LRQA Client Portal: Guide to managing certificates and approval marks.

The LRQA online Client Portal gives you access to all your business assurance information to enable you to manage your compliance quickly and easily from anywhere in the world, whenever you want.

You can see your schedule of audit visits and the status of audit findings – including any non-conformities – and access comprehensive data reports to share with your stakeholders.

If you need to get in touch to schedule audit visits, change dates, ask questions or reply to your audit findings, you can easily contact us through the Client Portal to get in touch with our customer service team.

Firstly, congratulations. After all your hard work, you have been awarded certification against your chosen standard or scheme. Now let's get started on managing your certificates and approval marks to enable you to demonstrate these achievements to your internal and external stakeholders.Here, you will see any Findings that have been raised during an audit and which are still open and require an action to be taken.

Accessing certificates from the homepage

Simply click on the **Certificates** icon on the **Certificate** tab on the homepage.

Any valid LRQA Certification will be displayed within the Certificates tab.
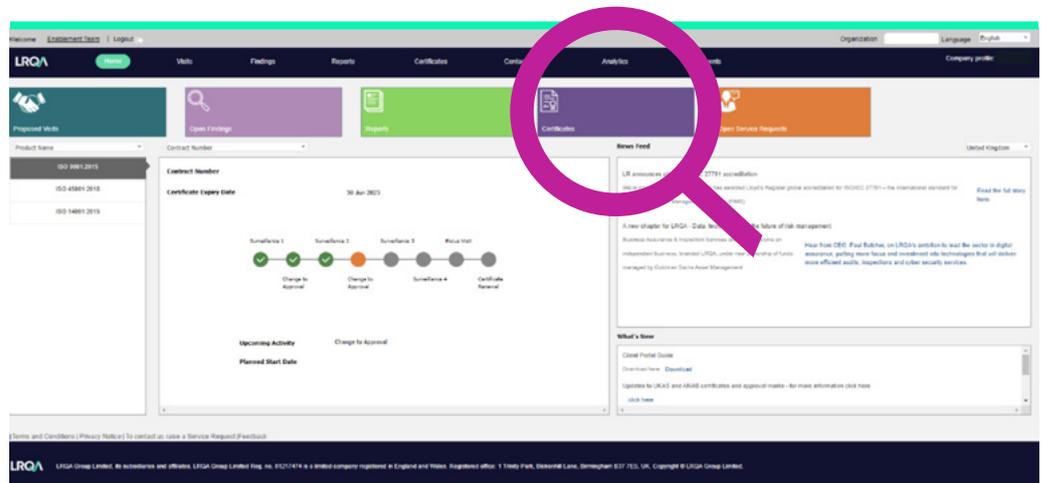
How do I download my certificate(s)?

Once you click on **Certificates**, you will arrive at this section of the portal. An easy to use drop-down menu will enable you to select the certificate(s) that you want to download.

Simply click **Download** under the **Actions** button and your download will commence.

You can also choose the **Export** function to give you an overview of all of your certifications to include expiry dates.

- Remember, you can download your certificate(s) as many times as you want.

- Certificates are delivered in PDF format and include the scope of your certification.

Not sure how to download or use your approval marks to go with your certificate?

It's simple. When you achieve certification from LRQA, not only do you get a certificate, but you are allowed to use the approval marks to promote your success across your chosen channels – both digital and traditional.

Clicking on **Download Approval Mark** within the **Certificates** section will give you the option of which Approval Mark zip-file you would like to download.

These contain the various Approval Mark designs and styles LRQA provides, related to the standard or scheme you are currently approved

- Please ensure you have checked our Client Information Notes (CIN).
- The CIN explains how and when you can use your Approval Marks.
- These are automatically available to view every time you download

Can I review and edit my certificate and personal information?

Yes, you can. For certificates, at the time of confirming your Stage 2 and Certificate Renewal audit within Visits, you will be asked if you would like to review your certificate details.

If you decide to **View Certificate Data**, you will be shown a draft version of your Certificate(s) from the information we currently have stored.
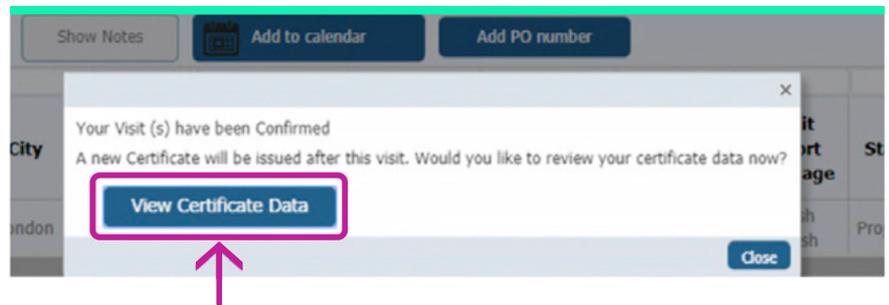
If everything is OK, simply click **Approve Certificate**. If there are some changes you would like to request, you can easily do this by clicking on **Edit Certificate Information**.

Here, you can request changes to your Company Name, Main Site Address and Scope, as well as your Site Addresses.

For Company Name change requests you will be asked to attach documentation of proof of your new legal entity name. Once you submit your changes, these will be sent your local Client Service team for review before your next Certificate is issued.
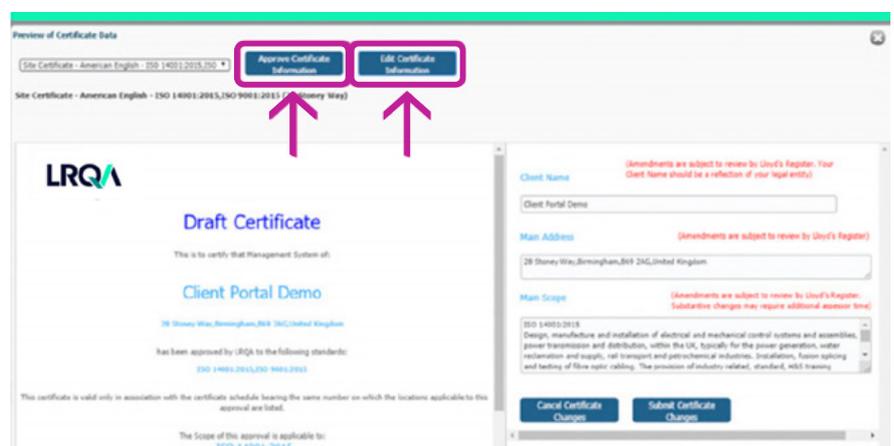
If personal information in My Profile is incorrect, do not worry. Simply raise a General Enquiry within the Contact LRQA tab and a Client Service representative will make the relevant change(s).

Logon to the portal either through your own bookmarked link or via **www.lrqa.com**

Don't worry if you ever forget your password; simply click the 'forgot password' button and we will send you an email.

Get in touch

Visit **www.lrqa.com** for more information

LRQA

YOUR FUTURE. OUR FOCUS.