

GreenLink® Platform

CA LGMA Test and Learn Program

User Onboarding Manual

Overview

Introduction

The California LGMA has initiated a two-year food safety study called 'Romaine Test & Learn.' The study involves collecting and analyzing LGMA members' pathogen test data for romaine lettuce, including both pre-harvest and post-harvest testing. Although testing is not mandatory for LGMA members, anyone who does test product will be required to meet minimum protocols for collecting and testing samples ([LGMA Protocol](#)).

The LGMA will utilize Western Growers' GreenLink® platform for this study. GreenLink® enables participants to safely and securely submit and utilize data. Newly uploaded data is consolidated with all previous data in a single protected database, which will be accessible to users through a set of customized dashboards. Two dashboards are currently available: one to view individual, company-specific data (visible only to the individual operation) and another for anonymized, aggregated data from all participants (visible to all participants).

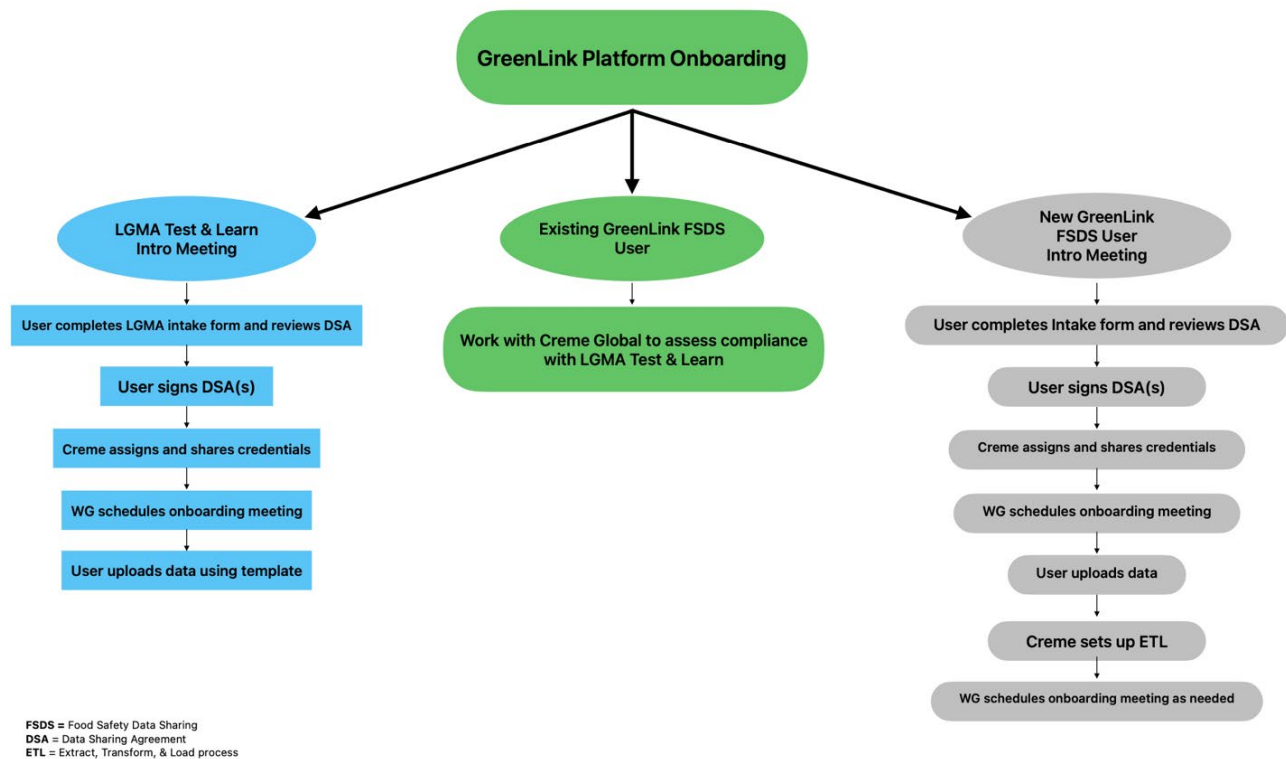
Purpose

The purpose of this document is to provide instructions to a new user (LGMA member) on how to get set up and gain access to the GreenLink® platform. It is intended to guide new users through the setup process.

Process Flowchart: The illustration below shows the onboarding process for the Romaine Test & Learn program (blue diagram), the onboarding process for existing GreenLink® users to participate in the Romaine Test & Learn (green diagram), and the regular onboarding process for new users to join the existing Greenlink® Food Safety Data Sharing Program, which allows submission of various food safety data the (grey diagram).

LGMA members may opt in to the broader existing GreenLink® program by choosing this option on the intake form. Existing Greenlink® users should contact Creme Global at support@cremeglobal.com to ensure they are added to the Romain Test & Learn program.

This document covers the Romaine Test & Learn program onboarding process highlighted in blue.



General

Support

For questions regarding login or password recovery, platform usage and general troubleshooting, contact Creme Global at support@cremeglobal.com.

For questions related to the Test and Learn program, contact Greg Komar at greg@lgma.ca.gov

For all other inquiries, contact the WG Science team at data@wga.com.

Environment Recommendations & Requirements

GreenLink® is a cloud-based platform and does not require downloading of any kind. Here are optimal operating recommendations:

- Operating System: Windows PC or macOS (recommended). Not suitable for mobile devices.
- Browser: Google Chrome (recommended)
- Internet is Required: A minimum connection speed of 5 Mbps is recommended.

Onboarding Stages & Steps

The entire onboarding process can take up to seven business days. This can be reduced with close communication with all parties during the onboarding process. Additional details are provided in the user guide/training.

Stage 1: New LGMA Participant Request

New participant requests to join the platform and complete the GreenLink® LGMA Intake Form

Initiated By: Participant Company

Timelines: < 1 business day

1. New participant fills out the form using the following [link](#). The form will take an estimated 10 minutes to complete. The completed form is automatically shared with Western Growers and Creme Global.

Note: Information collected in the form provides crucial details that make onboarding more efficient. It tells Creme Global who from your organization should receive credentials for access, your preference for uploading data (manual/automated/hybrid), and demographic information that will be used to assess how representative the aggregate data is of diversity within the industry.

Stage 2: Data Sharing Agreement Distribution & Execution

WG follows up on intake information, sends the Data Sharing Agreement (DSA) to the prospective participant and approves assigning of credentials after the DSA is fully executed.

Initiated by: WG

Timelines: (time for the participant to sign DSA) + 1 business day

2. Participant reviews and signs the electronic DSA.
3. Once WG receives the confirmation of a signed DSA (electronically), the WG team updates the DSA status in the platform onboarding system, triggering a notification to Creme Global to assign credentials.

Stage 3: Platform Credentials

User details from WG are acknowledged by Creme Global.

Initiated by: Creme Global

Timelines: within 2 business days, excluding Irish public/bank holidays and weekends

4. Creme Global will create the data portal user accounts and dashboard accounts.
5. Creme Global verifies all the user accounts and permissions with Western Growers.
6. After steps 1-5 are complete, Creme Global sends the login details, including username and password, to the email address(es) provided in the Intake Form.
 1. Email will be sent from **support@cremeglobal.com**
 2. Note: Participants should add **support@cremeglobal.com** and **help@cremeglobal.com** to email Allow or White Lists and check Spam/Junk folders if credentials have not been received within two business days of signing the DSA.

Stage 4: Accessing the Platform

Once participants receive their credentials, they can access the Data Submission Portal (limited access - data upload only) or gain full access to the Data Submission Portal and the Dashboards (Unlimited access – Master user).

Data Submission Portal / Data Submission

7. Users can login to the Data Submission Portal with their credentials using the following URL: **<https://GreenLink.cremedatafoundry.com/login>**

- a. Users can submit and view data from this portal.
- b. Users can utilize the LGMA Test & Learn template to upload data. Note: Do not change the format of the template (i.e. edit, add or delete columns; edit tab position in the template) as any format change would result in rejection of the template. Enter data on the first tab of the template.
- c. Future submission of the same format will be processed every four minutes Monday through Friday.
- d. The user and Creme Global support staff will be notified via email if the automated process fails. The Creme Global support team will review and work to resolve the issue with the user.

Dashboards / Data Visualizations

8. To access the dashboard, users can click on the dashboard link at the top of the screen to open a new tab for the dashboard.

Other

Supporting Documents

There are various supporting documents available within the platform. The direct link is **[here](#)**.

Note: GreenLink® user credentials are required to access the supporting documents.

Related articles

<https://www.wga.com/news/greenlink-the-first-fresh-produce-online-platform-for-food-safety-risk-management/>

Irish Bank Holidays

2023

1 January
6 February
17 March
10 April
1 May
5 June
7 August
30 October
25/26 December

2024

1 January
5 February
17 March
1 April
6 May
3 June
5 August
28 October
25/26 December

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