Frequently Asked Questions

I forgot my password, what do I do?

- You can easily reset your password online. To do so, click *Forgot my password.* It's located on the login page, just above the Orange *"Sign In"* button. On the next page, enter your email address and click *Continue.*

- We will send you a reset code via either an email, phone call or text message. Choose your preferred method and click *Continue.* Once you receive the code, enter it in the Reset Code field and click *Continue.* You will then be able to enter a new password.

- At any stage in the Reset Password process, you can click *"Start Over"* to restart the process. Once your password is reset, you can log in with your new password.

- If you do not remember your Email Address, you'll need to call us. Our Support Team will be happy to help you get back into your account: **(866) 784-4630.**

Where do I find my license numbers?

- Your license numbers can be found under the orange tab labeled *Current Agreements.* Your license numbers are displayed in green, bold numbers. If you already had license numbers that got tied in during your registration, they will be displayed here too.

- Any past, expired license numbers can be found in the *Historical Agreements* tab.

Why does my license number say Processing?

- For some Manufacturers, it can take anywhere from 3 hours to 3 business days for your license number to be generated.

Why do you need the last 4 of my SSN?

- We only use the last 4 of your SSN to verify and protect your identity. We want to make sure someone else doesn't illegally sign a legal agreement using your name.

Why Should I Register?

- AgCelerate is the safe, fast and free way to sign your Trait License Agreements online.

- By registering for an account, we can easily connect all your existing license numbers to you. This means you and your suppliers can see all your current and past license numbers, at any time, online.

- Plus, by signing agreements online, you save time: no more filling out pages of information every year, no more waiting on mail, and no more waiting for license numbers to be assigned. It can all be done in minutes.

What information needs to be entered on each page of the grower registration?

- Grower licenses are provided to individuals, and can be tied to that individual's farms and businesses. The first page of the registration, should be your personal information, not your farm information.

- You can list your farms and businesses in step 2. If you just farm under your own name, you can skip this step.

- Identify your suppliers in step 3. The suppliers are listed based on your location. If you can't find your supplier, that's okay: you don't need to add them. You'll still be able to sign agreements.

I finished my registration. Why don't I have a license number yet?

- To get a license number, you still have to sign the manufacturers' agreements. Now
  that you're registered, signing agreements only takes a minute:

    1. First choose the agreements you wish to sign. If you're logged in, you can choose agreements on the
       Sign New Agreements tab. It's the default page when you log in. To choose agreements, simply click
       the box: selected agreements will have an orange border and a checkmark next to them.

    2. Once your agreements are selected, click the orange *Sign Selected Agreements* button at the top.

    3. You will be asked about your role on the farm. You may be asked to enter your supplier, depending on the agreement.

    4. If this is your first time signing agreements, you'll need to answer 3 identification questions. These are
       questions that you should know – like "which of these addresses have you ever lived at?"

    5. Once you have passed these questions, you can sign the agreement. Click the *"Start"* button, then click
       "next" and *"sign"* until you reach the end. Once finished, click *"Finish."* You don't need to print anything
       out, and nothing needs to be signed with a pen; your digital signature is 100% valid.

  *Important note: If you do print out the page but do not digitally sign it and click finish, your license number will
  not be generated and the page you printed out will not be valid. You must finish the signing digitally.*

When I try to register, it says my email address is invalid. Why?

- This could be happening for a few reasons, but the most likely reason is that your email address is already in use.

- Double check the spelling of your email address in both fields. Make sure there are no unnecessary spaces. If you have ensured
  the spelling is correct in both of the email fields and it still isn't working, please contact our Support Team: **(866) 784-4630.**

I do not have an e-mail address. How do I register?

- You will need a valid e-mail address to register as a grower. If you do not have one, you can easily get a free email
  account from Google or Yahoo. After you have made the e-mail account, you can register for AgCelerate.

How is AgCelerate Free? Surely someone is paying for it, right?

- AgCelerate is a free tool provided to Suppliers and growers. It is paid for by the product manufacturers, who wish
  to make Grower Trail Licensing and Stewardship faster, easier and more accurate for everyone involved.

What does "Grower Matches Verification" mean?

- This message can come up either during your initial registration, or after you have registered and you log in later. It
  means we found some records – typically from paper agreements – that have your information on them.

- For each instance, you will need to confirm or deny if it is your record. If you are not sure, simply choose that it is likely not you.

- Confirming these records will connect them to your account, and you will not need to re-sign these agreements until they expire.

What do I do if I get an error message asking me to contact Customer Support?

- Some error messages instruct you to call support – such as this one: "Contact customer
  support at **(866) 784-4630.** Thank you for using AgCelerate."

- There are a couple of causes for these types of error messages, but the Support Team will be happy to
  assist you. Please give us a call and we'll help you resolve the error as quickly as possible.