

LRQA Client Portal

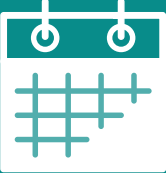


The LRQA Client Portal is an easy-to-use self-service application that allows you to view and manage the data related to your certification. It provides a simple way for you to confirm your visits, manage non-conformities and contact our client service teams directly and securely.

Key Features


Scheduler

Full visibility of planned and completed visits, ability to confirm visits and provide Purchase Order.




Reports

Download your latest Certificates, Reports and Approval Marks at any time.



Open findings


Track and close any findings from the audit, including non-conformities.



Contact LRQA

Contact LRQA customer services and follow the status of any requests raised.





Languages

View the data in your own local language.

Company profile

Review your company profile data.






Analytics

Create and export graphs and charts on your audit data.

Documents

Access to important information and communication provided by LRQA that are relevant to you and your approval.



News feed

View updates on the latest news from your region.



The Client Portal means you can:

- Access your past audit reports and documents related to certification, including approval marks and certificates.
- See your scheduled audit visits and propose or change dates.
- Export comprehensive data reports from your audits to share with your colleagues or management.
- Easily access your audit information and findings including non-conformities.
- Submit your Purchase Order and view the quotation for your audit.
- Submit Remote Documents ahead of your remote or onsite audit.
- View, reply and update the status of audit findings from anytime, anywhere.
- Make direct contact with client services teams for any queries and ability to track responses.
- Analyse your data including detailed information on findings and audit days.
- Review your Certificate data before your audit to ensure everything is correct.

Accessing the Client Portal

If you need access to the Client Portal, contact the customer service team who will be able to help you create an account.

Once you have been given access,

you will receive two emails; one containing the URL to the Client Portal and your Username, and a separate email containing your Password.

You will also be able to access the Client Portal through the LRQA web homepage. Look out for 'Client Portals' at the top of the navigation.

How to use the Client Portal

Login

Once you have accessed the LRQA Client Portal login page, you will be asked to provide your email and password. You will also be asked to check and agree to the Terms and Conditions. Without doing this you will not be able to access the LRQA Client Portal.

The Forgot Password? function can be used to reset your LRQA Client Portal password. This will require you to enter your email address and an email containing a temporary password will be sent. You can use this to login but will always be prompted to change your password afterwards.

Password Policy

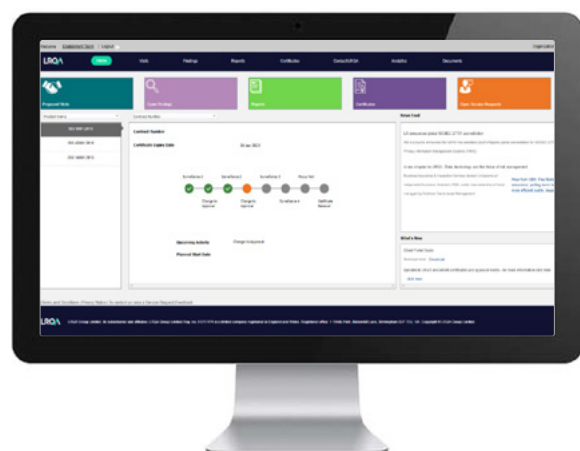
For first time access to Client Portal, you will be asked to change your password. Your password should meet LRQA Security Policy and contain:

- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 symbol

Homepage

Once you have logged in you will be directed to your Client Portal Homepage from where you can access what you need from the navigation.

If you have any further questions please don't hesitate to contact your local LRQA Client Service team.





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About LRQA:

Bringing together unrivalled expertise in certification, customised assurance and training, LRQA is one of the world's leading providers of food safety and assurance solutions. Working together with farms, fisheries, food manufacturers, restaurants, hotels and global retailers, we help manage food safety and sustainability risks throughout supply chains and have become a leading global assurance provider.

We're proud of our heritage, but it's who we are today that really matters, because that's what shapes how we partner with our clients tomorrow. By combining strong values, decades of experience in risk management and mitigation and a keen focus on the future, we're here to support our clients as they build safer, more secure, more sustainable businesses.

From independent third-party auditing, certification and training; to technical advisory services; to real-time assurance technology; to data-driven supply chain transformation, our innovative end-to-end solutions help our clients negotiate a rapidly changing risk landscape – making sure they're shaping their own future, rather than letting it shape them.

Get in touch

Visit www.lrqa.com for more information



Care is taken to ensure that all information provided is accurate and up to date; however, LRQA accepts no responsibility for inaccuracies in or changes to information.
For more information on LRQA, click [here](#).
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