



GreenLink Platform

# User Onboarding Manual

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## Overview

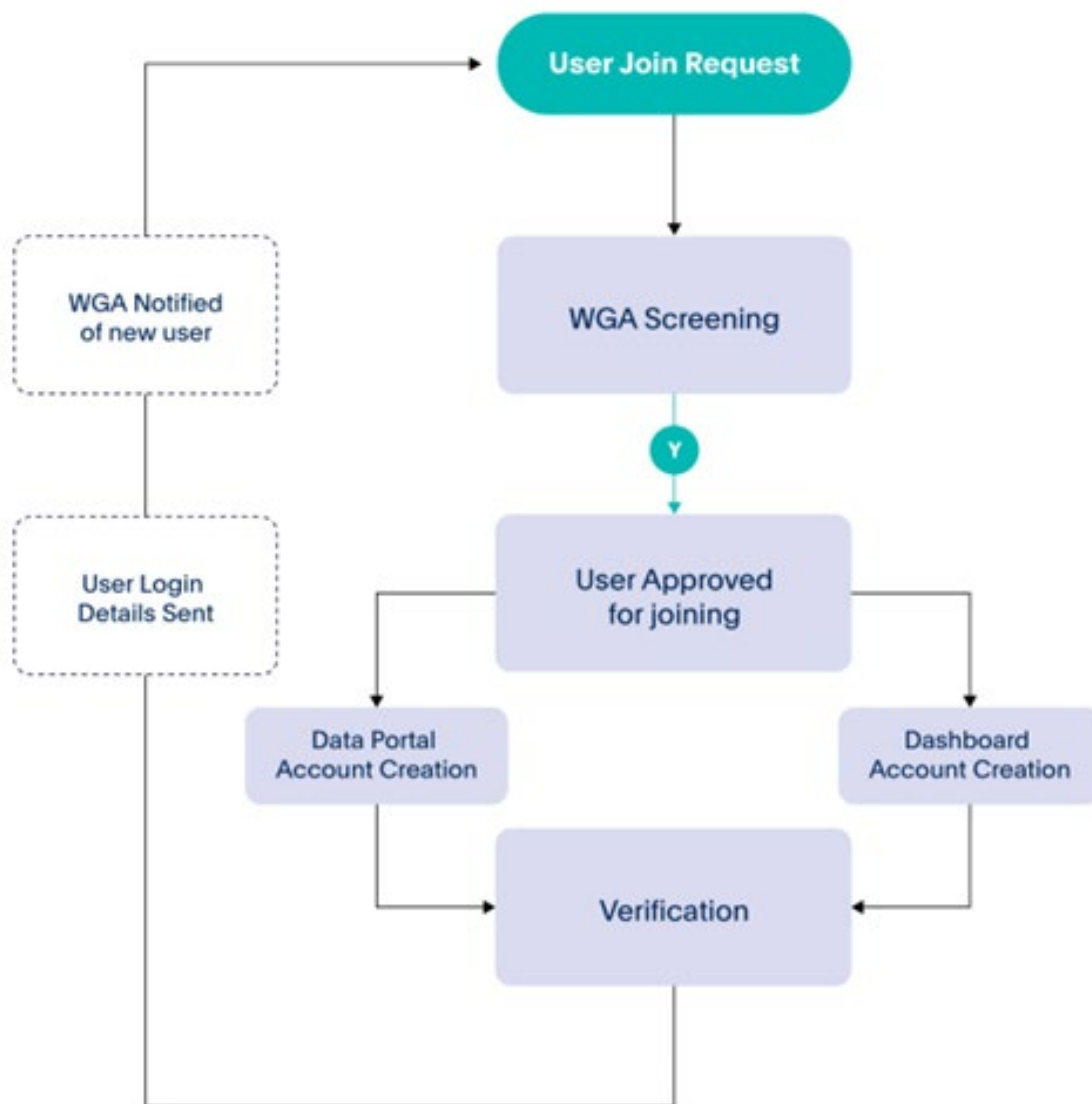
### Introduction

The GreenLink™ portal enables members to safely and securely submit data related to the growing process. This data is consolidated with all previous data in a single protected database, which will be accessible to members through a set of customized dashboards. Dashboards are available to view company individual data and also anonymized, aggregated data from all participants.

### Purpose

The purpose of this document is to provide instructions to a new user on how to get set up and gain access to GreenLink™. This document is provided to the new user to guide them through the set-up process. It is not intended to be a user guide.

### Process Flowchart



## General

### Support

For questions regarding this document, login or password recovery, platform usage and general troubleshooting, contact Creme Global at [help@cremeglobal.com](mailto:help@cremeglobal.com).

For questions related to the program, contact Western Growers at [data@wga.com](mailto:data@wga.com).

### Environment Recommendations & Requirements

GreenLink™ is a cloud-based platform and does not require downloading of any kind. Here are optimal operating recommendations:

- Operating System: Windows PC or Mac OS
- Browser: Google Chrome
- Internet is Required

## Onboarding Stages & Steps

The entire onboarding process takes an estimated average of three-to-seven business days and/or three business hours when participants are well engaged the onboarding process. The time can take more or less time than estimated depending on participant engagement. Further details can be provided in the user guide/training.

### Stage 1: Participant Join Request

As a new participant, request to join the platform to receive a link to the GreenLink™ Intake Form.

**Initiated By:** Participant Company

**Timelines:** Less than one business day

1. Fill out the form on the following [link](#). The form will take an estimated 15 minutes to fill out. The completed form is automatically sent to Western Growers and Creme staff for review.
  - a. Note: Information provided in the form provides crucial details such as how your data is managed, details and specifications for data sharing, and demographic information related to your operation that ensure diverse representation within the platform. Providing these details reduces the amount of time and meetings needed to make data sharing for participant as easy and efficient as possible.

### Stage 2: Data Sharing Agreement Distribution & Execution

Western Growers follows up on Intake Information, sends Data Sharing Agreement (DSA) to participant, and approves assigning of credentials.

**Initiated by:** Western Growers

**Timelines:** Less than one business day

2. Review and sign the electronic Data Sharing Agreement.
3. Once Western Growers receives the confirmation of a signed DSA (electronically), the Western Growers team updates the DSA status in the platform onboarding system, triggering a notification to Creme to assign credentials.

### Stage 3: Platform Credentials

User details from Western Growers are acknowledged by Creme Global.

Initiated by: Creme Global

Timelines: within two business days after DSA is signed by participant \*excluding Irish public/bank holidays and weekends

4. Creme Global will create the data portal user accounts and dashboard user accounts.
5. Creme Global verifies all the user accounts and permissions with Western Growers.
6. After performing Steps 1 – 5, the Login details including username and password are sent to the email address(es) provided in the Intake Form.
  - a. Email will be sent from [help@cremeglobal.com](mailto:help@cremeglobal.com).
  - b. Add [help@cremeglobal.com](mailto:help@cremeglobal.com) to email Allow or White Lists. Participants should check Spam/Junk folders if credentials have not been received within two business days of signing the Data Sharing Agreement.

#### Stage 4: Accessing the Platform

Once credentials are received, participants can access the Data Submission Portal (and through the Portal access the Dashboards) at their leisure.

#### Data Submission Portal/Data Submission

7. Navigate to the Data Submission Portal using this URL and enter login credentials:  
<https://GreenLink.cremedatafoundry.com/login>
  - a. Data will be submitted and viewed from this portal.
8. Initial (first-time) submissions of file formats will require Creme to create a custom process for the file submitted. Creme Global creates an ETL (Extract, Transformation & Load) process specific to the column and file formats, so changes in these formats should be avoided or else new ETL processes will have to be constructed, which may take several days (delaying the integration of new data sets).
9. Once the ETL is set up:
  - a. the user will receive an email informing confirming the set up—future submission of the same format will then be automated and can be processed in 24 hours (one day).

#### Dashboards/Data Visualizations

10. To access the dashboard, click on the dashboard link at the top of the screen and it will open a new tab for the dashboard. Use the provided user credentials for the dashboard.
  - a. Note: For demonstration purposes, the dashboards are initially populated with fake data so users can become familiar with the dashboard layout and uses.
11. The user's data will replace the fake data and will be available for viewing in the dashboard.

#### Other

##### Other Supporting Documents and Information

There are various supporting documents available within the platform. The direct link is [here](#)

**Note: This requires your GreenLink™ user credentials to access the supporting documents.**

Related WG Articles:

- [GreenLink™: The First Fresh Produce Online Platform for Food Safety Risk Management](#)

## Irish Bank Holidays

2023	2024
1 January	1 January
6 February	5 February
17 March	17 March
10 April	1 April
1 May	6 May
5 June	3 June
7 August	5 August
30 October	28 October
25 December	25 December
26 December	26 December

## Revision History

Version 1

March 17, 2023