



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 current iView program?

A: Yes. Customers that had been viewing their account information through iView must complete the online account registration form to obtain access to MyGrower. Your current iView login/registration information is non-transferable to MyGrower. ***iView will not be available after October 15, 2019.***

Q: How do I register for MyGrower?

A: You must complete the on-line Register for Account Access form located on the customer login page of our website to begin utilizing MyGrower.

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**:

The screenshot shows the Country Visions Cooperative website. The header includes the logo and navigation links: ABOUT, AGRONOMY, GRAIN, ENERGY, CP FEEDS, RETAIL, and a search icon. The main content area features the heading "Introducing MyGrower." followed by a paragraph about the new online customer account program. A bulleted list highlights key features: fast access to grain tickets, fuel tickets, and delivery status; daily view of storage and balances; and easy access to yield reports and invoices. Below this, a note states that current iView users and new users must complete a registration form, with a 5-business-day setup period. A final note encourages users to register soon as the iView program will be discontinued after September 15, 2019. At the bottom, there are three buttons: "iView", "MyGrower Request", and "MyGrower Login". Below the "iView" button is the text "iView will be available until Sept 15, 2019". Below the "MyGrower Request" button is "Register for Account Access". Below the "MyGrower Login" button is "Account Login".

Click on **MyGrower Request** at the bottom of the page, fill in the information on the form and **submit**. A confirmation **MyGrower Account Created** email will be sent following your submission. Please allow up to 5 business days for account set up. (Mobile users should

download the App then 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** at the bottom of 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.

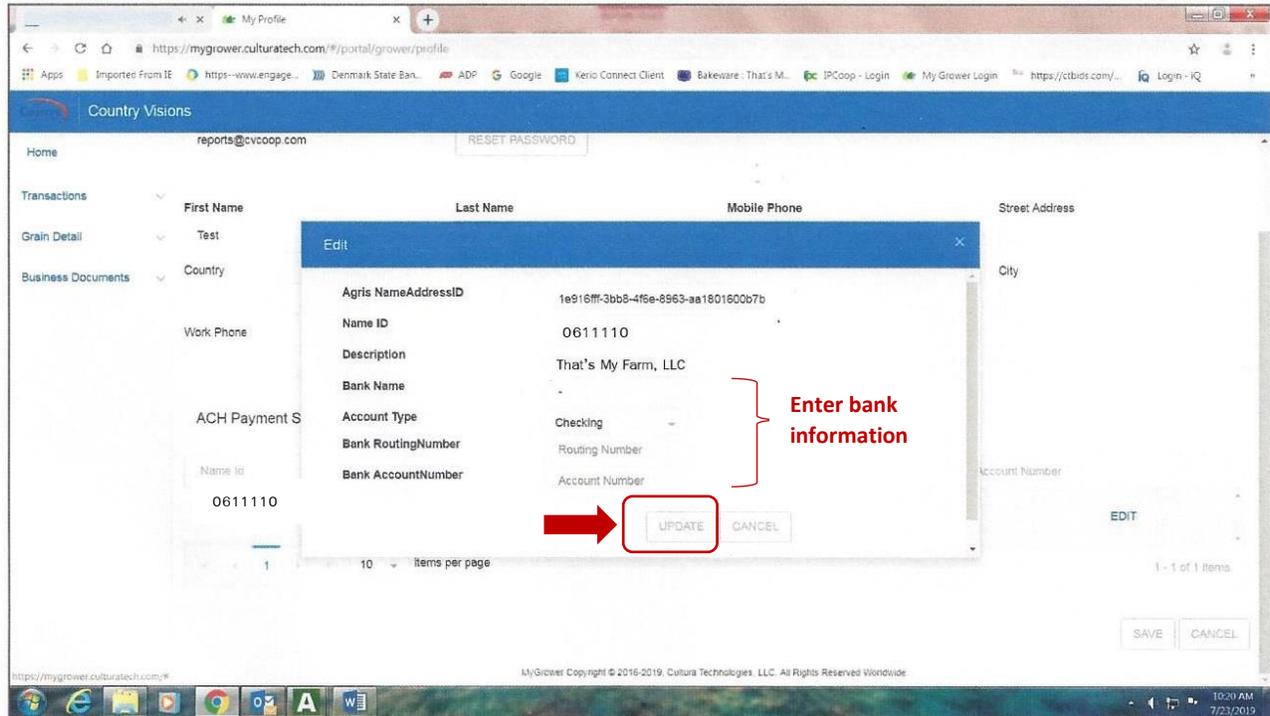
Q: What is ACH and how do I set up an ACH Payment account?

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 'My Profile' page in a web browser. The user is logged in as 'reports@cvcoop.com'. The page has a blue header with the 'Country Visions' logo and a 'RESET PASSWORD' button. Below the header, there are several sections: 'Transactions', 'Grain Detail', and 'Business Documents'. The 'Business Documents' section is expanded, showing a table with columns for Name, Description, Bank Name, Account Type, Bank Routing Number, and Bank Account Number. A red arrow points to the 'ACH Payment Setup' link in the left sidebar. A blue arrow points to the 'EDIT' button in the table row for 'That's My Farm, LLC'. The table has 1 item per page and 1 of 1 items. The footer shows 'MyGrower Copyright © 2016-2019, Catura Technologies, LLC. All Rights Reserved Worldwide' and the date '10:20 AM 7/23/2019'.

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.

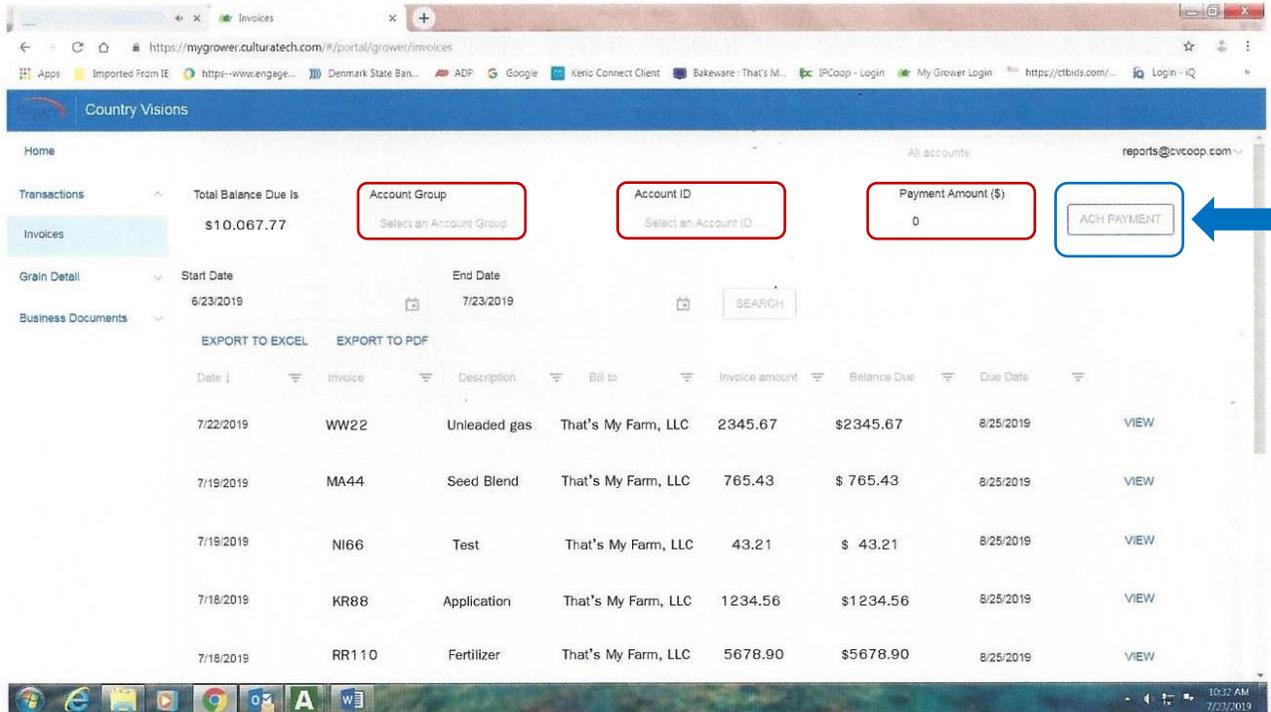
Your Routing number is (9) digits and is usually the first number on the bottom of your check, your bank account number is usually next, use all numbers in your account number sequence, do not enter the check number.



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.

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