



# OREGON TILTH MYOTCO FAQ

## GENERAL MYOTCO NOTES:

MyOTCO works in Firefox, Chrome, Safari and Internet Explorer.

The Excel icon in the upper right is grayed out in all sections except fields and crops. In the future, the export will work in multiple tabs.

File size is shown in bytes. There are eight bits in a byte. Half a byte is a nibble.

## DASHBOARD

**My Contact Data** shows the client's mailing address and contact information.

**Services** displays the certification services, status, season and renewal date associated with the client.

**Inspection Status** shows the progress of the most recent inspection. Each row shows the certification service, the inspection date, season and status comments. Below this information is a progress bar with the following stages: Update Submitted, Initial Review, Inspection status, and Certification status.

Stages not yet started are shown in gray

Initial Review  
Complete

Started stages are light green with a triangle

Update  
Submitted

Completed stages are dark green with a check mark

Update  
Inspection St

**Certificates** show the certificate number (which can be clicked to download the certificate), the date it was issued and any comments associated with the certificate.

## OPERATION INFO

Note: Readnotify email addresses are displayed as all contact info is shown here. Only certain Oregon Tilth staff are authorized to send emails to these addresses, so web users will not be able to send email to readnotify accounts.

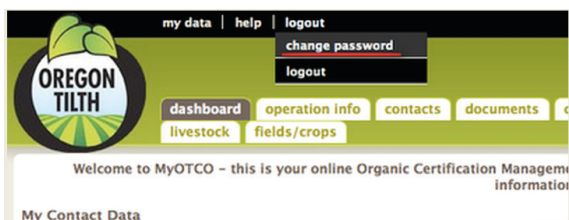
Information regarding client ID, company name, DBAs (if any) and organization type are found in Operation Info. All contact info (phone, address, fax, email, and website) are also displayed on this page.



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## CHANGE YOUR PASSWORD

To change your MyOTCO Password you need to first login, once you're in hover your mouse over the Logout option and you'll see a drop down menu and a Change Password option. When you change your password all you need to know is your old Password and what you want your new one to be.



Old password

New password

Confirm new password

## Forgot your Password

Go to MyOTCO and click on Forgot Your Password from here you need to provide one of the three options (Username, E-mail Address, Client ID). Once your done click Ok and you should receive an email with instructions for resetting your forgotten password.



User

E-mail

Client ID

## Setting up your Password

In your "Welcome to MyOTCO" e-mail, you'll see the following line just below the numbered list.

"Please click the following address to set your password. If clicking doesn't work, copy and paste the address into your browser. After setting your login name and password, you will be able to log in to MyOTCO and enjoy the experience!"

You should see a Hyperlink, copy & paste that link into your browser and you can setup your MyOTCO password. Products are displayed 10 per page. Use the arrow buttons at the bottom of the table to navigate through the products, or narrow down the number of products using the filters located at the top.



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## CONTACTS

Contacts are displayed as a spreadsheet with collapsible trees based on responsibility level. The first column is the Responsibility level of the contact. For example, primary contact, production partner, and legally responsible contact are collapsible sections so only the contacts desired will be displayed.

To collapse a responsibility section, click the minus next to the responsibility name. Contact information includes name, address, email, and phone number.

If any changes, updates, or removals need to be made, download the contact form at the bottom of the Contacts page and email, mail, or fax it to Oregon Tilth.

organic@tilth.org  
fax: 541.753.4924  
mail: Oregon Tilth  
2525 SE 3rd St.  
Corvallis, OR 97330

## DOCUMENTS

By default, documents are sorted by date from most recent to oldest. Documents can be ordered by any of the column headings: date, file type, subject, file size, content type, and file name.

**File type** includes outgoing and incoming mail, certificates, applications, inspection reports, formulas, and other documents important to organic certification.

**Subject** is used to provide additional information about the document beyond file type and file name (i.e. the content of a label).

**File size** is the size of the document. Note: File sizes are in bytes - information on bytes, kilobytes, and megabytes.

**Content type** is the format of a document. Four common types include xls (spreadsheet), doc (word document), pdf (Adobe document), and tif (image file).

**Filename** is the name of the file in the database. Click on a documents filename to download the document.



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## CERTIFICATION SERVICES

Each service associated with a client is displayed on this page.

**Contract status** - The current state of the service can be Applicant, Current, Denied, In appeal, In mediation, Not qualified, Reinstatement Requested, Revoked, Surrendered, Suspended, or Withdrawn.

**OSP Rec'd Date** - The date on which the Organic System Plan (either new or a renewal app) was received.

**Fee Estimate** - The expected fee of the service.

**Clrd Acctg** - The date that payment was received by Oregon Tilth for the service.

**Effective Date** - The date on which the service became active.

**Renewal Date** - The date by which the service must be renewed.

## CERTIFICATES

Certificates are displayed in descending order from most current to oldest. There are 10 certificates per page. Use the arrows at the bottom of the table to view older certificates.

**Certificate No.** - Click the certificate number to download and view the certificate.

**Year** - The year the certificate was issued.

**Comment** - Any notes pertaining to the certificate such as brands.



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## CERTIFICATION SERVICES

Detailed information is displayed on the Inspection Status Page. The top table lists all mandatory and initial audits inspections. The bottom table provides details on any corrective actions.

### Inspection Table:

**Season** - The year the inspection took place

**Service** - The service that was inspected

**Inspection type** - Initial or Mandatory Audit. The Initial Audit begins when an Organic System Plan, contract and payment have arrived at the OTCO office. It is reviewed for completeness and compliance assessment. The Mandatory Audit is an on-site inspection of a client to determine compliance with associated services. For more information on inspections, please see the Procedures Manual (pdf).

**Workflow step** - Shows if the audit is in progress or finished.

**Inspector** - The inspector assigned to the audit.

**Inspection date** - The date the audit started.

**Inspector's result** - Shows if the inspector had concerns.

**Certif. officer** - The Certification Officer assigned to the audit.

**Certif. date** - The date the audit was complete.

**Certif. result** - Displays if the audit was complete, approved, or if there were noncompliances or reminders. See below for details on Corrective Actions.

### Corrective Actions Table:

**Status** - If the corrective action is "in work," it is still active and unresolved.

**Due on** - The date by which the corrective action needs to be resolved.

**Deviation** - The details of the noncompliance or reminder.

**Measure** - The necessary steps to resolve the corrective action.

**Sanction level** - The corrective action will be either a noncompliance or a reminder. A noncompliance is an issue arising from not following regulation but is correctable and doesn't effect the organic integrity of the product (such as not having records for commercial availability of organic seed).

A reminder is a concern that a client should be aware of that is outside of organic regulation (such as crops being grown in a transitional field should not be marketed or sold as organic).

**Certification officer** - The certification officer in charge of the inspection.



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## CERTIFICATION DETAILS

Certification Details display what fields, crops, or products are associated with each certification service. To collapse an Inspection service section, click the minus next to the service/product group name.

**Inspection services** - The certification service (NOP-Crop, NOP-Handling, US/Canada Equivalence-Crop, etc.)

**Details** - For fields, this is the acreage of the field for the given service. Note that if the field is certified for more than one service, the acreage will be repeated for each service in the details column.

For handling operations, the brand is displayed here.

**Information 2** - Gives specific information for products such as if a vegetable is fresh or frozen, or if a dairy product is liquid or powder.

**Certification result** - Details if the crop or product is Organic, 100% Organic, Made with Organic, etc.

**Certified on** - The date the certification result was given to the crop or product.

**Certification officer** - The certification officer who gave the certification result.

## LIVESTOCK

View previous years by changing the season. Livestock is displayed by:

**Livestock category** - The type of livestock.

**Livestock** - The purpose of the livestock.

## FIELDS/CROPS

Fields are displayed in pages of ten. To view all fields, use the arrows at the bottom of the table.

**Field No** - The field number.

**Name** - The name of the field.

**Category** - The family of crops such as fruits or vegetables.

**Crop** - The specific crop being grown.

**Variety** - Specifies the type of crop.

Note: Fields will be repeated for every crop grown in them. Field name "South" will be repeated multiple times for the crops grown in it but still counts as one field.



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## PRODUCTS

Products are displayed 10 per page. Use the arrow buttons at the bottom of the table to navigate through the products, or narrow down the number of products using the filters located at the top.

### Product filters include:

**Name** - Type a specific product name to find all products. For example, entering "peas" could result in "peas" and "livestock feed - peas"

**Status** - Choosing "Active" will display all active products, "Inactive" will display all inactive products. By default, both active and inactive products are displayed.

**Active** - Enter dates to find products that are active within a given time frame.

**Inactive** - Enter dates to find products that are inactive within a given time frame.

**Certificate group** - Choose from a broad range of products such as Baby Foods, Dairy, or Fruit. The results can be further defined using the Product Category filter.

**Inspection services** - Narrow down the Products list by choosing a specific certification service.

**Product category** - A narrower search than the Certificate group - choose more detailed types of products such as bars, beef, or crackers.

After the desired filters are chosen, click "Search" to activate them. Use the "Reset filter" button to clear filter settings. Note: After clicking "Reset filter" click "Search" again to show all products.

### Table columns:

**Certificate group** - A broad group of products such as dairy or vegetables.

**Product category** - A more defined group such as butter or lettuce.

**Product name** - The name of the product.

**Trade name** - Detailed information about the products such as "plain or salted" for the product of liquid egg yolks.

**Active from** - The date the product became certified.

**Brands** - Any brands the product is sold under.

**Inspection services** - The certification service the product meets.