

MyMilk ONE: FAQs (Frequently Asked Questions)

MyMilk ONE; Personalised access to key information

We're introducing some simple changes to the way you – our MyMilk suppliers, your staff and nominated third parties, Farm Source Store customers and online account holders can access information from our Co-op that will make business management easier.

Over the coming months, you'll get a new login to give you access to all of these Farm Source websites plus the MyMilkNZ and Monthly Plant Check apps. The new login will be called MyMilk ONE.

- MyMilk ONE is a new single login identity (username and password) that will replace all of your current login usernames and passwords.
- It will allow you to log on to the MyMilk website and view your MyMilk Business information, your Store information, Rewards information, the Jobs site, and apps, using one convenient login username and password.

Questions and Answers (see below)

1. What is MyMilk ONE?
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7. Will my old login still work?
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12. Can I change my user name when I sign up for a new login?
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16. Can I sort this out in a Stores branch?
17. What are my next steps?
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1. What is MyMilk ONE?

- MyMilk ONE is a single username and password that will allow you to log in to your MyMilk Business information, your Farm Source Store, Farm Source Rewards and the Farm Source Jobs site, plus the MyMilkNZ and Monthly Plant Check apps using **one convenient login username and password**.

2. Why are we making this change?

- It's simpler for you once you've signed up; one username and password will get you access to all of these online applications.
- It's safer; offers improved security as each user should have their own username login with their unique access privileges.

3. When is this happening?

- You can switch to MyMilk ONE from November 8, 2016. However, it may not be necessary to change over to MyMilk ONE on day one, depending on whether you use 'remember me' on the login page or not.
- If you use 'remember me' you can stay logged in to your existing MyMilk session until such time that you are logged out. Once logged out, you will be required to switch to a MyMilk ONE login in order to use the website.
- If you do not use 'remember me' and you enter your login details each time you visit the site, then you will be prompted to sign up for your new MyMilk ONE login at your next visit.
- At any time, you can also go to the email link you received and switch to your MyMilk ONE login from there.
- You will also see prompts when you visit the website to make the switch to get your MyMilk ONE login. It's easy to do and only takes a couple of minutes.

4. What do I need to do?

- For MyMilk suppliers who use the tools on the MyMilk website – MyMilk Business, Farm Source Store, Farm Source Rewards and the Farm Source Jobs site – you will need to set up your MyMilk ONE login on the MyMilk website.
- Each person should have their own login username and password.
- If you have been using someone else's login e.g. the farm owners, you will need to register as a New User.
- If you already have a MyMilk user account, you can get your new MyMilk ONE login by clicking the '*Get Your MyMilk ONE*' button on the login page. To get a MyMilk ONE login username you will need a current email address so please update your email address on the Manage MyMilk setting on the MyMilk website or call the Service Centre on 0800 224 660.
- Once you have a valid email address, click on the '*Get Your MyMilk ONE login*' button from the Login page. You will automatically be sent an email as a security measure. Click on the secure link in the email and you will be taken through to finalise your new MyMilk ONE username and password.
- Once you have done this, you will need to log in with your new MyMilk ONE login username and password across all of your electronic devices (desktop/laptop/tablet or iPad/phone and across all platforms e.g. online and phone apps)
- Alternatively, look out for the MyMilk ONE email in your email account and follow the instructions to complete setup of your new MyMilk ONE login username and password. Once you have done this, the MyMilk ONE login and password will replace all of your previous usernames and passwords as these will no longer work. It's important to note that while you'll be able to login into the Jobs site with your MyMilk ONE login, it won't have retained your jobs' history so you'll need to use your current

login to access that. However, all new job postings should be created under your new MyMilk ONE login from that point on.

5. [What does this mean for me?](#)

- Your new MyMilk ONE login username will provide you with convenient access to your entire MyMilk account: MyMilk Business, Farm Source Store, Farm Source Rewards and Farm Source Jobs, and the MyMilkNZ and Monthly Plant Check apps using one username and password.
- From a security perspective, it is not recommended to share your MyMilk login username and password with anyone else.
- All MyMilk suppliers, their staff and nominated third parties, Farm Source Store account holders and online customers, should create their own MyMilk ONE login and password. This is a security measure for your business and allows you to protect your sensitive information.
- **Note: if you share your MyMilk ONE login with anyone they will also be able to access your entire MyMilk account, not just your farm data but any Store and Rewards account functionality that you may have too.**

6. [How does somebody new register for their MyMilk ONE login?](#)

- Please contact the Service Centre on 0800 224 660

7. [Will my old login still work?](#)

- If you normally have 'remember me' selected, you will maintain your current access to your MyMilk account until the standard saved session expires. Then you will need to create a MyMilk ONE login.
- If you log out after MyMilk ONE has launched, you will need to create a MyMilk ONE login when you log in again.
- Once you have set up your new MyMilk ONE login, you need to use the new MyMilk ONE login across every device you use (e.g. computers, laptops, mobile phones, and tablets with mobile applications such as MyMilkNZ and the Monthly Plant Check).
- You will only need to change your username and password across all devices ONCE.

8. [If I only use MyMilkNZ and the Monthly Plant Check Apps, does it impact me?](#)

- Yes, the next time you login you will need to create a MyMilk ONE login.
- Your current login will work until the standard saved session times out, then you'll need to create a MyMilk ONE login.

9. [Do I need an email address?](#)

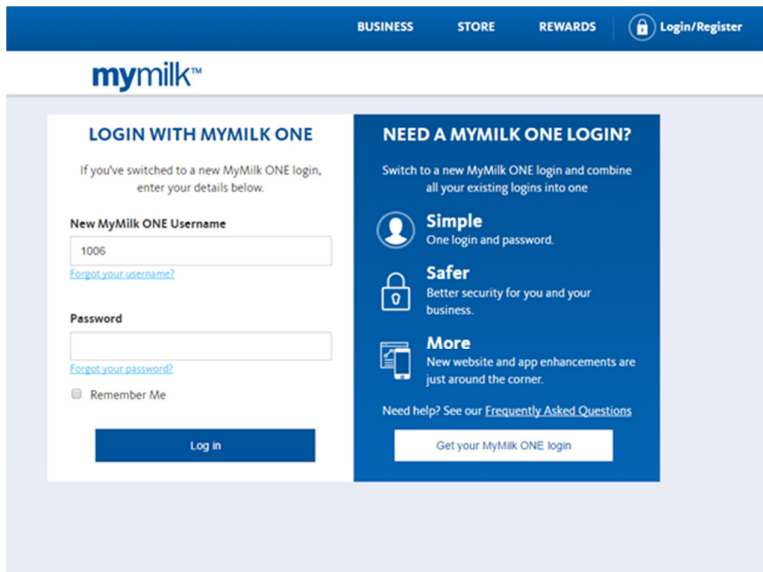
- Yes, to use MyMilk ONE websites and apps, you will need a current email address. This is required for security purposes and for identification.
- You also need to have a registered email address in the event you require a reset password link for MyMilk ONE in the future.

10. [Can I get a temporary password from the MyMilk Service Centre or Customer Service team?](#)

- No, for your security the MyMilk Service Centre and Customer Service teams will be unable to provide you with a temporary password. This is one of the reasons why it's important to have a registered email address should you require a reset password link.

11. [I do have a current MyMilk login but I've forgotten my username](#)

- Go to the MyMilk website and click 'forgot username' and this will start the MyMilk ONE login process.



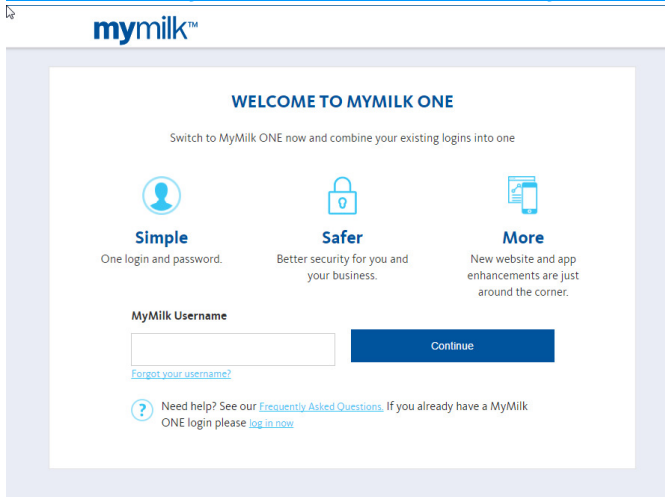
12. [Can I change my user name when I sign up for a new login?](#)

- Yes, you can change your username when signing up for MyMilk ONE or you can choose to retain your current one.
- It is also fine to use an old password or the same password as before but if you have previously shared your password details then you should choose a new password.

13. [Will my information still be private?](#)

- Yes, your data security and privacy will still be protected.
- However, if you share your MyMilk ONE login with others they will be able to access your entire MyMilk account, not just your farm data but any Store and Rewards account functionality that you may have too.
- It is strongly recommend that you not share your MyMilk ONE user account details with anyone.

14. [What will the MyMilk website look like after MyMilk ONE?](#)



15. Does this change apply to the Jobs site?

- Once you have created a MyMilk ONE login, you will be automatically logged in to Jobs with your new username.
- If you have jobs advertised under *your old* login details, you can still login with that other username and password to access your jobs history but this username and password will only work if you are logging in to the Jobs website specifically (and not the MyMilk login page).
- All new job listings should be created under your MyMilk ONE login in the future.

16. Can I sort this out in a Stores branch?

- No, MyMilk ONE needs to be done online via the MyMilk website or by calling the Service Centre on 0800 224 660 or the Stores Customer service Team on 0800 731 266.

17. What are my next steps?

- You can make sure MyMilk has your correct email address registered. This can be updated on the Manage MyMilk website or by calling the Service Centre on 0800 224 660 or the Stores Customer service Team on 0800 731 266.

18. Who can I contact for more information?

- Please speak to your Business Manager or call the Service Centre on 0800 224 660 or the Stores Customer service Team on 0800 731 266.