Bee Friendly Farming Certified Account System – Frequently Asked Questions

What is the new Bee Friendly Farming Certified Account system?

We are very excited to launch the new Bee Friendly Farming Certified account system. This will be the way all certified members manage their farms and account information moving forward.

What can I use the account for besides submitting applications and managing my certification?

The system includes new features, such as invoicing for annual fees, updating farm records, and downloading certificates for certified farms. It also gives you access to member only resources and the BFF store.

Why am I not able to submit my application?

If you are unable to submit your application, please check that each required field (marked by an asterisk) is filled out. There will be an error message for each missing field.

I am an existing BFF member, how do I set up my new account?

Each existing BFF member will have an account automatically created for them. You will be notified via email with your username and temporary password. Please login and change your password. You will then need to verify all your information and submit it.

I am applying for BFF for the first time, how do I create an account and submit an application?

The portal has been streamlined to make account creation and application submission as straightforward as possible. The first step will be to create an account and choose a password. You will then be prompted to apply for a single farm or as part of a larger organization. Once submitted, you will be able to view all your farms and their statuses, submit applications for new farms, and update payment information.

I was on the auto renewal payment system; do I need to change how I pay?

You do not need to update your payment information if you are currently on the auto renewal system. We are transitioning to an invoicing system, if you would like to be issued an invoice going forward, please contact bff@pollinator.org to change your payment plan.

Can I update my information at any time?

Yes, however, if you update any information about a specific farm your certification will be put on hold and will need to undergo a review again. We encourage you to update your information when needed and it will be required annually.

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Is my information private and secure on this system?

Yes, all data stored on this system will be secure and private. No information will be shared with any outside partners or entities, unless a producer opts-in to the Third Party Verified option run by Where Food Comes From. Any external program reports will be from aggregated and anonymized data.

My farm is due for compliance, how do I submit this information?

Any farm who is due for compliance will need to have its information updated. You will receive an email notice 30 days prior to your due date to upload new information directly in the system.

What if I am a field manager for a larger organization with numerous farms?

The new system has an optional account type for organizations that may have multiple field representatives managing certifications for farms. If this is the case, a master account for the organization will need to be created and an organization code will be generated that each field manager can use when creating an account. For assistance, please contact bff@pollinator.org.

Who should I contact if I need help or have issues with the portal?

For assistance, please contact bff@pollinator.org.

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