



## Frequently Asked Questions

### *Customer Portal & App*

**Q. Can I register myself, or does an employee need to assist me?**

The new portal (and mobile app) registration is 100% self-service. You will need your account number and the PIN. Your PIN is included on all monthly statements.

You will also need your mobile number OR an email address as your username.

The registration process is also designed to protect your account. Today, the site is “view only” but when we add transactional opportunities next year, we want to keep your account secure.

**Q. My username won’t work. How do I get in?**

Please ensure your username is the cellphone number or email address you used to register. Your account number is not your username.

**Q. What if I can’t find my PIN?**

Contact your Landus location. They will verify your identity and provide you with your PIN.

**Q. I want to sign up for harvest texts. How do I do that?**

Once you are registered, log-in and navigate to the gear icon for “Settings” on the top right corner of the main page. Under “My Profile” ensure your cell phone number is listed. Then, navigate to “Communication Preferences” and check the box for “text.”

**Q. I have multiple accounts. Do I need to register every account separately?**

No. You can register your username and password once and then, once logged-in to the site, you can add additional account number/PIN combos to gain access to additional accounts. You can switch back and forth between accounts without logging out.

**Q. Can I see the same info on my smart phone that I can on a computer?**

The mobile app is designed specifically for smart phones and includes only key features (scale tickets for the last 3 days and open deliveries). The website, most often viewed on a tablet or computer monitor, includes more robust information which can also be downloaded into Excel.

**Q. Will one username get me into my mobile app and web portal?**

Yes.

**Q. I have an iPhone and every time I open the app, it makes me log in again. How do I get it to remember my username?**

First, please ensure you're using the app versus a link/shortcut from the website portal. We recommend going into the Apple store, search for Landus Cooperative and ensure it's installed.

If it's NOT installed, please download and log-in and use that instead. It will keep you logged in.

If it says "installed" and it's not letting you save the password, please use the Apple Instructions for saving a password. <https://www.imore.com/how-find-your-accounts-and-passwords-ios-11>. You will have to type [portal.landuscooperative.com/landuscooperativecustomerportal/homepage.aspx](https://portal.landuscooperative.com/landuscooperativecustomerportal/homepage.aspx)

Then type in your username (cell phone or email address) and your password.

**Q. How quickly will my scale tickets update?**

The scale ticket update time depends on the process your location uses for "syncing" their scale tickets. Many locations have scale tickets available within minutes. If there is a long delay, please contact your location and ask them to sync their scale.

**Q. Something in my data doesn't make sense. Who do I call?**

Please contact your location and a member of our team can assist you.

**Q. My assigned location is not actually the location I do business with. What do I do?**

Currently, our customers are assigned to locations based on agronomy services. We recognize the location listed may not be the one with whom you usually work. Any of our teammates are happy to assist you in learning more about the portal or mobile app.

**Q. How do I request a new feature?**

Please email your ideas and suggestions for the mobile app to [communications@landus.ag](mailto:communications@landus.ag)

