

## SLCP Support

Step-by-step guidance: getting started

October 14, 2022

### Table of Contents

- [Step 1: Register on the e-learning and enroll in the Facility Course](#)
- [Step 2: Create a profile for your facility on the Gateway](#)
- [Step 3: Create an account on an Accredited Host platform](#)

### Step 1: Register on the e-learning and enroll in the Facility Course

Familiarize yourself with the SLCP assessment process and system before starting your SLCP journey. We offer all sorts of [training](#), including an e-learning to train you on who we are, what our process is, and how to navigate our tools and platforms to complete your SLCP verified assessment.

The **Facility Course and Certificate** consists of 7 modules of which 3 are most relevant for you. After completing these modules, you will receive a certificate:

1. Module 3: explaining the Data Collection Tool,
2. Module 6: on how to navigate the [Gateway](#),
3. Module 7: on how to navigate the Accredited Hosts.

Click [here](#) and follow the instructions given below to sign up for the e-learning course.

- Click on “Create new account”
- See screenshot below: fill in all the required information and make sure you choose “Facility Course” after “Select a course to complete”.

The screenshot shows a two-column registration form titled "New account".

**Left Column (Account information):**

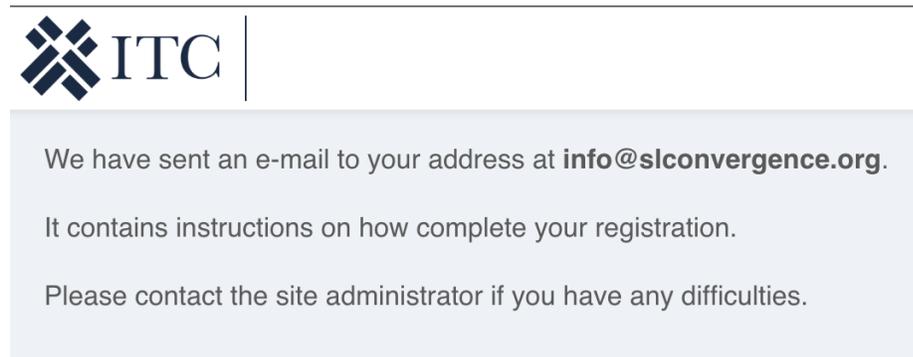
- Account information (dropdown)
- Email address (input field)
- Email (again) (input field)
- Password (input field, note: "The password must have at least 6 characters")
- Password again (input field with "Click to enter text" icon)
- First name (input field)
- Surname (input field)

**Right Column (Additional information):**

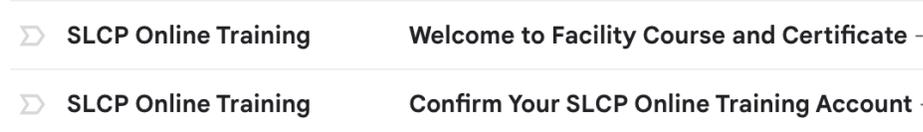
- Additional information (dropdown)
- Fill in the following information to be enrolled in the course and language of your choice.
- Note: SLCP/VOO manage enrollment for the Verifier and Trainer courses. Only candidates who meet the criteria for the Verifier Course and/or Trainer Course will be enrolled and gain access to the course content.
- Country (dropdown)
- City (dropdown)
- Year of Birth (dropdown)
- Gender (dropdown)
- Select a course to complete (dropdown, selected: Facility Course)
- Select a language to complete the course in (dropdown)
- Gateway ID (input field)
- Security verification (Captcha: "I'm not a robot")
- Create my new account (button)

Red arrows point to the following fields: Email address, Email (again), Password, Password again, First name, Surname, Country, City, Year of Birth, Gender, Select a course to complete, Select a language to complete the course in, Gateway ID, and the "I'm not a robot" captcha.

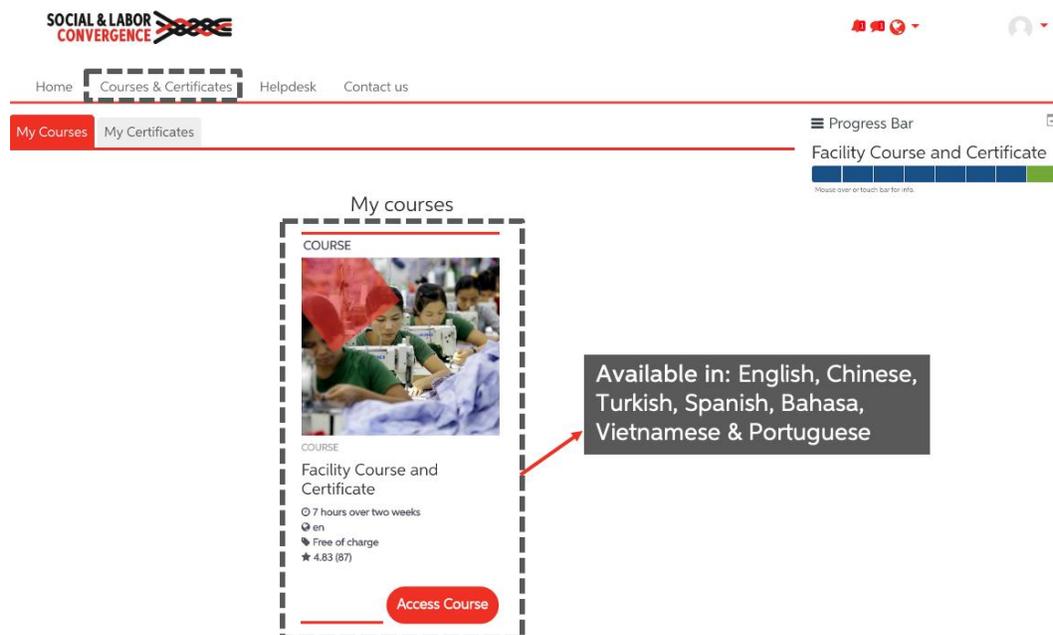
On your screen you will see the following message after clicking the “Create my new account” button.



In your email inbox you will see the following messages:



- Click on the link in the “Confirm Your SLCP Online Training Account” to activate your e-learning profile.
- You can now log in to the e-learning platform to access the Facility Course in which you’ve already been enrolled.
- See screenshot: go to **Facility Course and Certificate** under the **Courses & Certificates** page to access the modules.



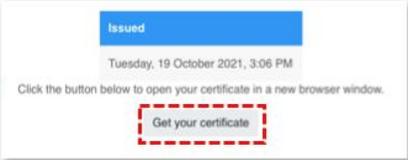
- Complete three mandatory modules 3, 6 & 7. It takes about 3-6 hours to complete the three modules.

➤ See screenshot below: get your certificate after the three modules have been marked as completed.

Facility Course and Certificate Your progress



Module 1: Introduction to SLCP  
Module 2: Introduction to the ITC Sustainability Program  
**Module 3: The Data Collection Tool** ✓  
Module 4: The Verification Process  
Module 5: Quality Control in the SLCP Verification Process  
**Module 6: Navigating the Gateway** ✓  
**Module 7: Understanding the Role of Accredited Hosts** ✓



See screenshot below: the certificate has a unique CODE. This CODE needs to be added to your facility's Gateway profile within two weeks of registration on the Gateway.

**CERTIFICATE**  

SLCP acknowledges that

**Elizbeth Otton**

has completed 3 modules (Data Collection Tool, Gateway, Accredited Hosts) of the

**Facility Course**

The course was delivered by SLCP in partnership with ITC to prepare SLCP system users to successfully navigate the SLCP process and system in order to produce high quality verified data on social and labor conditions.

*Janet Mensink*  
JANET MENSINK,  
SLCP EXECUTIVE DIRECTOR



**CODE:** XXXXXXXXXX  
**DATE:** **October 19, 2021**  
For more information, verify at:  
[LEARNING.INTRACEN.ORG/VERIFY](https://learning.intracen.org/verify)

**You will need to include your CODE in your Gateway profile.**

For more guidance, watch this [demo of the E-learning platform](#).

## Step 2: Register on the Gateway

The [Gateway](#) is SLCP's main platform, the central database that securely stores all SLCP verified data on a UN server, built by our partner ITC. You need a facility profile on the Gateway to manage your SLCP verified assessments and share them to the different end-users of your choice. ITC. You need a facility profile on the Gateway to manage your SLCP verified assessments and share them to the different end-users of your choice.

To have your Gateway facility profile approved, you must:

- Create your facility profile according to your business license and facility operations. Find guidance [here](#).
- Check the [list of facilities participating in SLCP](#) to see if a colleague already created a profile - only one profile is needed per facility. You can access the profile by [linking your email to it](#).
- You must be located in one of the [countries/regions where we have already rolled out](#).

To create a facility profile on our Gateway, go to the [Gateway](#) and click first on "Login" and then on "Click here to create an account" to register.

Only facilities from countries where SLCP operates in can register.  
Please complete your registration in English.

**REGISTER**

Please use an official company email address that you are also using (or intend to use) for logging in to the Accredited Host platform.

Email   
A valid Email is required

Gateway Role  
Facility

First Name

Surname

I agree with the LICENSE AGREEMENT AND TERMS OF USE FOR SLCP CONVERGED ASSESSMENT FRAMEWORK (CAF), ITC GATEWAY - TERMS OF USE

[Sign in](#)

Provide a general and official company email address (not a personal/non-business address like Gmail or Hotmail)

First Name and Surname for the creator of the account, not the name of the facility

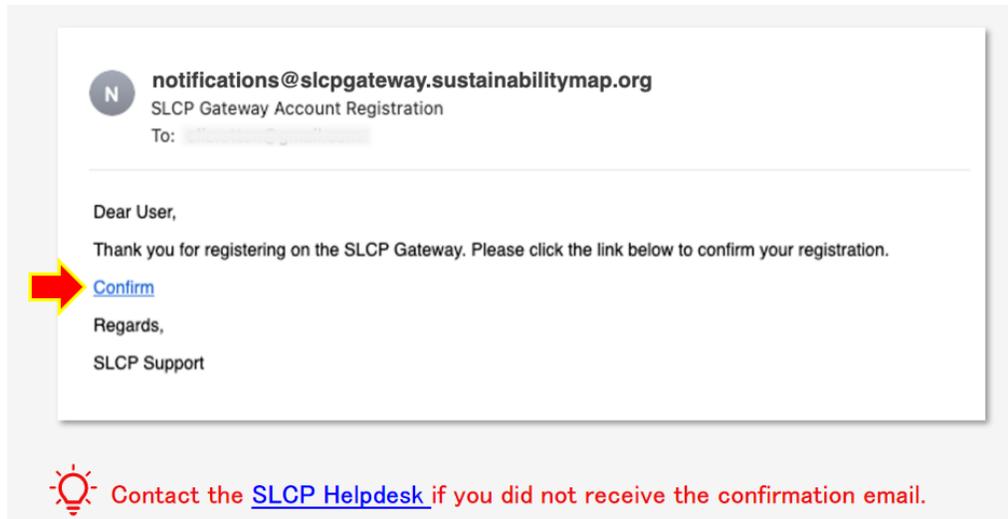
When registering:

- Make sure to use a **general and official company email address (not a personal email address, Gmail, Hotmail etc.**
- Enter your personal name under the user account information section First Name/Surname in English.

After filling in the initial information (and clicking on "create account") you will receive an automated email to your registered email to confirm your email address.

Tip: Include [notifications@slcpgateway.sustainabilitymap.org](mailto:notifications@slcpgateway.sustainabilitymap.org) as a safe email address. This will prevent the automated email from going to the Spam folder.

See screenshot: continue your registration by clicking the link you receive over email.



After confirming the email address, log in to the Gateway. **You profile has not been approved yet!** To get it approved you need to fill in your facility information and submit it for approval.

Go to the tab **“My profile”** to complete your facility information:

- **E-learning completion code:** after completing three mandatory modules of the Facility Course and Certificate, you receive a certificate with a unique CODE. This code must be entered here.
- **Facility name:** Include your facility name **as stated in your business license** in the “Facility Name” field.
- **OS ID:** Enter your OS ID. If you do not know what your OS ID is, then please go to OS Hub [website](#) and search for your facility.
- **Brands:** When selecting the brand you work with, they will be kept in the loop on which Accredited Host you are using, where you are in the assessment process, and when you have verified data to share with them. If you do not see the brand you are looking for, that means that they have not yet activated this feature with their Accredited Host. More guidance on how to link [here](#).
- **Languages:** **Select all the languages spoken in your facility.** See screenshot below. The information will be used to match you with a Verifier that speaks at least one of the selected languages. The more languages selected, the more options you will likely have.

All languages spoken at the facility (required to communicate with management and workers) \*

ⓘ If your workers speak different languages please select all languages that you need to communicate with them. You can select multiple languages in the field below by clicking on the ones that are applicable. The information will be used to match you with a Verifier that speaks at least one of the selected languages.

Czech, Danish, Dutch/ Flemish, ...

Search...

Croatian  
 Czech  
 Danish  
 Divehi/ Dhivehi/ Maldivian  
 Dutch/ Flemish  
 Dzongkha  
 English  
 Estonian - Standard Estonian  
 Estonian - Võro  
 Ewe  
 Fanti  
 Faroese  
 Farsi (do not select - see Persian)

Longitude (example: 113.281368)

00  1001-2500  2500+

Save Changes

After completing all your profile information:

- Click **“Save Changes”** button at the bottom of the page
- Then scroll up and **“Request approval”** on top of the page.

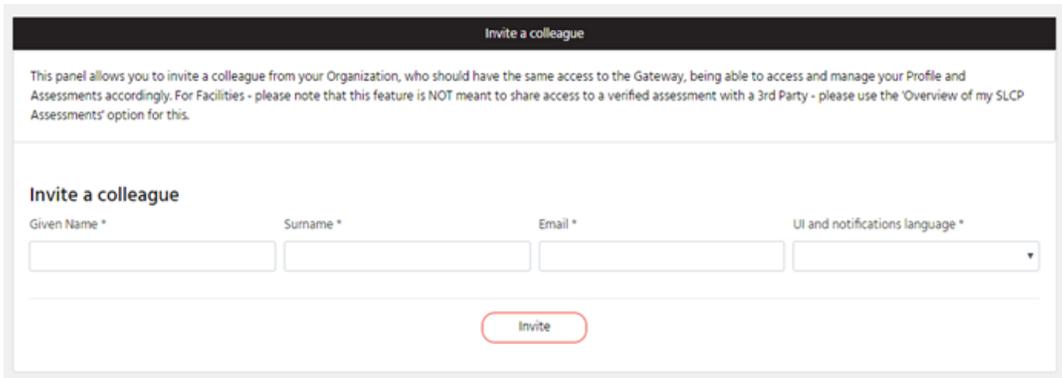
In general, it takes 1 -2 days to approve your facility profile on the Gateway.

After approval, if there are changes you want to make in your profile, you can either do it yourself or contact us for support.

<b>When to contact SLCP for support:</b>	<b>Make the change yourself on the Gateway:</b>
<ul style="list-style-type: none"> <li>✓ To make a change to your facility name*</li> <li>✓ To make a change to your facility address*</li> </ul> <p>To do so, submit a request on the <a href="#">SLCP Helpdesk</a>.</p> <p><small>*Facility must share their business license with SLCP in order to make the change.</small></p>	<ul style="list-style-type: none"> <li>✓ To reset your Gateway password</li> </ul> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9; margin: 10px 0;"> <p style="text-align: center; font-weight: bold; font-size: 0.8em;">PASSWORD RESET</p> <p style="font-size: 0.8em;">Fill with your mail to receive instructions on how to reset your password.</p> <p style="font-size: 0.8em;">Email used for registration</p> <p style="text-align: center; margin-top: 10px;"><span style="border: 1px solid #ccc; border-radius: 10px; padding: 5px 15px;">Reset</span></p> <p style="font-size: 0.8em; color: #e91e63;">Login</p> </div> <ul style="list-style-type: none"> <li>✓ All other Gateway profile changes can be done yourself</li> </ul>

You can give access to your facility profile to your colleagues/ other company email addresses. Each facility has only one profile on the Gateway. However, multiple people working for a facility can have access to this facility profile, using their own email address. The member of staff that has created the facility profile can invite their colleagues to join the profile by following these steps:

1. Log in on the [Gateway](#)
2. Click on “Accounts” in the menu and go to the section “Invite a colleague”
3. Fill in your colleague’s name, email address and select the language. Click “Invite” to have the Gateway send an invitation email to your colleague.



4. Following the instructions in the email, your colleague can access, update, and manage your facility profile and assessments.

**Note:** This is NOT the way to give 3rd parties access to your verified assessments. If you do want to share your data, select “Overview of my SLCP Assessments” from the menu.

**Reminder:** whether you are completing your facility’s first SLCP assessment or are back for a second or third time, remember that you should **use the same Gateway profile year after year** for the same facility. That way, all your past assessments will be visible on the Gateway under the menu item “Overview of my SLCP Assessments”.

Watch this [Demo of the Gateway](#) to understand all items in the Gateway menu. You can also find out more about the Gateway in [e-learning](#) module 6.

### Step 3: Register on an Accredited Host

Apart from the Gateway, the SLCP IT system includes Accredited Hosts (AHs). These external platforms are linked to the Gateway. It is on these platforms that you will go through the SLCP assessment process and come to a set of verified data. It is also on these platforms where you can have your data analyzed. Read all about AHs in this [FAQ](#).

Specifically, on the AH platform, you will:

- Initiate and submit your self-/joint-assessment
- Request verification and select a Verifier Body
- Approve/Dispute your verified assessment report
- Share your verified assessment report with end-users

To now start your [self-/joint-assessment](#), you need to choose the Accredited Host that you would like to use for your assessment. You can use any one of the AHs to fill in the self/joint-assessment data and to have your assessment verified. The questions and the process are the same on all the AHs. You only need to initiate and complete the SLCP assessment process on one AH. Once the SLCP assessment process is completed and you have access to your verified data, you can share this data, via the Gateway, to any other AH. The other AH will receive the complete verified data set, and can share this,

with your permission, to an end-user, e.g., a brand that wants to download the data from a specific AH.e.g., a brand that wants to download the data from a specific AH.

### SLCP's Active Accredited Hosts are:

- [FFC](#)
- [Higg](#)

Click on the name of the AH that you are interested in to view their introductory video.

Before you can start your self/joint-assessment on the AH of your choice, you need to connect to the AH on the Gateway:

- Go to the menu tab "Accredited Hosts" in your Gateway profile.
- Click on the name of the AH to let the link take you to their website.
- Complete the registration process on the AH website.

The screenshot shows the 'Accredited Hosts' section of the Gateway. It includes a navigation menu on the left with options like Home, My Profile, Accounts, Accredited Hosts, Start your Assessment, Overview of my SLCP Assessments, and Get Support. The main content area has a heading 'Accredited Hosts' and a paragraph explaining that an SLCP assessment can be carried out using any of the Accredited Hosts' platforms. Below this is a table with two columns: 'Name' and 'Linked'.

Name	Linked
<a href="#">Fair Factories Clearinghouse (FFC)</a>	Linked Nov 20, 2019
<a href="#">Sedex Global</a>	Not Linked
<a href="#">Higg Co / Sustainable Apparel Coalition</a>	Linked Nov 3, 2019

**If you choose [HIGG](#) as your Accredited Host, please follow instructions given below**

1. Create an account on [Higg.org](#) (if you do not already have one) and purchase FSLM and vFSLM modules in your facility account. There is detailed guidance on [creating an account](#) and [purchasing a module](#). A tutorial on how to purchase FSLM is available [here](#).
2. Copy the facility ID from your Gateway account and go to your Higg account. Connect your Higg account with the Gateway account by including the Gateway facility ID on FSLM dashboard.
3. You can now complete the SLCP self/joint-assessment by completing the FSLM. Here you find guidance on [completing the FSLM](#).

More information on the How to Higg [website](#).

**If you choose FFC as your Accredited Host, please follow instructions given below**

- If your brand member asked you to do an assessment on the FFC platform, ask them to create you a factory login on your factory profile page. All you have to do is provide them with your company email address.
- If you are using the FFC platform independent from a brand, the FFC Support team can create a login for you. Contact the support team by sending an email to: [SLCPSupport@fairfactories.org](mailto:SLCPSupport@fairfactories.org). The email should include your facility name, full address and your company email address.

Once you have a login created on the FFC platform, you will receive an email from the FFC with your FFC user name and password. Follow guidance in this [document](#) to complete the registration process.

More information on the FFC [website](#).

### **Go back to the Gateway after creating an AH account**

After registering on the Accredited Host of your choice, come back to the Gateway. You will see that, under the “Linked” header, your chosen Accredited Host now appears as “Linked” to the Gateway.

Find out more about the Accredited Hosts and their platforms in [e-learning](#) module 7.