

Frequently Asked Questions BLkportal.eu

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Should you have any problems logging on to the renewed portal or have other questions about it, please contact us at support.mijnblk@sblk.nl

Below you will find an overview of some Frequently Asked Questions.

Which browser should I use for the BLkportaal?	The BLkportal has in the basics been developed to work with the well known modern browsers. You will need to use the most recent version of your browser. For best results it is recommended to use Google Chrome.
I can't log in.	Each user has received an email with a link to the account. Following the link you can reset the password and activate the account. A verification email will be sent to the login account.
I am an existing participant and do not receive a verification email?	This can have two causes. 1. If you use a valid login account, there are cases known where the verification email (sent by no-reply@BLkportaal.nl) ends up in a spambox or is even rejected by your mail server. Your IT department can solve this problem. 2. If you use a non-existent login account, you will receive a message that makes it look as if the verification email has been sent. However, this is not the case. It is for security reasons that this message is shown. You can request an extra login account with us.
Chain relations	The chain relations as separate relationships as used in the old portal no longer exist in the new portal. In the new portal, chain relationships are an automatic consequence of the delivery of registered BLk products or the purchase of BLk raw materials.
Where can I find my communication items?	All communication items that have been accepted in the old portal can also be found in the new portal. They can be found in the menu under the heading 'communication'. In many cases it concerns packaging that belong to a product. We ask you to link the communication item to the product that belongs to it. You can do this by clicking on the communication item and clicking on the specific product under the heading 'Item applies to'. You can then look up and link the product in question. New items can easily be added by yourself by clicking on 'new communication item'.
Not all customers are linked to a farmer. How can I change this?	Linking buyers to a livestock farm is very important in the new portal. Without this link, the customer cannot create a composition with your raw material. You can do this by clicking on the farm you want to inspect in the overview of the farms. Under the heading 'buyers' you can check the customers and, if necessary, add them. The name of the abattoir must always be entered.

<p>I have lost suppliers and customers who did appear in the old portal.</p>	<p>These are automatically linked to you via the product chain. We have imported your existing products. This should automatically have set the chain relations. Separate chain relations from the old portal without a product and supplier or customer relation are no longer shown in the renewed portal.</p>
<p>I want to create a product but I can't find the raw material.</p>	<p>Your supplier has to register his product and select you as a customer. You will see this product then as a raw material in your portal.</p>
<p>If I have a supplier that I do not want him to supply me with products, I cannot change this.</p>	<p>That is correct, in the current situation the supplier has to remove it. We may add such function in a future version allowing you to remove this yourself. However, due to the possible consequences for the entire product chain, this is not a simple removal function.</p>
<p>I would like to make a printout of my products / farmers / communication items / compositions.</p>	<p>Currently we do not have this functionality available in the portal. We will add this functionality in the near future.</p>
<p>My supplier has not yet updated its imported composition. Do I have to include the ingredients from his composition in my own composition?</p>	<p>Our advice is not to do that. If your supplier completes the composition in a later stage, the percentages of the ingredients are no longer correct.</p>
<p>Icons in Internet Explorer. Since the roll-out of the new portal, some users have not been shown the icons used in the portal. This occurs in Internet Explorer. Other browsers do not have this problem.</p>	<p>A so-called font is used to display these icons, in this case the font "Awesome". It appears that some Internet Explorer users cannot or may not load this font, so the icons are not displayed. Your IT department can allow loading of this font by granting</p>