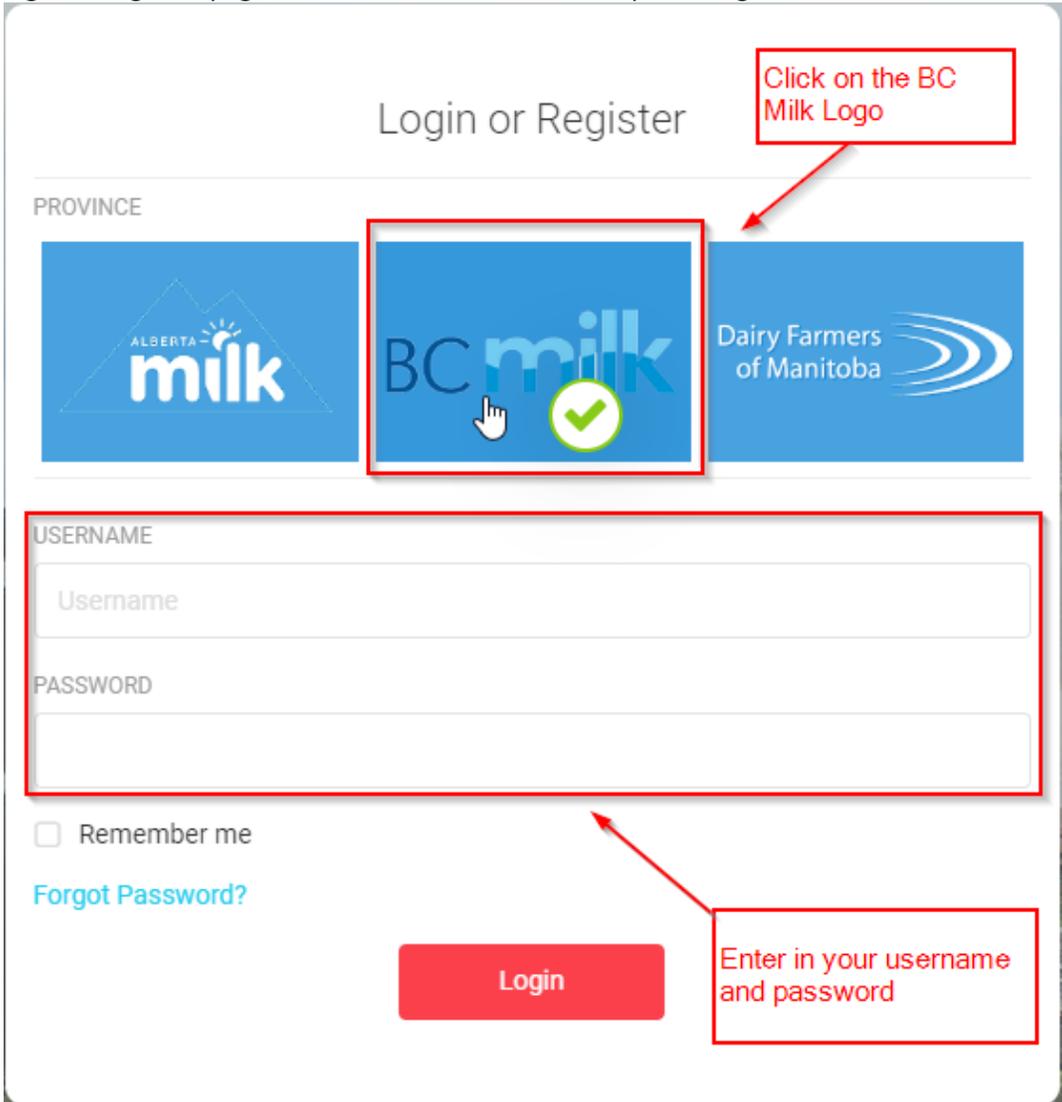


PLANT ACCOUNT - OVERVIEW GUIDE

Once you have obtained your username and password (request by emailing mmsreg@bcmilk.com or by calling the BCMMB offices), go to the following webpage to log into the portal:

<https://portal.nitamms.com/login>

In the 'Login or Register' page, follow these instructions and press 'Login':



The screenshot shows the 'Login or Register' page. At the top, the text 'Login or Register' is centered. Below it, the word 'PROVINCE' is followed by three logos: 'ALBERTA milk', 'BC milk', and 'Dairy Farmers of Manitoba'. The 'BC milk' logo is highlighted with a red box, and a red arrow points to it from a text box that says 'Click on the BC Milk Logo'. Below the logos are two input fields: 'USERNAME' with a placeholder 'Username' and 'PASSWORD'. A red box surrounds both input fields, and a red arrow points to it from a text box that says 'Enter in your username and password'. Below the input fields are a checkbox labeled 'Remember me' and a link 'Forgot Password?'. At the bottom center is a red 'Login' button.

Once you have successfully logged in, you will be brought to the 'Deliveries' page which shows milk deliveries for the current month.

DELIVERY DATE	LOAD NUMBER	TRANSPORTER	VOLUME
2019-06-04			7
2019-06-04			0
2019-06-04			6
2019-06-04			0
2019-06-04			0
2019-06-04			6
2019-06-04			4
2019-06-04			2
2019-06-04			5
2019-06-04			0
2019-06-04			4

On the left side of your screen, you will see the various action and viewing options available in the new site:

-  DELIVERIES
-  DOCUMENT MANAGER
-  CUSTOMER SERVICE MANAGEMENT

Each one of these areas are applicable to your plant as follows:

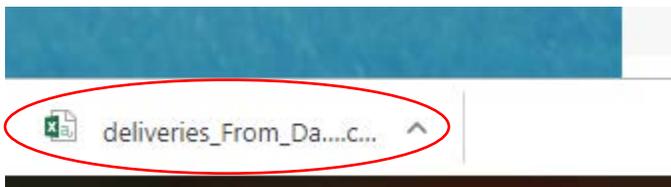


This area is a summary of all the load deliveries to the plant and is the screen that is displaced when the user first logs into the portal. This replaces the Ticket Edit reports sent by the Milk Pay Officer from BCMMB and allows users of the plant to search by any date range for deliveries.

The user can export any search results into Excel document using the 'Export' button at the bottom left of the table. This function is also available for "Customer Service Management".



Once the user clicks the **Export** button the export of the load deliveries will appear at the bottom left of the screen.



The user can also choose the number of rows visible for viewing which is located under the Export button.

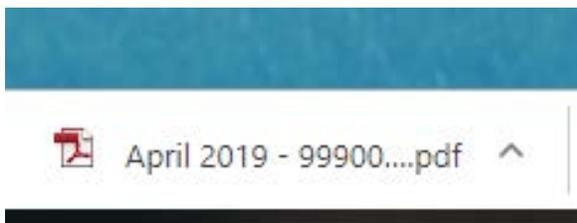




This area is for viewing plant interim and final invoices. These display in date order – newest to oldest.

FILE NAME	SIZE	UPLOADED DATE
All.txt	Bytes	6/20/2019 7:08:56 PM
April 2019 - 999001 Final Invoice.pdf	81 KB	6/10/2019 1:13:34 PM
April 2019 - 999001 Interim Invoice.pdf	3 KB	5/23/2019 9:35:37 AM
March 2019 - 999001 Final Invoice.pdf	120 KB	5/21/2019 12:29:25 PM
March 2019 - 999001 Interim Invoice.pdf	3 KB	5/17/2019 10:01:20 AM
February 2019 - 999001 Final Invoice.pdf	81 KB	5/6/2019 11:33:25 AM
January 2019 - 999001 Final Invoice.pdf	81 KB	4/24/2019 2:04:34 PM
December 2018 - 999001 Final Invoice.pdf	122 KB	4/9/2019 1:13:36 PM
November 2018 - 999001 Final Invoice.pdf	81 KB	3/28/2019 11:37:01 AM
October 2018 - 999001 Final Invoice.pdf	120 KB	3/28/2019 11:34:59 AM
December 2018 - 999001 Interim Invoice.pdf	3 KB	3/27/2019 7:22:36 AM

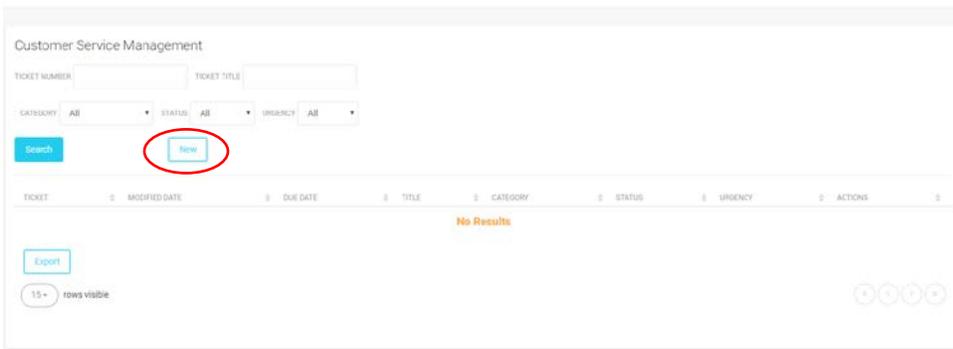
The user can click on the applicable “File Name” and the pdf will be available to view and print on the bottom left hand corner of the screen.





This area is for submitting requests to the BC Milk Marketing Board staff for assistance with any area of the website or milk pick-up, quality and testing, etc.

Click the 'New' button in this page to create a ticket



Complete the details in the Customer Service Ticket screen and click Save
We will be touch with you through the website or by email/telephone.

Customer Service Ticket ×

Customer ID **PLT999001** Status Open

CATEGORY * URGENCY *

PHONE NUMBER * EMAIL *

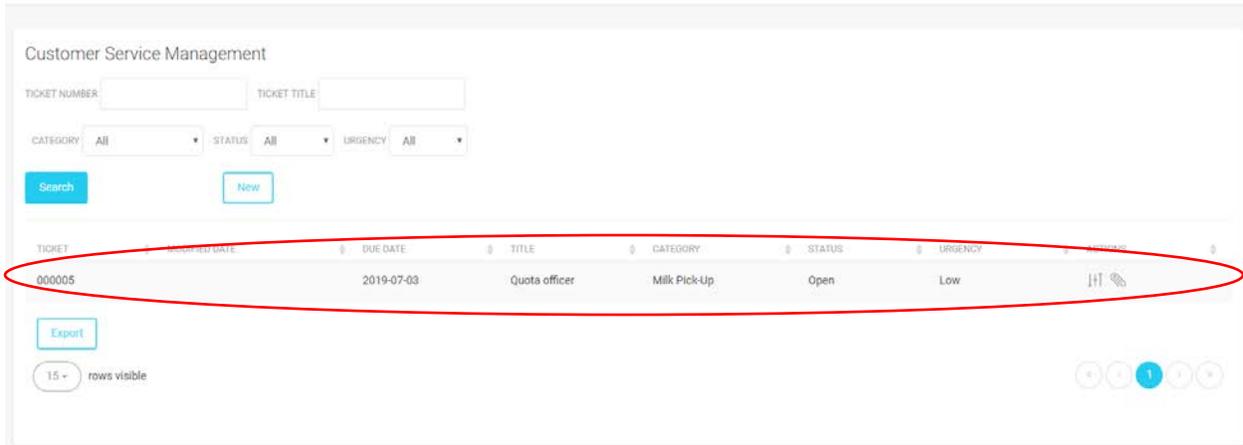
TITLE *

REQUEST DESCRIPTION *

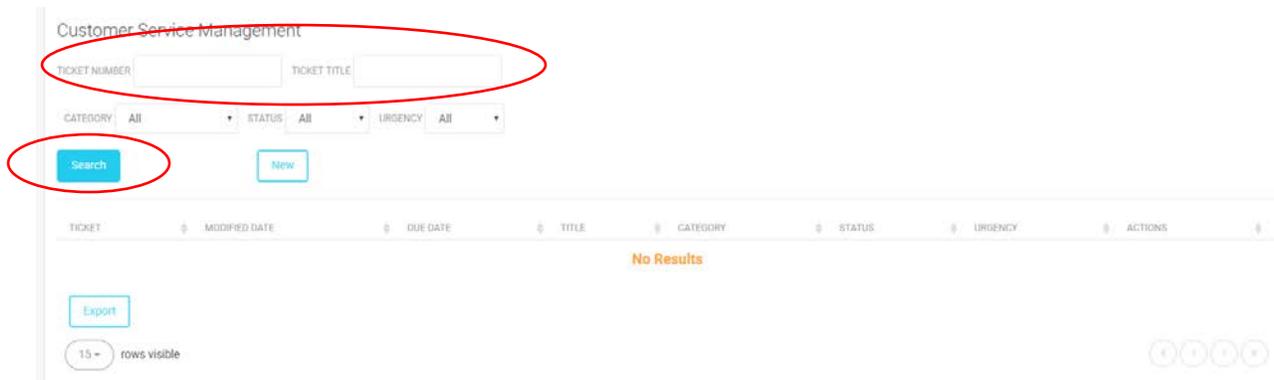
RESPONSE FROM BC MILK

ATTACHMENT No file chosen

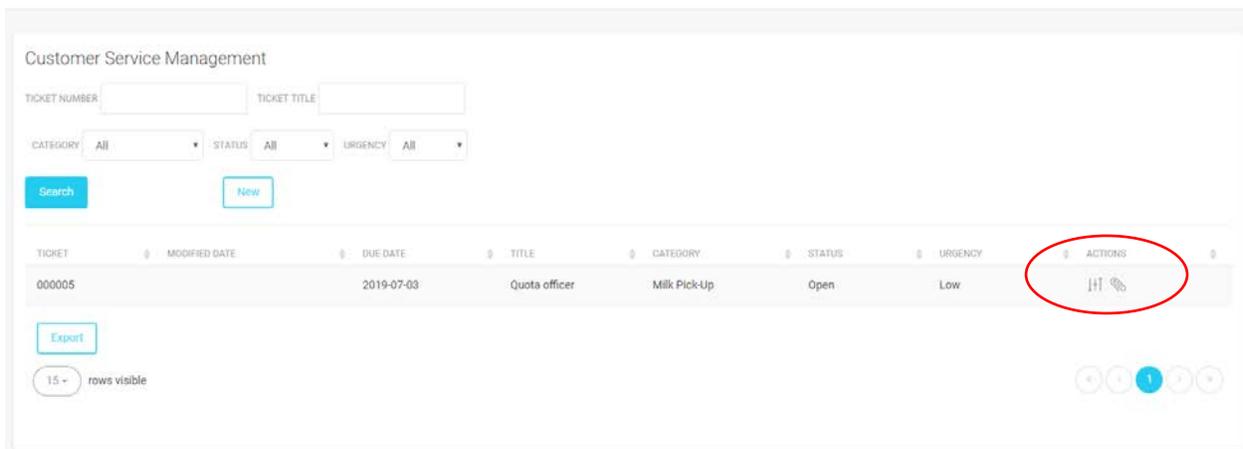
Once the ticket is saved the ticket will be displayed below in the Customer Service Management screen.



A user can also search for tickets by entering the Ticket Number and/or Ticket Title and click search



A user can also edit or add an attachment once a ticket has been created by clicking the applicable button under Actions



Sub-Accounts

On the top of your screen, you will see your name and the option to logout:

Welcome Smith, John

⊗ Log out

By click on the 'Welcome Last Name, First Name', you will be directed to this page:

The screenshot displays a user interface with three main sections:

- Sub-Accounts:** A table with columns for USERNAME, EMAIL, PHONE NUMBER, and ACTIONS. It includes an 'Add' button and displays 'No Results'.
- Service Providers:** A table with columns for USER ACCOUNT, LINKED ENTITY, and ACTIONS. It includes an 'Add' button and displays 'No service providers available' and 'No Results'.
- Account:** A form with fields for USERNAME (prd00001), EMAIL ADDRESS (jsmith@farm.com), PHONE NUMBER, and MOBILE NUMBER. It includes a 'Save' button and a 'Change Password' link.

As you can see, there are three areas on this page. To fully understand what each of these does, see below:

A red-bordered screenshot of the Sub-Accounts section, showing the 'Add' button and the table with 'No Results'.

Used to create sub-accounts for other plant employees. *See separate user guide for instructions*

Account

USERNAME

EMAIL ADDRESS *

PHONE NUMBER

MOBILE NUMBER

[Change Password](#)

Used to update **your** contact info or change **your** password

Service Providers

No service providers available

USER ACCOUNT	LINKED ENTITY	ACTIONS
No Results		

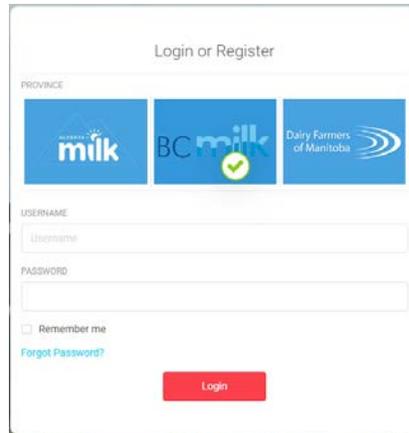
This is a feature not applicable to plants and can be ignored

PLANT ACCOUNT – SUB ACCOUNTS GUIDE

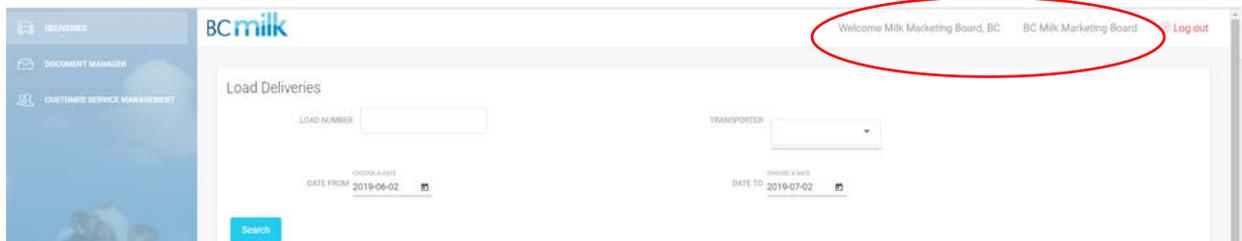
To register an employee or other external users follow these steps.

NOTE: Only the 'Parent' or 'Master' processor account can be used to create sub-accounts. If you are wishing to gain access to a processor site, you must have the administrator that signed up for the original account of the organization perform the following steps for a sub-account to be created.

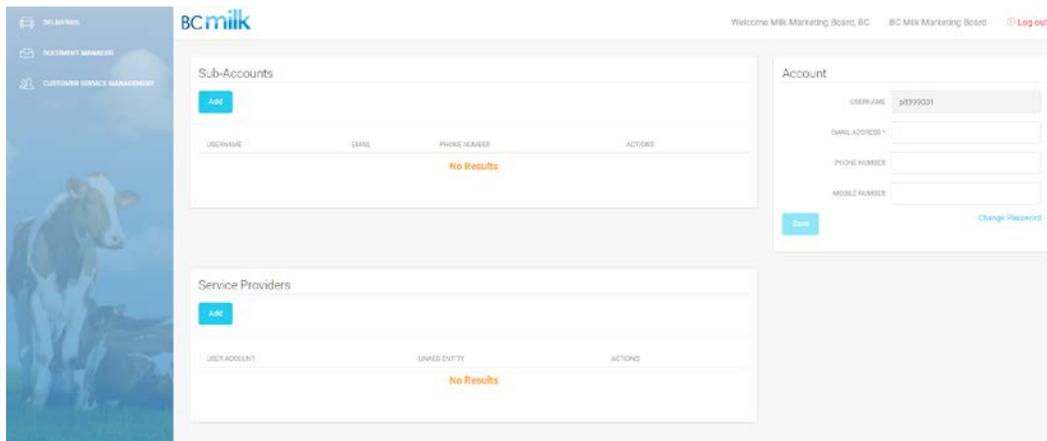
1. Log in to the processor site:



2. Click on the 'Welcome _____, _____' (Last Name, First Name) at the top right hand corner.



3. This will bring you to the following screen



4. Click on 'Add' in the 'Sub-Accounts' area
5. Fill in all fields of the pop-up

The screenshot shows a web form titled "Add Sub-Account" with a close button (X) in the top right corner. The form contains the following fields and labels:

- USERNAME ***: A single-line text input field. Below it is a red error message: "Please enter a username".
- PASSWORD ***: A single-line text input field.
- CONFIRM PASSWORD ***: A single-line text input field.
- Below the password fields is a red error message: "Password must be 6 digit and should contain lowercase letter, uppercase letter and at least one number".
- EMAIL ADDRESS ***: A single-line text input field.
- FIRST NAME**: A single-line text input field.
- LAST NAME**: A single-line text input field.
- PHONE NUMBER**: A single-line text input field.
- MOBILE NUMBER**: A single-line text input field.
- Roles ***: A dropdown menu with the label "ROLES" and a downward arrow.
- Save**: A blue button at the bottom left of the form.

NOTE: the Password, must be 6 digits and should contain a lowercase letter, uppercase letter and at least one number

6. In the 'Roles*' area, use the drop down to select one or both of the following types of access to grant to the sub-account user you are creating:
 - a. Processor Delivery Rep
 - i. This authorization will allow the sub-account user to perform the following for the current month and all past months:
 1. View ticket/delivery information (ticket volume, and test results)
 2. Submit or view Customer Service Management tickets (issue reports to BCMMB staff)

- b. Processor Finance Rep:
 - ii. This authorization will allow the sub-account user to have full access to the Document Manager of the plant, which includes:
 1. Interim Invoices
 2. Final Invoices
- c. If you select both the Delivery Rep and Finance Rep roles, the sub-account user will be able to have both the accesses listed above

7. Click 'Save'

8. The sub-account user will receive an email directly from our system in 5-10 minutes with their username and password and a link to the site to log in

9. If you ever wish to alter the permission level:

- a. Click on the edit button as shown here:

USERNAME	EMAIL	PHONE NUMBER	ACTIONS
Dan916011	dpoelman@bcmilk.com	(604) 854-4473	 

- b. In the pop-up that appears, you can change contact info of the sub-account user or the role assigned

10. If you ever wish to remove the sub-account user from accessing altogether:

- a. Click on the on/off button which is GREEN when active, and RED when inactive:

USERNAME	EMAIL	PHONE NUMBER	ACTIONS
Dan916011	dpoelman@bcmilk.com	(604) 854-4473	 

Note that the 'Service Providers' area of this website is not applicable at this time and will remain visible, but has no functionality