

Truterra[®] MyPortal FAQ

TROUBLESHOOTING YOUR MOST COMMON QUESTIONS

Truterra[®] MyPortal is the platform that enables farmers to enroll eligible fields in Truterra[®] sustainability programs. The platform also enables Truterra network providers to support connected farmers through the enrollment experience.

Need additional support? Here's who you can contact:

- Farmers may reach out to their Truterra data coordinator or local Truterra network provider
- Network providers may reach out to their Truterra customer success specialist or account manager
- All users may reach out to Truterra customer support by phone (833) 878-7645 or email support@truterraag.com

Truterra[®] MyPortal FAQs:

How do I set up a MyPortal account?

Farmers may set up a MyPortal account by taking the pre-enrollment survey at www.truterraag.com/enroll. Once the survey is completed, farmers will receive an email invitation to create their account.

Network providers must contact their Truterra account manager or customer success specialist to set up a new account. Once an account is created, farmers and network providers can login at <https://myportal.truterraag.com/m/login>.

How can I add new fields?

Instructions for farmers to add new fields to MyPortal can be found in the MyPortal [Farmer Enrollment Instructions](#). Network Provider instructions can be in the MyPortal [Network Provider Guide](#).

How can I add or edit a farmer group number if I already have a MyPortal account?

Farmers who didn't enter or need to update their farmer group number can email the request to their Truterra data coordinator, network provider, or directly to support@truterraag.com. Network providers who receive requests should pass them along to their Truterra representative, or directly to support@truterraag.com.

A farmer says they have a MyPortal account, but the network provider can't see them listed in MyPortal. Why not?

Network provider affiliations for each farmer are established in the pre-enrollment survey. It's possible the farmer did not select a network provider, or selected an alternate provider, during the survey.

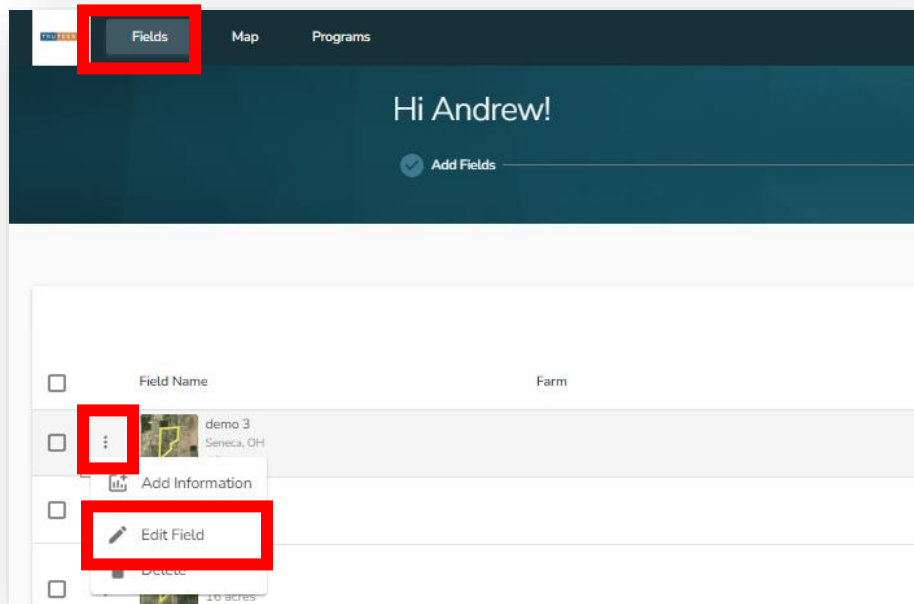
How can a farmer change their network provider affiliation?

Farmers wishing to add or change their network provider affiliation should email the request to support@truterraag.com. Network providers who submit requests to update farmer affiliations will be asked to provide written permission (email) from the farmer to approve the change.

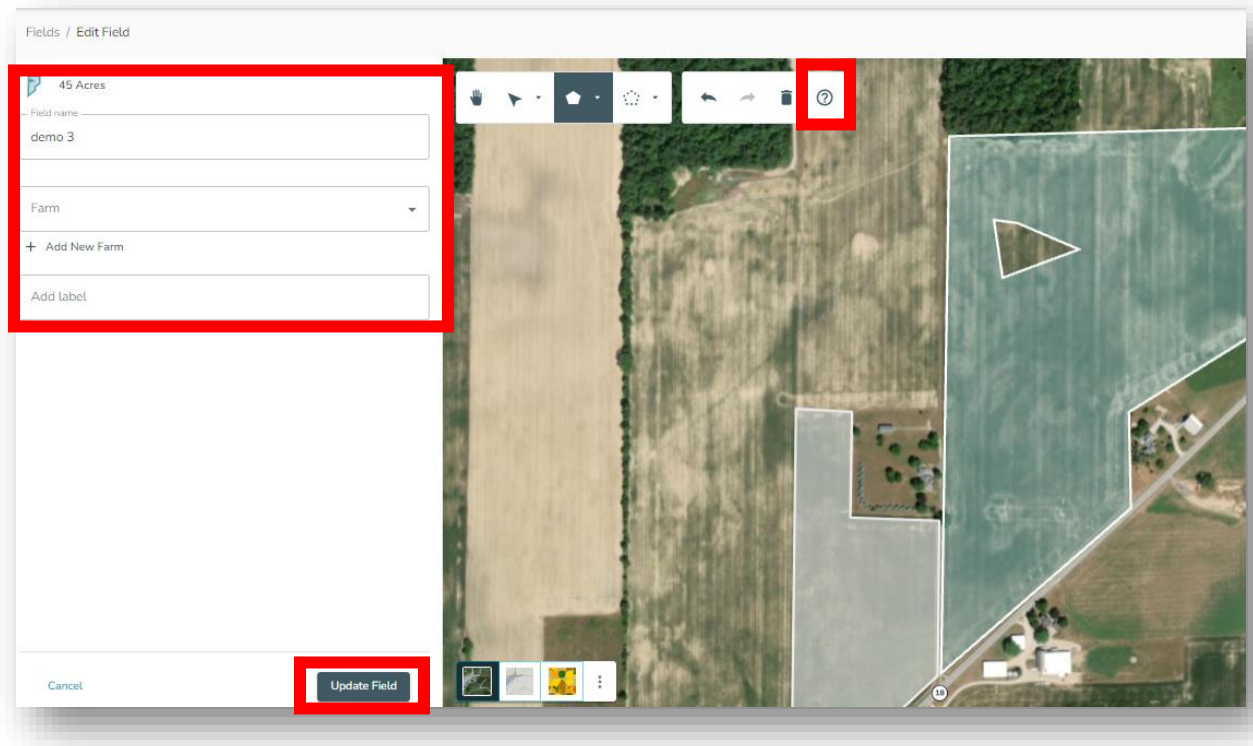
How can I edit a field boundary?

Field boundaries may be locked if the field is currently enrolled in a program.

- To edit a locked boundary, send in a request to your Truterra data coordinator, customer success specialist, or account manager. Include the name of the field to be edited. Our team will unlock the field, allowing you to make edits. When edits are complete, please contact your Truterra representative again so we can lock the boundary.
- To edit a field, follow these steps:
 - Beginning on the “Fields” tab, select the 3 dots to the left of the field name.
 - Select “Edit Field”



- The Edit Field page will open showing the selected field's information and boundary.
- Use the text fields on the left to re-name the field, add/edit a farm, or add/edit a label.
- Use the tools at the top of the map to adjust the boundary or draw a new one.



- Click the help button for an overview of how to use the tools.
- When finished, select “Update Field” at the bottom of the screen.

How can I change the program a field is enrolled in?

To unenroll a field from a program, please notify your Truterra representative of the field(s) to be unenrolled. Once unenrollment is completed, farmers may enroll the fields in another available program if the field meets eligibility criteria. **Please note:** Once a field is unenrolled, those program acres will become available for any other eligible farmer or field to enroll. Truterra cannot guarantee or hold acres in any program.

Why can't I edit the historical data recorded in MyPortal?

Data entered into MyPortal is confirmed to be accurate by the farmer when they enroll in a program. Because this data is used to determine eligibility, it is locked once confirmed to be accurate. Farmers wishing to have their data updated should work through their Truterra data coordinator or network provider to detail what historical data is inaccurate. Network providers should work with their Truterra representative to do the same. **Please note:** Changing this data may affect eligibility for programs the field is enrolled in.

I don't see the Truterra® program that I expected to see in MyPortal. Why not?

Some programs are invite-only or available only through specific network providers, so they may not be available to you at this time.

You may not immediately be shown all programs your fields are eligible for as some programs require an additional eligibility check. If your fields are eligible for these programs, you will receive

an email in the next two weeks. In some cases, you may not have a field that's currently eligible for any program. You can check the status of these fields at any time by logging into your Truterra® MyPortal account.

Why does my field show as ineligible even though it meets the program requirements?

It's possible that the program is full, or that your field's acreage exceeds the total acres available for the program. Previously entered data, including post-profiling questions, can also impact eligibility.

I didn't get enrolled for the program I wanted. What can I do to secure a spot in the next round?

Program offerings and requirements vary for each launch. Truterra cannot guarantee or hold acreage for a farmer in any current or future program. Farmers can prepare for the next program launch by ensuring their historical data is accurate and updated, making sure their boundaries are accurate, and connecting with their Truterra network provider or data coordinator to learn when the next programs may be available.