



# Enrollment



# Enrollment Overview



## Starting Points

- Users will see the alert when logging in to the existing Customer Portal, customers.unfi.com. Clicking on the “Begin Enrollment” button will open the screens where users can enter their existing details and create their new credentials.
- Users can click on the following link - <https://www.myunfi.com/enroll/customer> and follow the same path.

## Natural only Accounts

- Users that have accounts that are only set up to access Natural will be required to go through the enrollment process.
- Users should attempt to use their existing UNFI Customer Portal credentials to create their new myUNFI account. If the username is not unique to UNFI or the password does not align with the new security requirements, users will need to create new credentials.
- If new credentials are created, the old credentials for Customer Portal will remain as they were until that platform is retired.

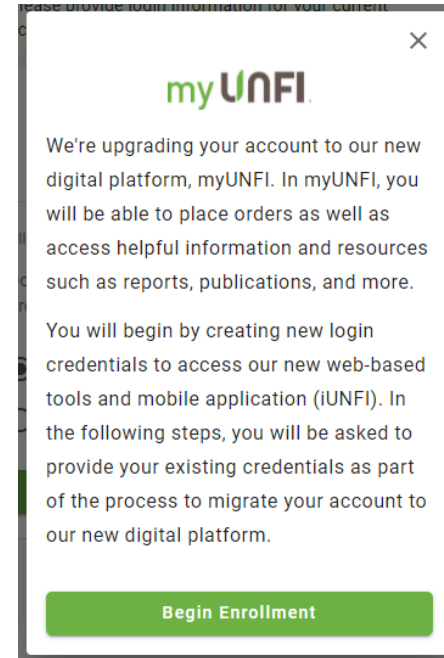
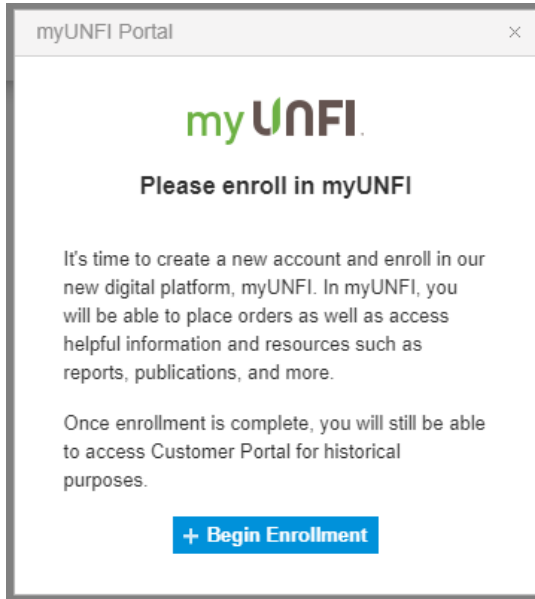
## Conventional and Natural Accounts

- Users with both Conventional and Natural Ordering accounts will be required to go through the enrollment process.
- Users will be asked to enter their SVHarbor credentials followed by their Customer Portal credentials. After entering both, the accounts will be linked together under a single login.
- Users will use their SVHarbor credentials to access myUNFI for all accounts using a single log in.
- Users’ credentials for Customer Portal will remain as they were.

# Customer Portal



## Notification after logging in



## Natural only enrollment steps

### myUNFI Enrollment

**Create your new myUNFI account**

Please provide login information for your current account(s) to merge into one myUNFI account.

1 — 2 — 3

SVHarbor      Customer Portal      myUNFI

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All fields required

Do you have an existing SVHarbor account that you use to order Conventional items?

No

Yes

Complete Step 1

### myUNFI Enrollment

**Create your new myUNFI account**

Please provide login information for your current account(s) to merge into one myUNFI account.

✓ — 2 — 3

SVHarbor      **Customer Portal**      myUNFI

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Current Customer Portal Username

myUNFIEnrollment

Current Customer Portal Password

.....

Forgot password? Use [Customer Portal](#) to recover

Back
Complete Step 2

### myUNFI Enrollment

**Create your new myUNFI account**

Please provide login information for your current account(s) to merge into one myUNFI account.

✓ — ✓ — 3

SVHarbor      Customer Portal      **myUNFI**

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myUNFI Login ID or Email Address

myUNFIEnrollment

- Must be between 6 and 30 characters in length
- Must start with a letter
- May not contain spaces
- Can only contain letters, numbers, hyphens(-), underscore(\_), period(.), and at(@)

myUNFI Password

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- Must be between 7 and 14 characters in length
- Must contain 1 lowercase letter, 1 uppercase letter and 1 number
- 2 repeating characters maximum
- Avoid common words
- May not match your existing profile attributes

Confirm myUNFI Password

.....

Back
Complete Step 3

### myUNFI Enrollment

**Create your new myUNFI account**

Please provide login information for your current account(s) to merge into one myUNFI account.

✓ — ✓ — ✓

SVHarbor      Customer Portal      myUNFI

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✓ Your myUNFI enrollment is complete

myUNFIEnrollment,  
Your myUNFI credentials just provided can now be used to log in.

Continue to myUNFI

# Screenshots



## Combined Conventional and Natural enrollment steps

myUNFI Enrollment

**myUNFI**

**Create your new myUNFI account**

Please provide login information for your current account(s) to merge into one myUNFI account.

1 — 2 — 3

SVHarbor   Customer Portal   myUNFI

All fields required

Do you have an existing SVHarbor account that you use to order Conventional Items?

No

Yes

You'll be able to log in to myUNFI with these SVHarbor credentials.

SVHarbor Username

myUNFIEnroll

SVHarbor Password

.....

Forgot Password? Please contact your local delegated admin or SVHarbor Support at 1-888-767-4227.

**Complete Step 1**

myUNFI Enrollment

**myUNFI**

**Create your new myUNFI account**

Please provide login information for your current account(s) to merge into one myUNFI account.

✓ — 2 — 3

SVHarbor   Customer Portal   myUNFI

Current Customer Portal Username

myUNFIEnrollmentNtrl

Current Customer Portal Password

.....

Forgot password? Use [Customer Portal](#) to recover

**Back**   **Complete Step 2**

myUNFI Enrollment

**myUNFI**

**Create your new myUNFI account**

Please provide login information for your current account(s) to merge into one myUNFI account.

✓ — ✓ — ✓

SVHarbor   Customer Portal   myUNFI

✓ Your myUNFI enrollment is complete

myUNFIEnroll,  
Use your existing SVHarbor credentials to log in to myUNFI.

**Continue to myUNFI**

# FAQ



## Enrollment

### How do I know if I am a Natural or Conventional user?

- Legacy UNFI accounts are considered to be “Natural” and use tools such as [www.customers.unfi.com](http://www.customers.unfi.com) and iUNFI.
- Legacy SuperValu accounts are considered to be “Conventional” and use tools such as SVHarbor, SVMobile / Mobile Merchant.

### Will each user need to do this?

- Users with Natural accounts will need to go through this process.
- When there are multiple User Accounts tied to an Ordering Account number, they will each need to go through the process.

### If users go through this process on iUNFI, will I need to also do it on myUNFI? Or vice-versa?

- Enrollment can be completed on either platform and will apply to the other.
  - *Note, only users signed up for iUNFI and who have the equipment will have access to iUNFI as it is not an App available in the App Store for download (it only exists on the UNFI supplied device).*
- **See following iUNFI FAQ page for additional details.**

### I logged in using my SVHarbor credentials but am not seeing my Natural account? How do I access that one?

- In order for your Conventional and Natural accounts to be linked, you will need to log in with your Natural credentials and go through the enrollment process. After that, you will use your Conventional credentials and all of your accounts should be displayed.

# FAQ

## iUNFI



### What if I have already enrolled on the new iUNFI platform?

- If you have already enrolled as part of setting up a new iUNFI device, you will not need to go through this process.

### If I have iUNFI, do I automatically have access to myUNFI?

- **YES!** As long as your profile is set up for Web Ordering, you can access myUNFI.
- When you log in to myunfi.com and click on Tools, if you see Store Orders / Shopping, you have access.
  - *Note, some stores only set up users to use iUNFI or myUNFI. If you do not have access and you should (According to your store's rules), please contact Customer Care to have your profile updated.*

### How do I know if I am on the new iUNFI platform?

- There are a few characteristics of the new iUNFI platform that will help you know which version you are using:
  - *You received a new device after late January this year;*
  - *The version you are using is not one you downloaded from the app store to a device;*
  - *The version number starts with v1.*

### I am still using the older version. Do I need the new version and how do I get one?

- If you would like a new version, please reach out to your UNFI Account Representative.
- The old app version will be retired in 2022.
- Remember, you can access myUNFI on a mobile device. You will not have the full features of a pistol grip with extended battery and integrated scanner.