TrakCert™ Frequently Asked Questions

1. I did not receive an invitation email for the TrakCert login.

   Please check your email junk folder for any emails from trakcert@foodchainid.com.
   To prevent emails from going to your junk folder, add trakcert@foodchainid.com to your "safe" email list. You can also contact your Client Services Coordinator, who would be happy to send a new email invitation to you.

2. I clicked on the link provided in the email but do not have an assigned username or password.

   The link in the TrakCert welcome email allows you to set your own username and password to whatever you desire. FoodChain ID does not preset your username and password. If the link in the email does not work, cut and paste the link to a web browser.

3. I was able to log into TrakCert but am not able to see anything and the screen is blank.

   Contact your Client Services Coordinator.

4. I have logged into TrakCert and can see the non-conformities, but I am unable to enter my corrective actions and upload my evidence.
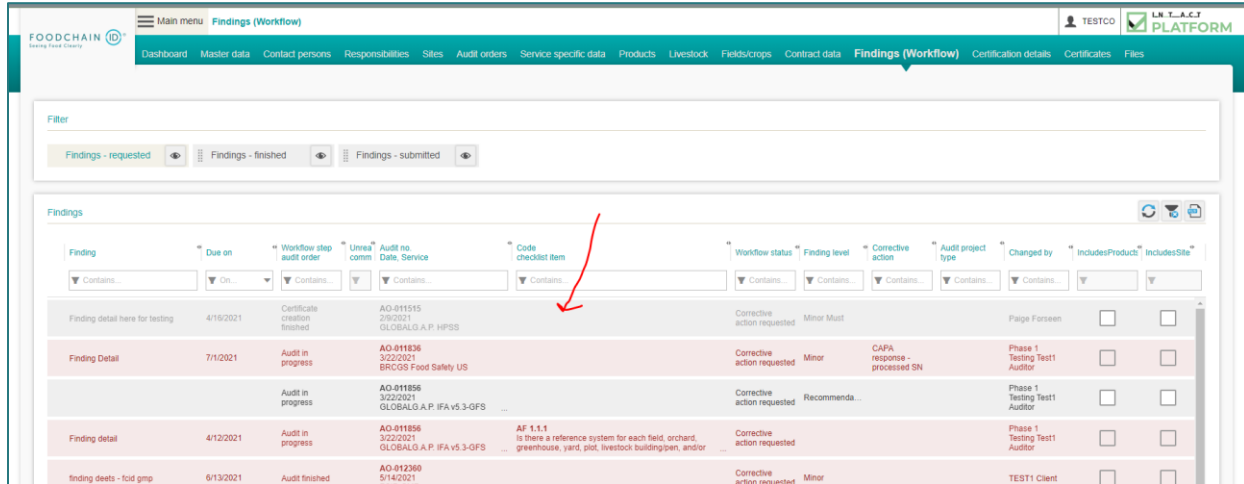
   Contact your Client Services Coordinator.

5. How do I respond in TrakCert with my corrective action details?

   a. Log into the web portal.
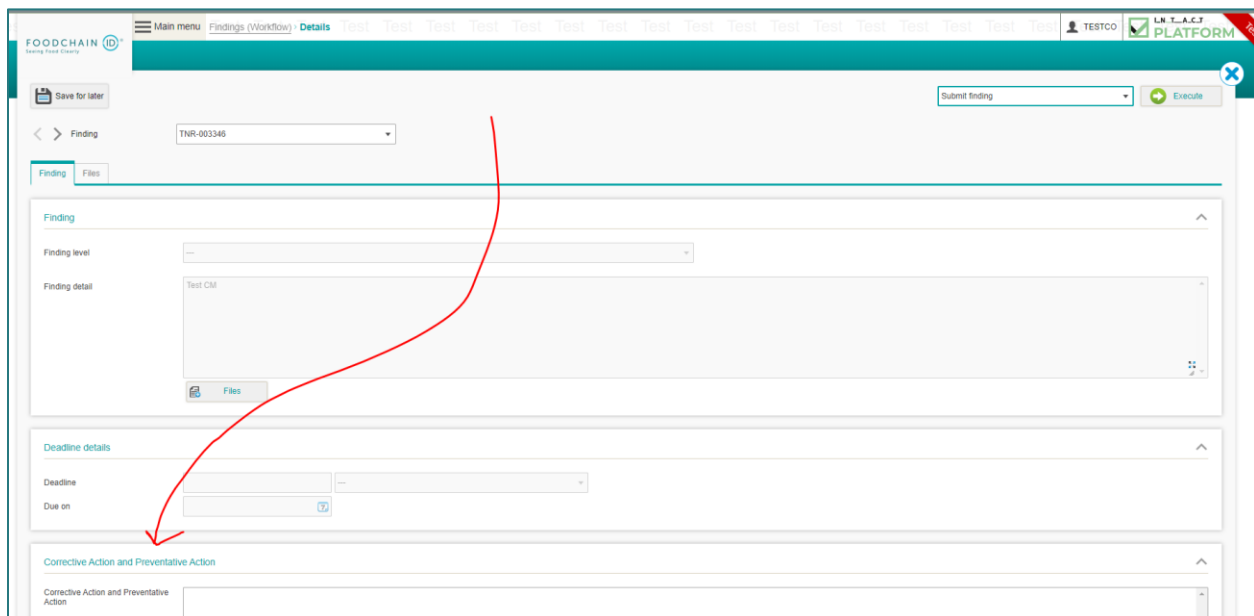   b. Click on the Findings tab at the top of the screen.
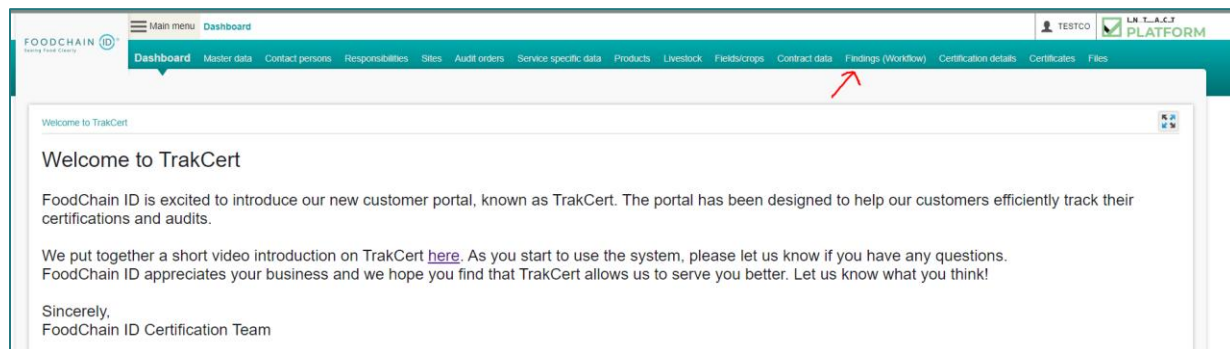
c. Double-click on a finding to open.

d. Scroll down to the Corrective Actions and Preventative Action section.
- Add corrective and preventative action information in the corrective and preventative action box.
- Add detail of root cause analysis in the root cause box.
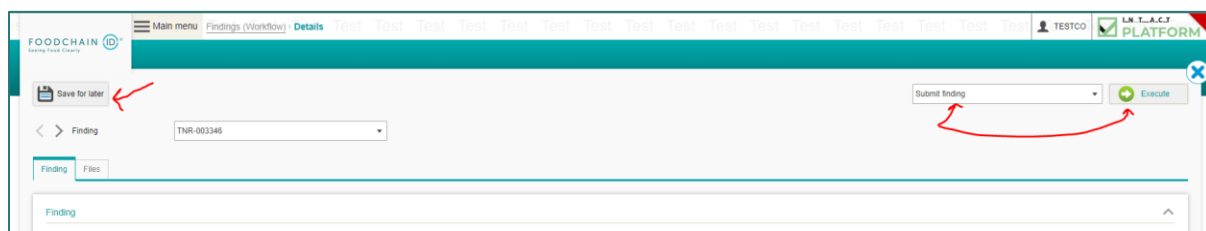- Add all necessary evidence and detail in the evidence of corrective action/implementation box.

e. Click either "Save for later," which does not submit, or click "Submit and Execute," which submits corrective actions.

f. Repeat the steps for any additional non-conformances and corrective actions until all have been addressed.
g. After submitting a response to a finding, it will go through the technical review process which may include both review by the Auditor and a Technical Reviewer. During this process it is possible that either the Auditor or the Technical Reviewer may ask for additional information in order to finalize the finding(s).