



FAQ about the new FTA Website

LOGIN ACCESS

- **Are my old credentials for logging in the restricted area the same as before?**

Yes, your old login credentials for the online restricted areas remain the same. Thanks to this upgrade you will only need to login once on the new FTA website to get access to all additional information related to FTA, BSCI and BEPI relevant to your profile.

- **I have logged in, where do I find the restricted area?**

There is no restricted area as such. Members or service providers who log in will see more news, events and resources available to them depending on their profiles and the FTA services they have subscribed to.

- **How do I handle my profile now and what will I find on it?**

You can update your personal data such as: email, profile pictures and any other personal characteristics from your main profile accessible once you have logged in.

RESOURCES

- **How do I subscribe to your newsletters and updates?**

On the right side of the “Services” column section, you will see a box that will lead you to a template where you will be able to customise your subscription’s preferences.

- **I cannot find the resources that used to be on the restricted area. Where are they now?**

Through the new website, we have streamlined information to improve our visitors’ online experience. To access all resources that used to be stored under the restricted areas of the different websites you will just need to login and visit the “Resources” section located at the top menu.

A comprehensive list of filters will guide you to locate the resources you require. Also, a powerful research tool on the top right corner will help you to find specific information within pages and resources.

- **Where do I find the BSCI academy and platform now?**

The new website has integrated a direct access to these tools under the tab “BSCI”, but they have kept their original web addresses to facilitate access:

- BSCI Platform: <http://www.bsciplatform.org/>
- BSCI Academy: <http://bscievents.org/bsciacademy/>

- **How do I find resources only related to the BSCI platform?**

All resources related to the BSCI platform, such as platform tutorials and guidelines will now be accessible by logging in the FTA website. The library of the BSCI platform will temporarily host documents related to BSCI 2.0. This will eventually become individual libraries for each participant, where you can store your own BSCI resources and documents which can be shared with other contacts from your company.

GET INVOLVED

- **How do I register to become a member?**

For more information about FTA membership and to apply, please visit the “Get involved – become a member” section under the main FTA tab. For direct access, click [here](#).

- **How interactive is the new website?**

Users of the new website may comment directly on news and events items. They can also share news or events they like through their social media accounts.

- **Where can I give comments and feedback about the new website?**

If you have feedback or suggestions for improvements, you can give your feedback about the new website by using the contact form accessible via the general contact page.