

myViterrra

Commonly Asked Questions

1. How do I qualify for a myViterrra account?

As a myViterrra applicant, you must fulfill the following criteria:

- Must be an active producer customer with Viterrra
- Must have actively done a minimum amount of business with Viterrra in the last 2 years
- Must have a valid email address

If you do not meet these requirements, please speak with your local Viterrra facility for more information.

2. How do I apply for a myViterrra account?

Go to www.viterrra.com and click on the Register Now link under the myViterrra section on the homepage. From there, complete the details as accurately as possible.

- Your account name is the name you conduct business under when you deliver to Viterrra.
- Your mailing address should reflect the mailing address Viterrra has in your file.
- Please provide at least one phone number for the account so we can verify it in your account.
- Select a security question that will be easy for you to remember should you need any assistance with your myViterrra account.

3. What happens once I apply for a myViterrra account?

Your request will be processed within 5 – 7 business days. If you fulfill the criteria listed above, your request will be approved within this time. If information is incorrectly provided (i.e. name you operate under or mailing address), you will be emailed to verify or confirm the correct information.

Once your request has been approved, you will receive 2 emails; one will provide your username, the other will provide your password.

The first time you log in, the site will indicate the password has expired, and to change to one of your choice. There are criteria to create a new password; these are:

- Must start with a letter Must contain at least one letter
- Must contain at least one number
- Minimum length is eight characters
- No more than 2 repeated characters or numerics (that means AA is Ok , but AAA is not)
- No Spaces
- Cannot contain any part of your first and/or last name (company name for corporate customers)

Note: You must change the password on the myViterra site before you can log in to the myViterra mobile app.

4. How to I obtain my username and / or password if I have misplaced them?

In order to obtain your account information, go to www.viterra.com and click on the green login button on the right hand side of the page. Below are the details to the username and password webpages which links you to reset your password or retrieve your username.

Obtaining Username:

- Your username will start with a lowercase 'c' followed by a sequence of numbers. (e.g. c#####, c12345678) If you have forgotten your username please complete the Forgot your Username section and an email will be sent to you with your username.

Obtaining Password:

- If you have forgotten your password please complete the Forgot your Password section which will email you a temporary password. The first time you receive your password you will have to change it to a permanent password through our website before you are able to log into myViterra mobile app.

5. What happens if I try to log in and a login error appears?

This typically means that your password needs to be reset. You can do so by clicking on the Forgot your password link to reset your password. An email will be sent to you with a new password.

You will need to change this password upon successful login.

If you have any additional questions or concerns, please call us at 1-866-647-4090, or email myviterra@viterra.com.