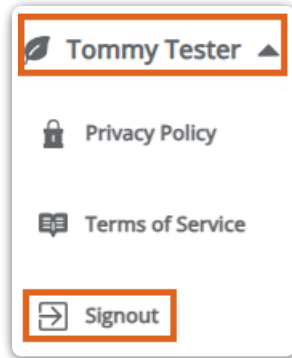


Frequently Asked Questions

Last Modified on 01/18/2024 10:54 am CST

Q. How do I log out of Grower360?

A. Select the User drop-down and choose **Signout**.

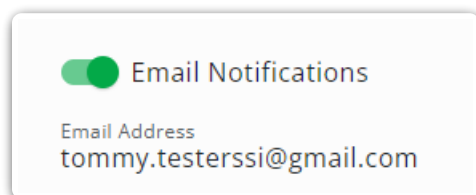


Q. What do I do if I can't remember my password?

A. The following video provides a brief overview on how to reset your password.

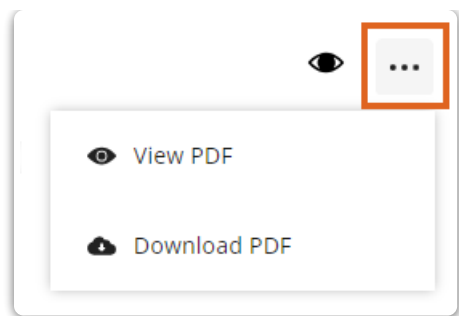
Q. How do I opt out of email notifications?

A. To opt out of all email notifications, go to the *Settings* menu item and turn off the *Email Notifications* toggle for the desired email account.



Q. How do I download full invoice, payment, and other transaction documents?

A. Selecting the **Ellipsis** icon on any transaction line allows for the option of viewing or downloading the full PDF of the transaction. If the PDF is not available, please contact your retailer.



Q. How do I make a payment?

A. Select **Explore** on any of the *Balance* cards on the *Overview* page or select *Payments* from the left navigation. From there, select **Make a Payment**. Additional instructions can be found [here](#).

Q. How do I run the Volume Statement?

A. Navigate to *Statements* in the left navigation. Choose **Create Report** and specify the date range. Then choose **Run Report**. Please reach out to your retailer if a PDF is unavailable.

Q. How can I export the Products list?

A. Navigate to *Products* in the left navigation. Apply any necessary filters and select **Export**. A CSV file with the *Product Description*, *Quantity*, *U/M*, and *My Share* will be downloaded.