



Frequently Asked Questions (FAQs)

Q: What is MyGrower?

A: MyGrower is a mobile solution that enables patrons to easily access vital account information on contracts, proof of yield, crop input, and more.

Q: Does this replace the iView program?

A: Yes. *iView was discontinued on October 15, 2019.* iView login/registration information is non-transferable to MyGrower. Please create your account for MyGrower as a NEW User.

Q: How do I register for MyGrower?

A: You will need to **Create an Account** by completing the on-line registration form located on the customer login page of our website.

Instructions: Go to <https://www.countryvisionscoop.com/> , click on **Customer Login** in the upper right-hand corner. This is what you will see once you click on **Customer Login**:

Introducing MyGrower.

Our online customer account program, MyGrower, is a powerful tool that will enable our customers to seamlessly access vital account information. Along with new features and capabilities, the program provides an opportunity for customers to make online ACH payments quickly and securely. Some other key features are:

- Fast access to grain tickets, fuel tickets, ticket delivery status, contracts and settlements.
- Daily view of storage, outstanding balances, prepaid balances, and crop inputs.
- Quick and easy ability to run proof of yield reports, invoices and monthly statements.
- Customers with multiple accounts can view them under one (1) login.

You must **first** **Create an Account as a New Mygrower User** to begin utilizing the program and have access to your Country Visions Cooperative account information online. Click the **MyGrower Request** button, complete the form and click on submit at the bottom of the form. A confirmation email will be sent following your submission. **Allow up to 3 business days for your account to be set up. You will receive a second email notice once your account is set up. That message will contain your username, a temporary password and a link to access the program. If you do not see the email in your inbox within a few days, please check your spam/junk folder.**

MyGrower Login
Log in to your Account Here

MyGrower Request
Register for Account Access

Click on the button titled **MyGrower Request**, fill in the information on the form and **submit**. A confirmation email will be sent following your submission. Allow up to 3 business days for your account to be set up. **You will receive a second email notice once your account is set up.** That message will contain your username, a temporary password and a link to access the program. **If you do not see the email in your inbox within a few days, please check your spam/junk folder.** (Mobile users should use the menu icon (≡) and then the **Utilities** tab to get to **Customer Login**.)

Q: How do I login to my account?

A: Go to <https://www.countryvisionscoop.com/>, click on **Customer Login** in the upper right-hand corner. Click on **MyGrower Login** on the page. Enter your **username** and **password**. **First time users** must use the password from their **MyGrower Account Created** email and will be able to change the password once logged in.

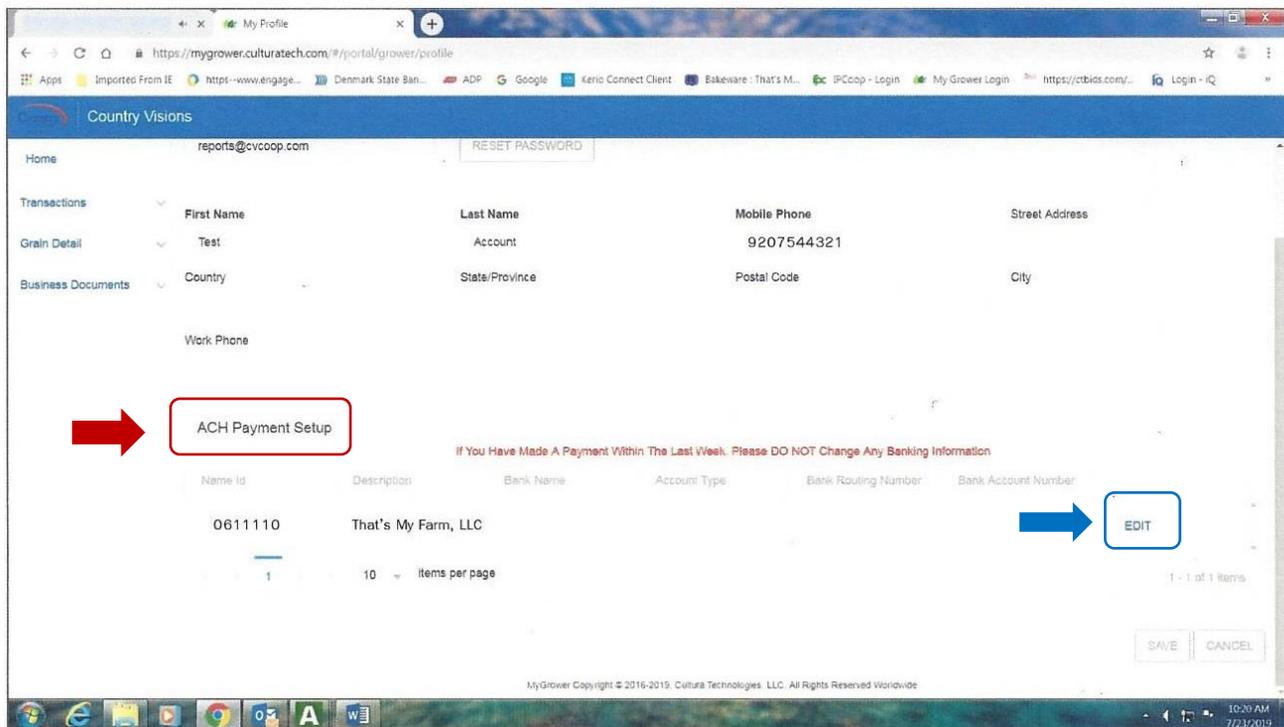
Q: How do I change my password for my account login?

A: Log into your MyGrower account. In the top right corner, click on the **down arrow** next to your user name and then click on **profile**. Click the **Reset Password** button. An email will be sent to you with a link to change your password. Follow the instructions in the email.

Q: What is ACH and how do I set up an ACH Payment account?

A: An ACH payment is an electronic, automatic transfer of payments between banks. "ACH" stands for Automated Clearing House, which is the U.S. financial network that manages and oversees these ACH deposits. Funds are electronically transferred from your bank account into our business bank account to make your payment.

Important: You must complete **ACH Payment Setup** to pay by ACH. Log into your MyGrower account. In the top right corner, click on the **down arrow** next to your user name and then click on **profile**. This is the page you should see:

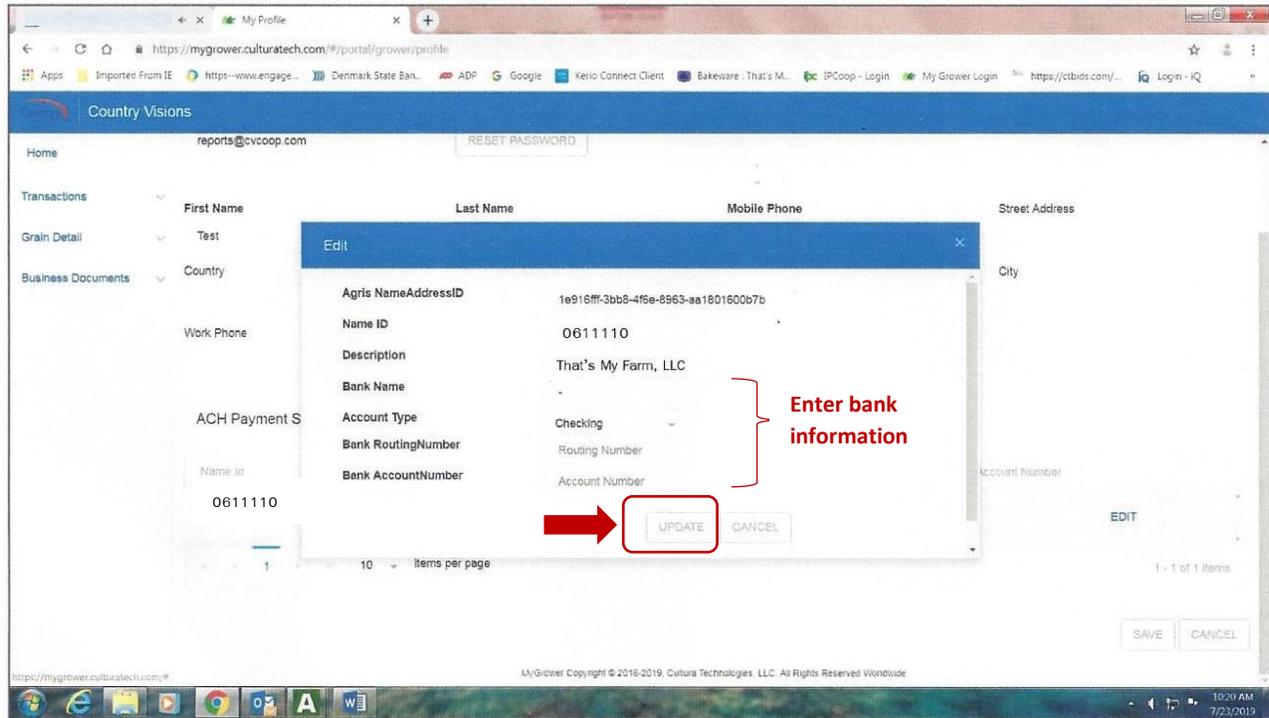


The screenshot shows the MyGrower profile page. The user is logged in as 'reports@cvcoop.com'. The page displays a table of ACH Payment Setup accounts. A red arrow points to the 'ACH Payment Setup' button, and a blue arrow points to the 'EDIT' button for the account 'That's My Farm, LLC'.

Name Id	Description	Bank Name	Account Type	Bank Routing Number	Bank Account Number
0611110	That's My Farm, LLC				

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Locate **ACH Payment Setup** below your name, address and phone. Click **Edit** and this is the box that will come up:



On this **Edit** screen, enter Bank Name, Account type, Bank Routing Number, and Bank Account Number.

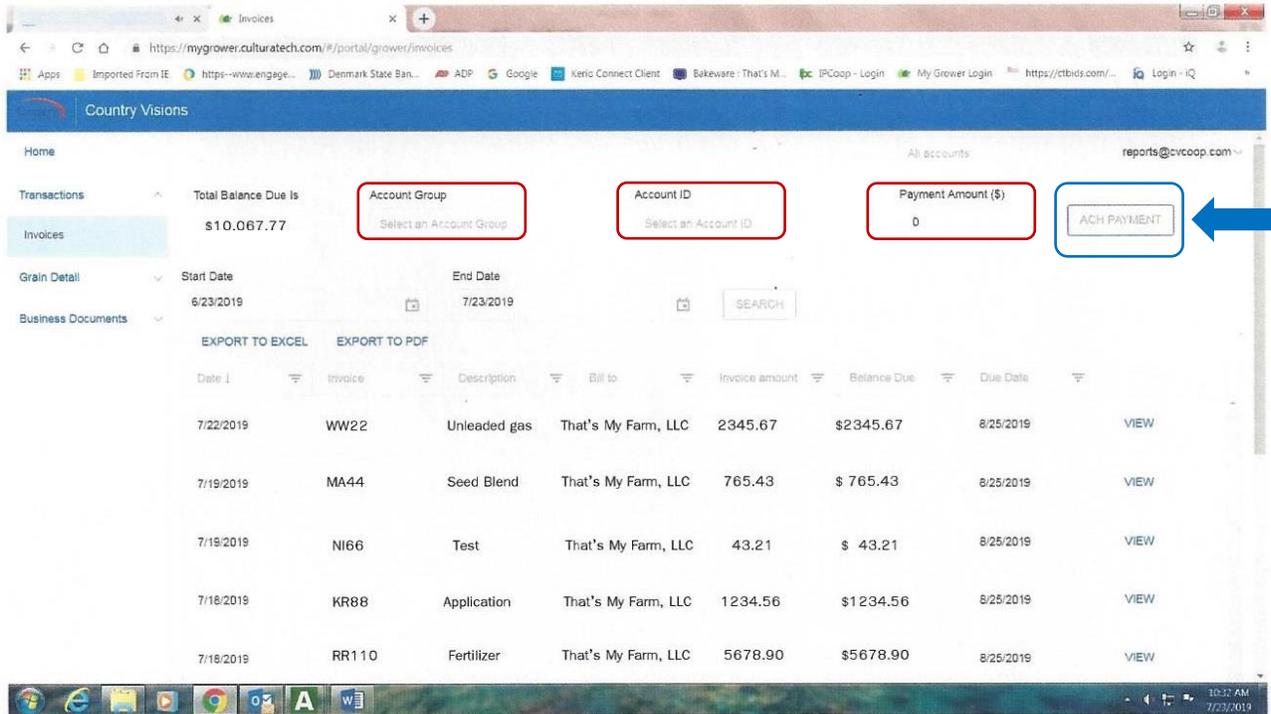
Your Routing number is (9) digits and is usually the first number on the bottom of your check, your bank account number is usually next, use all numbers in your account number sequence, do not enter the check number.



Click **UPDATE** to complete the **ACH Payment Setup** process.

Q: How do I make an ACH payment in MyGrower?

A: Log into your MyGrower account. Click on **Transactions** in the menu on the left side of the page. The drop down will reveal the word Invoices. Click on **Invoices** to get to this screen:



Click on **Select an Account Group** and choose your account name from the selection that comes up. Next, click on **Select an Account ID** and choose your Country Visions Customer ID (This is your customer account number with Country Visions Cooperative)

In the **Payment amount** box, enter the amount in dollars and cents that you want to pay on your account. Then click on the **ACH Payment** button. The payment amount will be applied to your account and the electronic transfer of funds initiated.

If you refresh your browser or log-out and log back in, you should see the balance due on your account has now decreased by the payment amount you submitted.

Q: What is the payment due date and ACH submission deadline?

A: Payments to your Country Visions Cooperative account are due on the 25th of the month. ACH payments submitted after that date, may not process in time and may be subject to finance charges.

Q: When is the money for the ACH payment drawn from my bank account?

A: The funds for the payment are generally debited from your account the next business day. However, it could process within hours or take up to two days, depending on when the

payment transaction is initiated. Please keep in mind that you should always have funds available to cover the payment on the date you initiate the payment.

The MyGrower FAQs is your resource for instruction when updates or changes are made to the program.

Country Visions Cooperative 2/4/2020
MyGrower@cvcoop.com