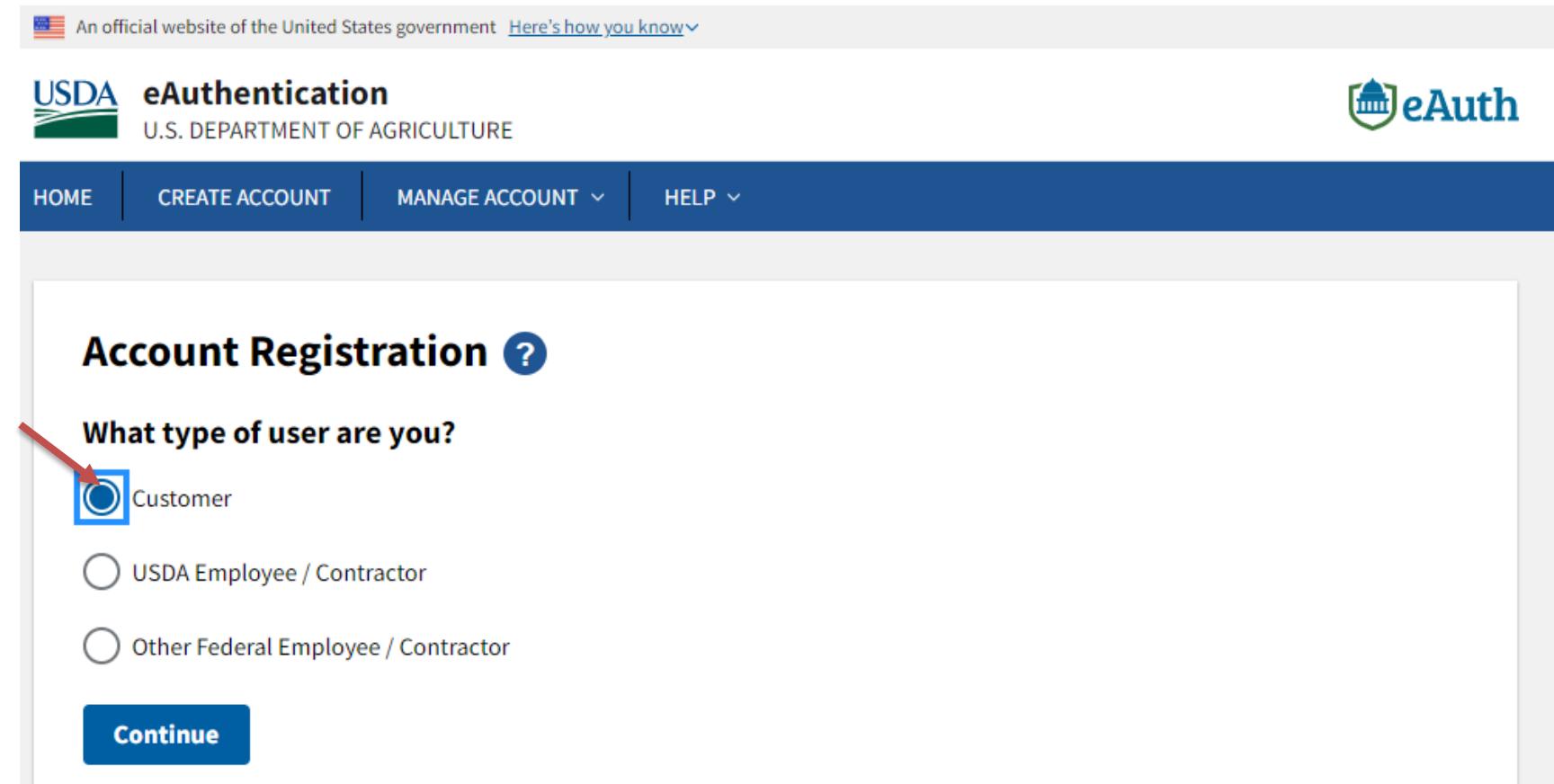
eAuth User ID
Enter User ID and Password

| | |
|--|---------------------------------|
| User ID | Forgot User ID |
| <input type="text"/> | |
| Password | Forgot Password |
| <input type="password"/> | |
| <input type="checkbox"/> 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

HOME CREATE ACCOUNT MANAGE ACCOUNT HELP

Account Registration ?

What type of user are you?

Customer

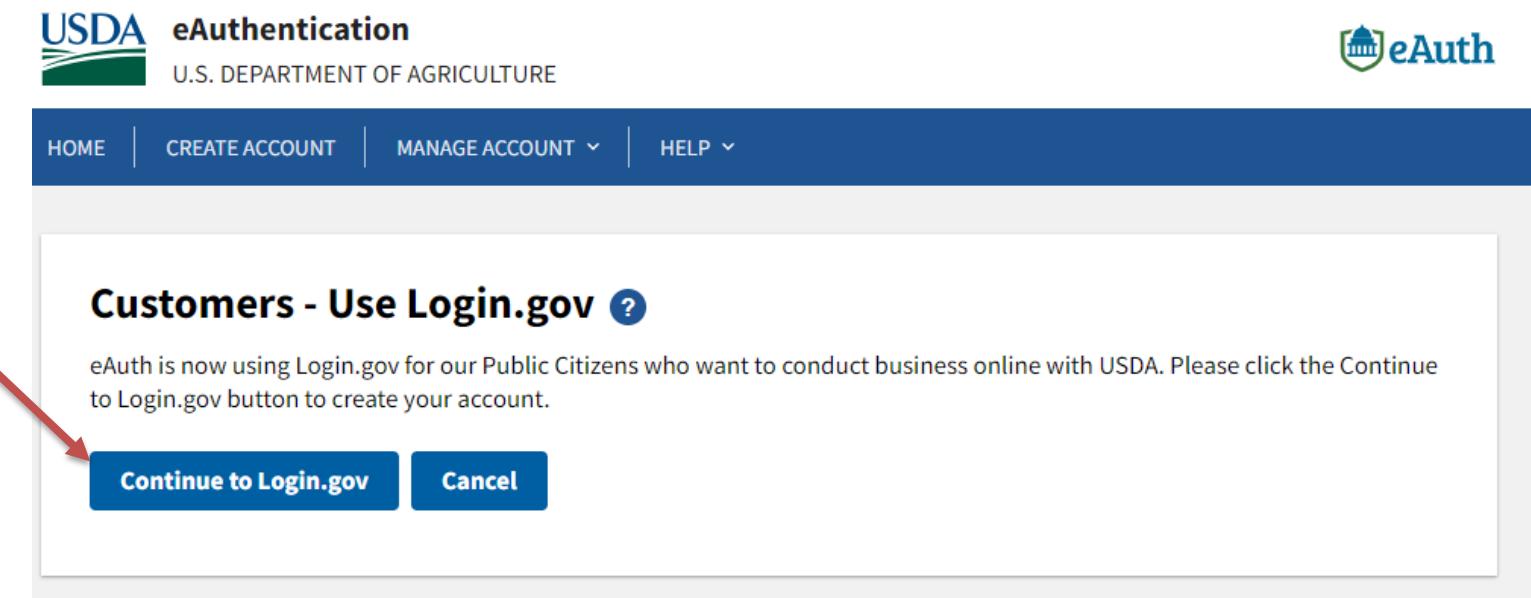
USDA Employee / Contractor

Other Federal Employee / Contractor

Continue

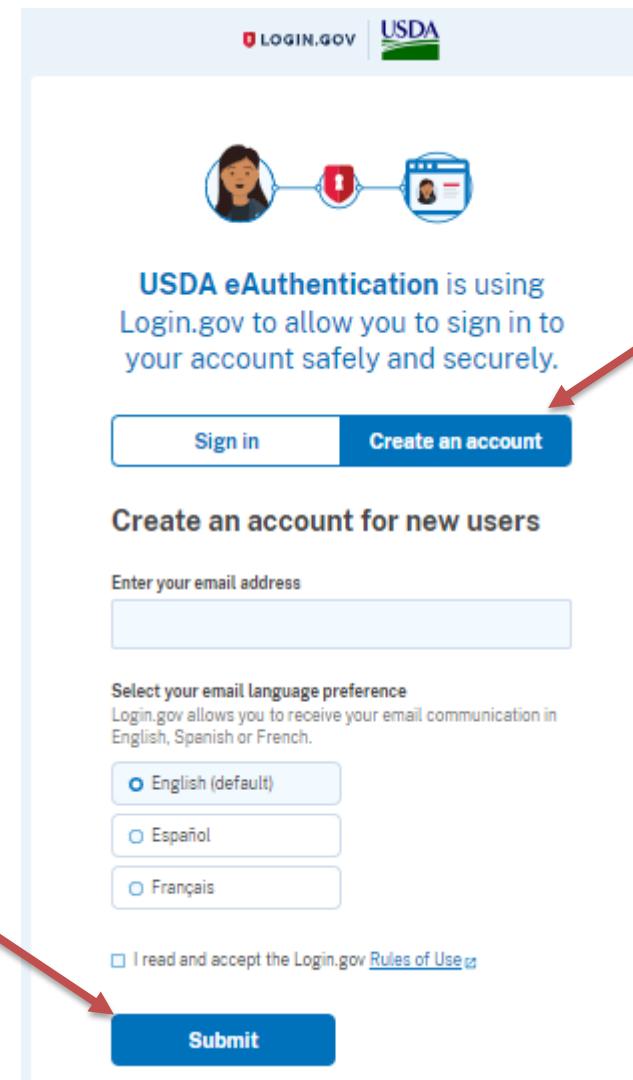
Obtain a Login.gov Account

- 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

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 [\[REDACTED\]](#). 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:

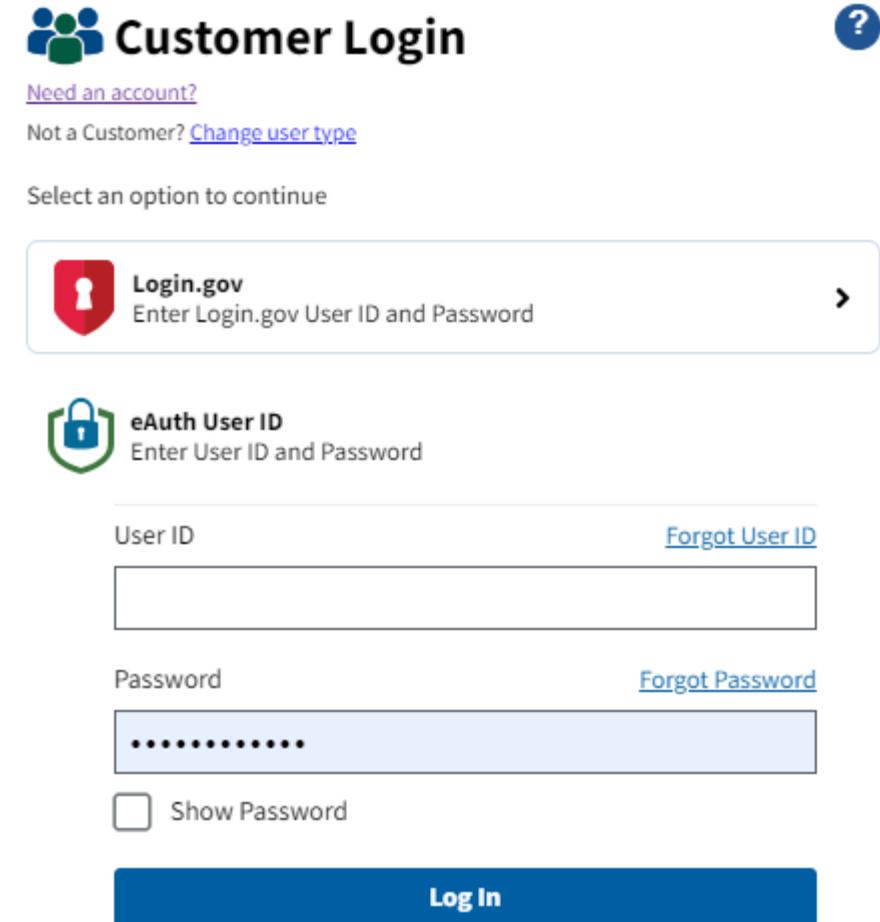
First name

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 image shows the 'Customer Login' page. At the top, there is a 'Customer Login' logo with three stylized human figures and a question mark icon. Below the logo, there are links for 'Need an account?' and 'Not a Customer? [Change user type](#)'. A message 'Select an option to continue' is displayed. Two options are shown in boxes: 'Login.gov' (with a red lock icon) and 'eAuth User ID' (with a blue padlock icon). The 'Login.gov' box contains the text 'Enter Login.gov User ID and Password' and has a right-pointing arrow. The 'eAuth User ID' box contains the text 'Enter User ID and Password'. Below these boxes, there are fields for 'User ID' and 'Password', each with a 'Forgot User ID' or 'Forgot Password' link. There is also a 'Show Password' checkbox and a large blue 'Log In' button at the bottom.

Decision Point

- Register Your Company
- Request Access to an Existing Company
- Regain Access to an Existing Company

Register Your Company



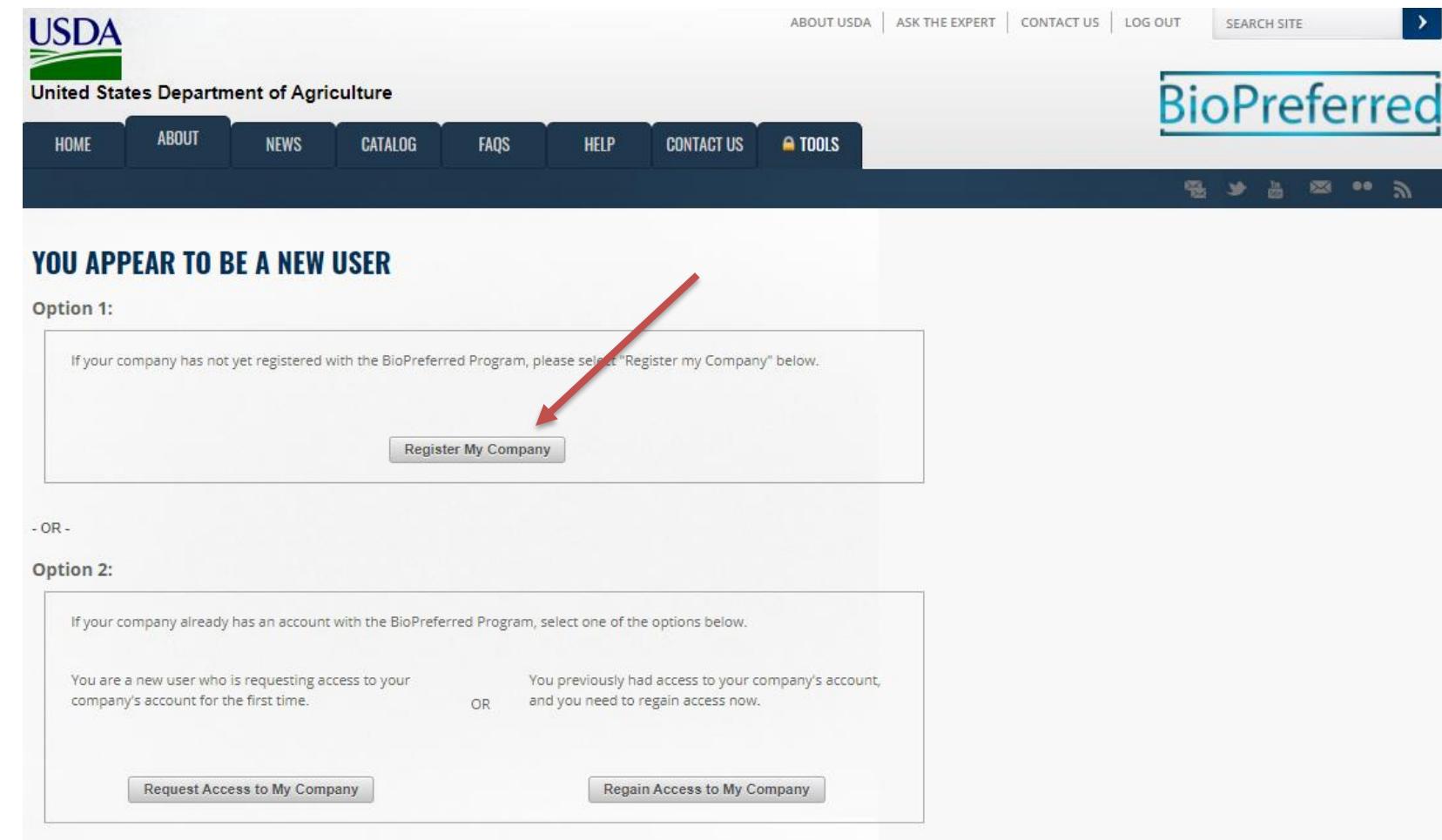
Register Your Company

- 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.



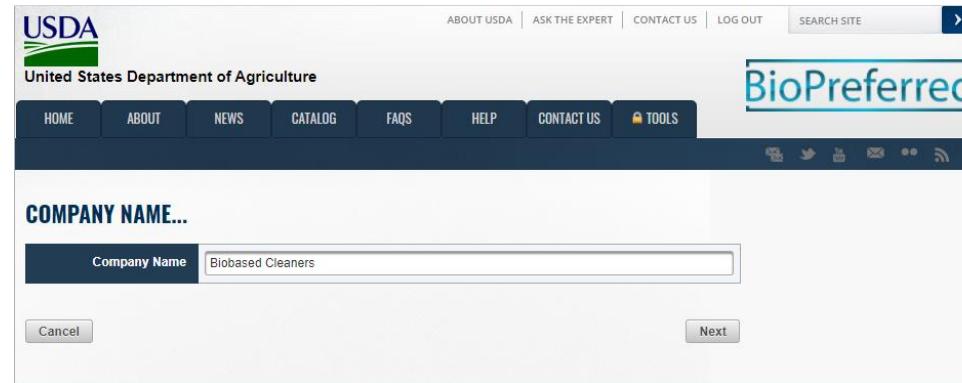
The screenshot shows the USDA BioPreferred registration page. At the top, the USDA logo and the BioPreferred logo are visible. The main content area is titled "YOU APPEAR TO BE A NEW USER". It provides two options for new users:

- Option 1:** A box containing the text: "If your company has not yet registered with the BioPreferred Program, please select "Register my Company" below." Below the text is a button labeled "Register My Company". A red arrow points to this button.
- Option 2:** A box containing the text: "If your company already has an account with the BioPreferred Program, select one of the options below." It includes two buttons: "Request Access to My Company" and "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.



The screenshot shows the USDA BioPreferred registration interface. At the top, there is a navigation bar with links for 'ABOUT USDA', 'ASK THE EXPERT', 'CONTACT US', 'LOG OUT', and a 'SEARCH SITE' bar. The USDA logo is on the left, and the 'BioPreferred' logo is on the right. Below the navigation bar, there is a dark blue header with links for 'HOME', 'ABOUT', 'NEWS', 'CATALOG', 'FAQS', 'HELP', 'CONTACT US', and 'TOOLS'. The main content area has a light gray background. It features a text input field labeled 'COMPANY NAME...' with the placeholder 'Company Name'. Inside this field, the text 'Biobased Cleaners' is typed. Below the input field are two buttons: 'Cancel' on the left and 'Next' on the right. The entire form is contained within a white rectangular box.

- 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 continuation of the USDA BioPreferred registration process. At the top, there is a navigation bar with links for 'ABOUT USDA', 'ASK THE EXPERT', 'CONTACT US', 'LOG OUT', and a 'SEARCH SITE' bar. The USDA logo is on the left, and the 'BioPreferred' logo is on the right. Below the navigation bar, there is a dark blue header with links for 'HOME', 'ABOUT', 'NEWS', 'CATALOG', 'FAQS', 'HELP', 'CONTACT US', and 'TOOLS'. The main content area has a light gray background. It features a section titled 'COMPANY EEOCR (EQUAL EMPLOYMENT OPPORTUNITY AND CIVIL RIGHTS) STATUS...'. Below this title, there is a note: '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'. To the right of the radio buttons is a list of EEOCR titles, each preceded by a checkbox. The titles are: 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.

Register Your Company

COMPANY INFORMATION

help x

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

Previous Next

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 shows the USDA BioPreferred website. At the top, the USDA logo and "United States Department of Agriculture" are visible, along with navigation links for "ABOUT USDA", "ASK THE EXPERT", "CONTACT US", "LOG OUT", and a "SEARCH SITE" bar. The "HOME" button is highlighted. To the right, the "BioPreferred" logo is displayed. The main content area is titled "YOU APPEAR TO BE A NEW USER". It provides two options: "Option 1" for new users who have not registered, and "Option 2" for users who already have an account. A red arrow points to the "Request Access to My Company" button under Option 2.

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

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

BioPreferred

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:

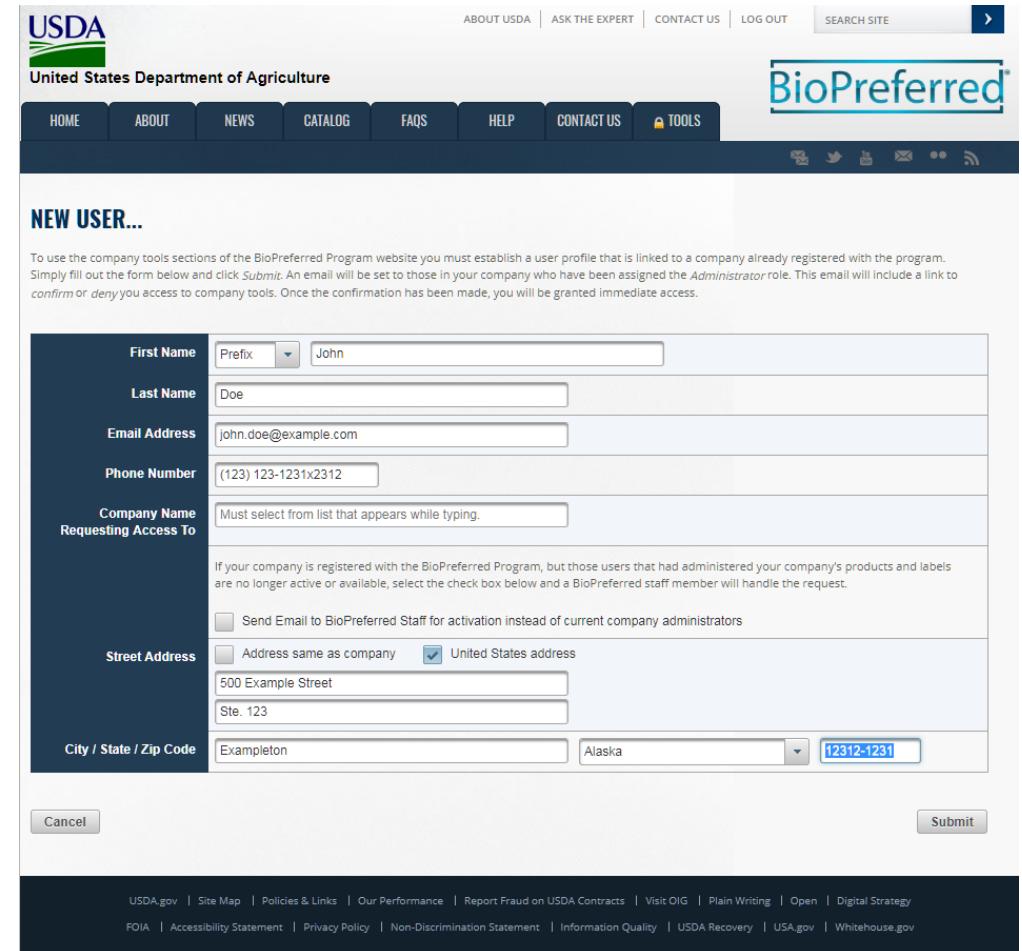
If your company already has an account with the BioPreferred Program, select one of the options below.

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**

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 USDA BioPreferred website's registration page. The header includes the USDA logo, navigation links (ABOUT USDA, ASK THE EXPERT, CONTACT US, LOG OUT, SEARCH SITE), and social media icons. The main content area is titled "NEW USER...". It instructs users to establish a user profile linked to a company already registered with the program. The form fields are as follows:

| | |
|--|--|
| First Name | Prefix <input type="button" value="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. | |
| <input type="checkbox"/> Send Email to BioPreferred Staff for activation instead of current company administrators | |
| <input type="checkbox"/> Address same as company <input checked="" type="checkbox"/> United States address | |
| 500 Example Street | |
| Ste. 123 | |
| Exampleton <input type="button" value="Alaska"/> 12312-1231 | |

At the bottom are "Cancel" and "Submit" buttons, and a footer with links to 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, and Whitehouse.gov.

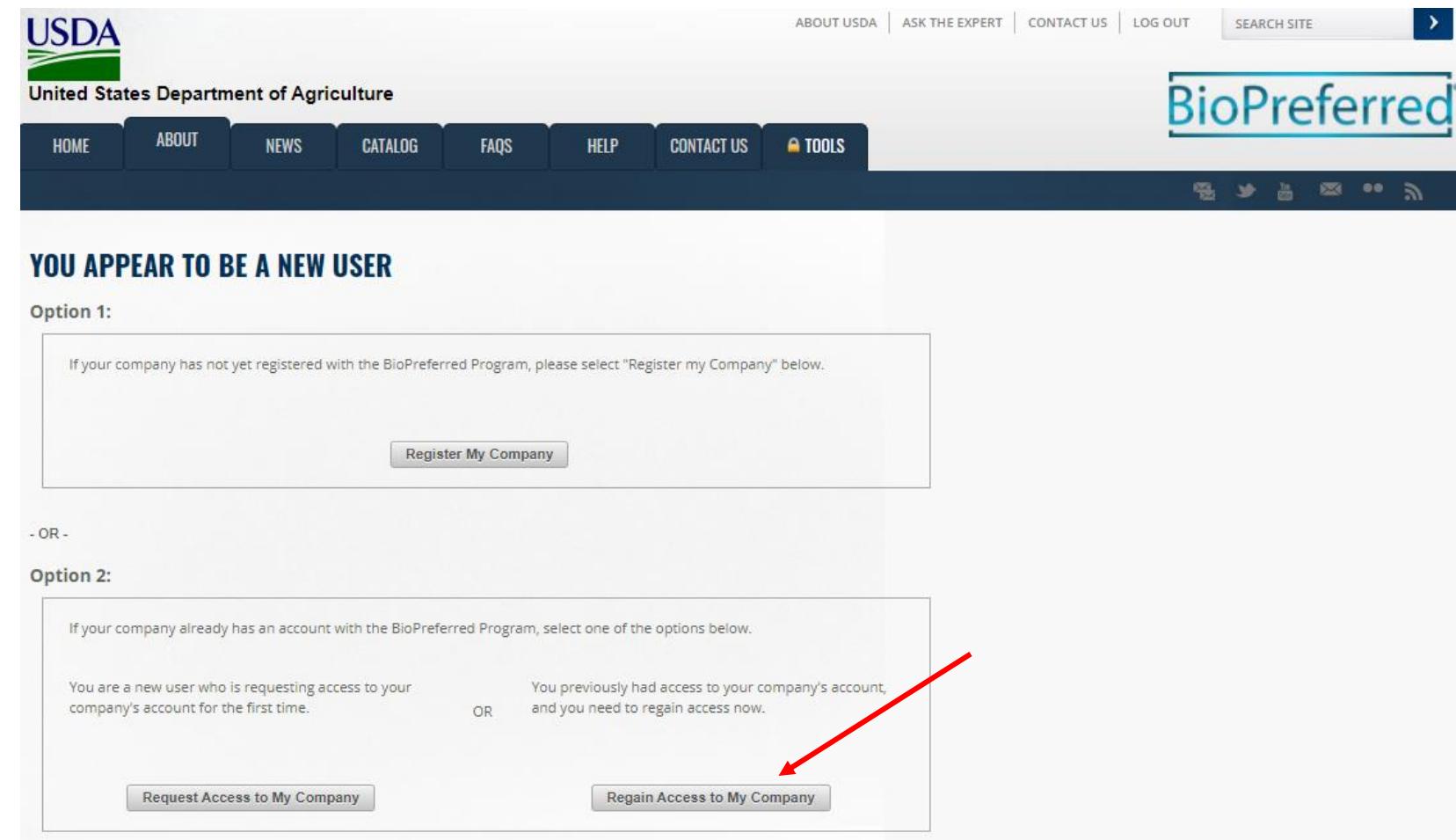
Regain Access to an Existing Account



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.



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.

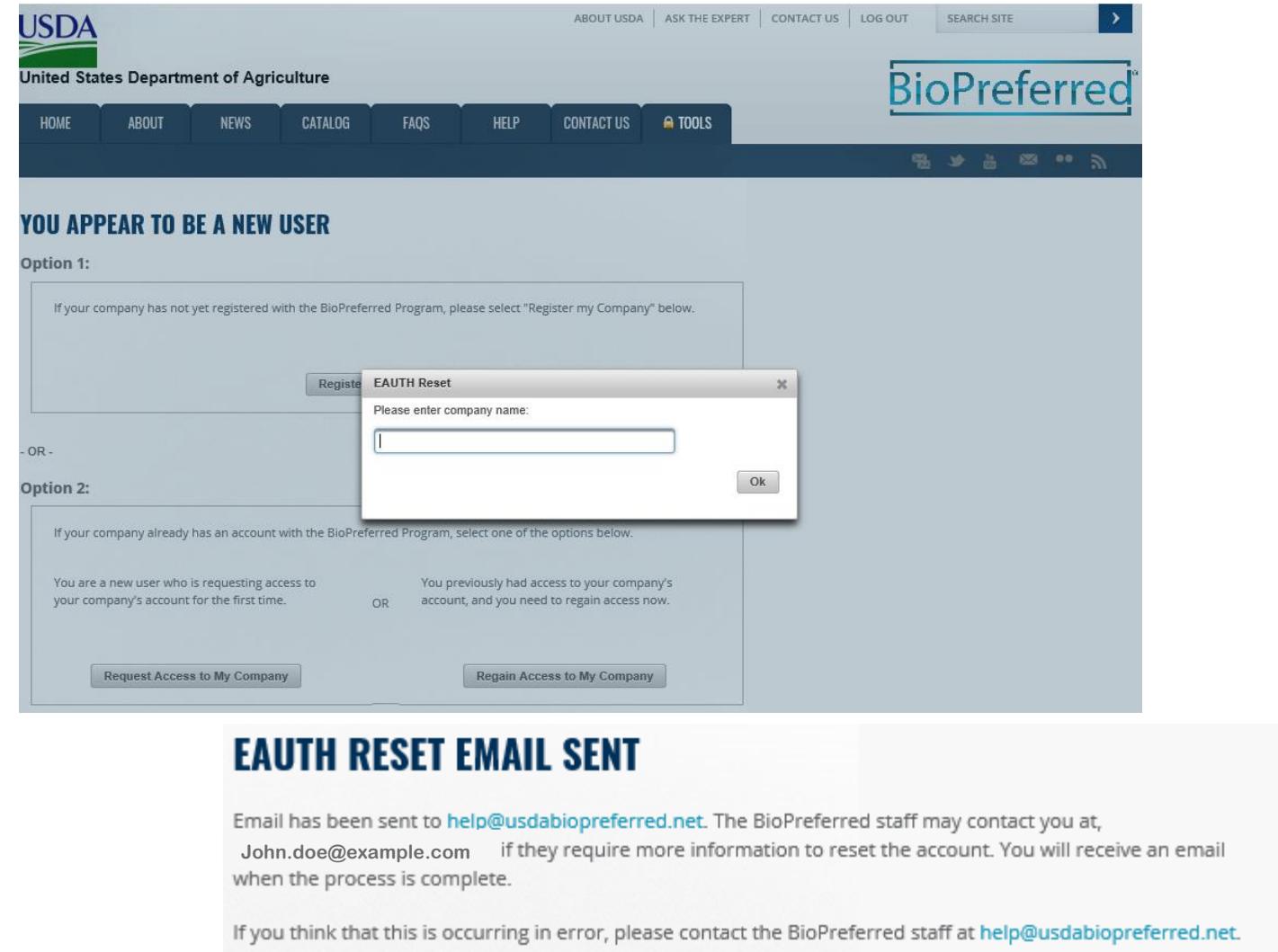
You are a new user who is requesting access to your company's account for the first time. OR You previously had access to your company's account, and you need to regain access now.

Request Access to My Company Regain Access to My Company

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. At the top, there is a navigation bar with links for 'ABOUT USDA', 'ASK THE EXPERT', 'CONTACT US', 'LOG OUT', and 'SEARCH SITE'. The 'BioPreferred' logo is in the top right corner. Below the navigation, there is a menu bar with links for 'HOME', 'ABOUT', 'NEWS', 'CATALOG', 'FAQS', 'HELP', 'CONTACT US', and 'TOOLS'. On the right side of the menu bar, there are social media icons for Facebook, Twitter, YouTube, and Email, along with a 'RSS' feed icon. The main content area has a heading 'YOU APPEAR TO BE A NEW USER'. It provides two options: 'Option 1' for new users who have not registered, and 'Option 2' for users who already have an account. 'Option 1' includes a sub-section for 'eAUTH Reset' with a text input field for 'Please enter company name' and an 'Ok' button. 'Option 2' includes two buttons: 'Request Access to My Company' and 'Regain Access to My Company'. Below this, a large box displays the message 'EAUTH RESET EMAIL SENT' and a note that an email has been sent to help@usdabiopreferred.net. It also provides contact information for BioPreferred staff.

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.](#)

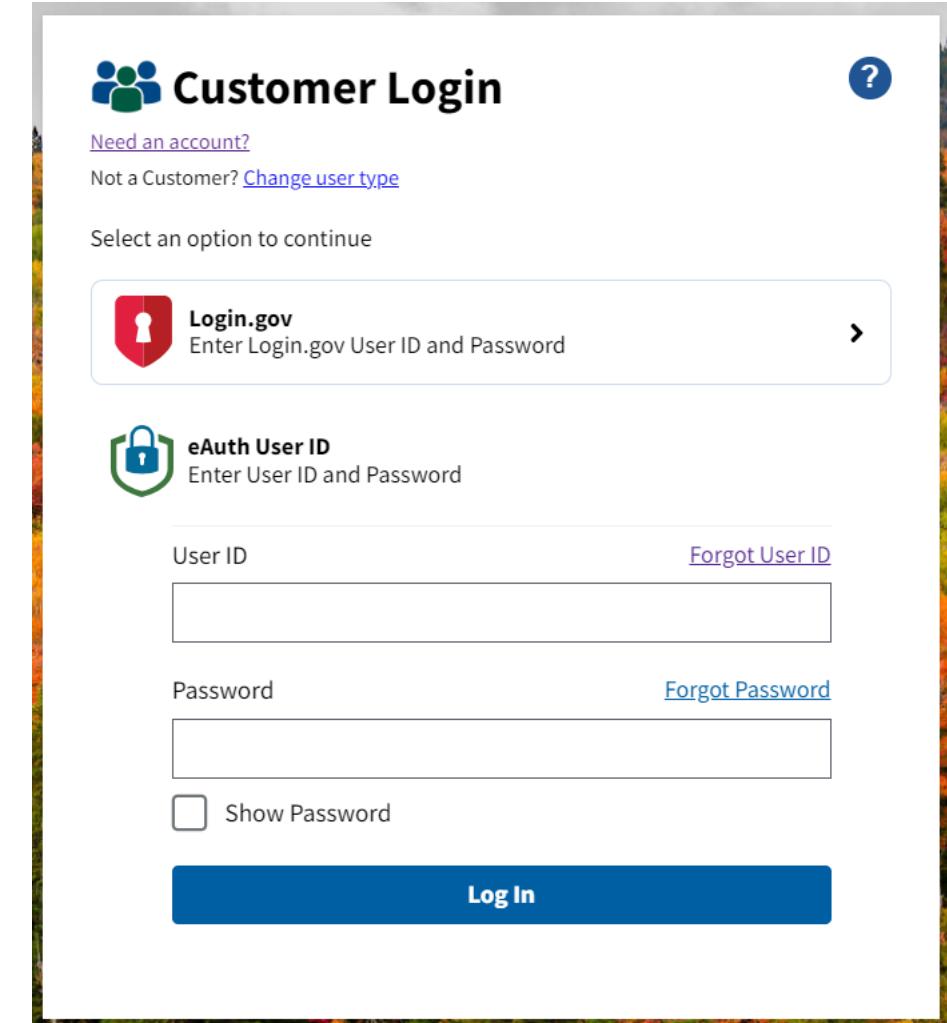
Recovering a Forgotten User ID or Password (for eAuth users)

- 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 image shows a screenshot of a 'Customer Login' page. At the top, there is a 'Customer Login' logo with three stylized people and a question mark icon. Below the logo, there are links for 'Need an account?' and 'Not a Customer? [Change user type](#)'. A message 'Select an option to continue' is displayed. Two options are presented in boxes: 'Login.gov' (with a red keyhole icon) and 'eAuth User ID' (with a green padlock icon). Both options have the text 'Enter User ID and Password' next to them. Below these boxes, there are fields for 'User ID' and 'Password', each with a 'Forgot User ID' or 'Forgot Password' link. There is also a 'Show Password' checkbox and a large blue 'Log In' button at the bottom.

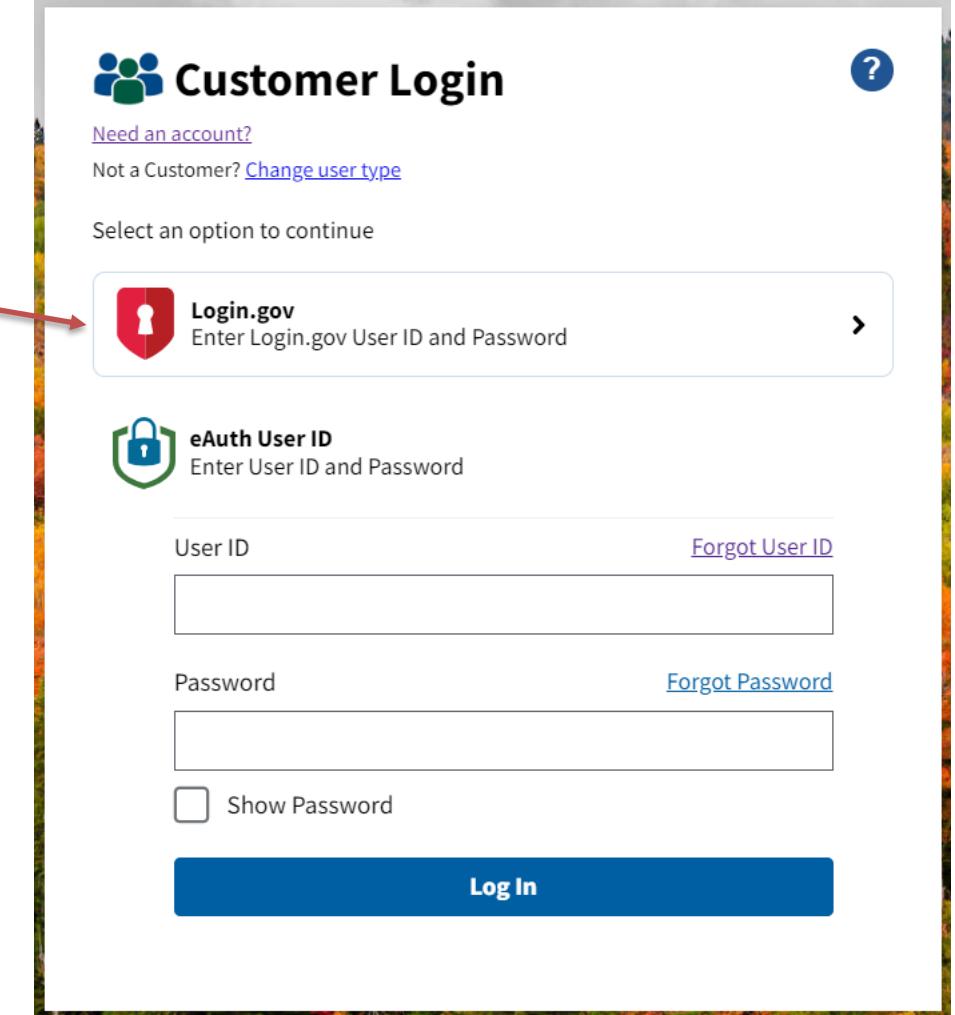
Recovering a Forgotten User ID or Password (for Login.gov users)

- 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 image shows the 'Customer Login' screen. At the top, there is a 'Customer Login' logo with three people and a question mark icon. Below it, there are links for 'Need an account?' and 'Not a Customer? [Change user type](#)'. A red arrow points from the text in the previous slide to the 'Login.gov' option. The 'Login.gov' option is highlighted with a red box and contains the text 'Enter Login.gov User ID and Password'. Below it is the 'eAuth User ID' option, which contains the text 'Enter User ID and Password'. The 'eAuth User ID' option is also highlighted with a red box. The screen then shows fields for 'User ID' and 'Password', each with a 'Forgot User ID' and 'Forgot Password' link respectively. There is also a 'Show Password' checkbox and a 'Log In' button.

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](#)

