



FSC CHECK: USER GUIDE FOR APPLICANTS



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Introduction

FSC Check is a tool to conduct a risk-based review of individuals and organizations that want to join or re-join the FSC system, thereby ensuring that their values are aligned with those of FSC, proactively using a tech-based solution. Individuals or organizations seeking FSC certification or membership are required to complete the FSC Check process.

If you have technical questions, write to us at: connect@fsc.org

If you have questions about how to complete the FSC Check process, write to us at: infocheck@fsc.org

General notes on using FSC Check

- Once your certification body or membership application processor creates your profile in FSC's database, your journey through FSC Check will begin with an invitation email sent to:
 - The primary contact designated for your organization for certification applicants.
 - OR
 - The person applying for membership.
- You can save draft versions before the final submission of the responses.
- You can choose to use English, Spanish or French for the questionnaire. Languages are changed from upper right bar in FSC Check. There is a possibility for automated translations of pages to other languages. Please note that these automated translations have not been reviewed by FSC.
- Most questions are in format of "Select one" or "Choose all that apply" or requesting to provide names. Please use the Latin alphabet (A,a, B,b, C,c, etc.) for all written responses (except for "Local name").
- Your certification body or membership application processor (as applicable) will receive status updates on your progress in the process.
- After completion of the FSC Check process:
 - For certification applicants: You will receive an email that will guide you through the FSC Trademark License Agreement (TLA) signing process.
 - For membership applicants: You will receive further information from your membership application processor.

Step-by-step guide on completing the FSC Check process

Step 1: Starting the FSC Check process

You will receive an email from FSC to activate your FSC Connect account. Click the **“Activate your FSC Connect account to access FSC Check”** button in the invitation email.

(If you have been designated or invited as a primary contact to activate your FSC Connect account and have not received the invitation email, please check your spam/ junk/ promotional folders for the invitation.)



Español abajo

Français ci-dessous

Dear Demo User,

Thank you for your interest in joining FSC and for all your efforts towards our mission of Forests for All Forever! As the next step of your application, you are invited to access FSC Check. Here, you will be able to view and fill in the details of your application for association with FSC. Completion of FSC Check is required before taking the final steps of your application process.

In order to access FSC Check, you must first activate your FSC Connect account. FSC Connect is the gateway portal that provides you access to various FSC tools, content and data. It delivers centralized, digital solutions to help you engage with FSC.

Activate your FSC Connect account to access FSC Check

FSC Check plays a vital role in achieving FSC's mission. FSC has introduced FSC Check for all new applicants, like you, to ensure that your value systems are aligned with ours. For more information, please visit our [website](#) .

If you are facing any difficulties, please reach out to us via connect@fsc.org .

Thank you for your interest in joining FSC!

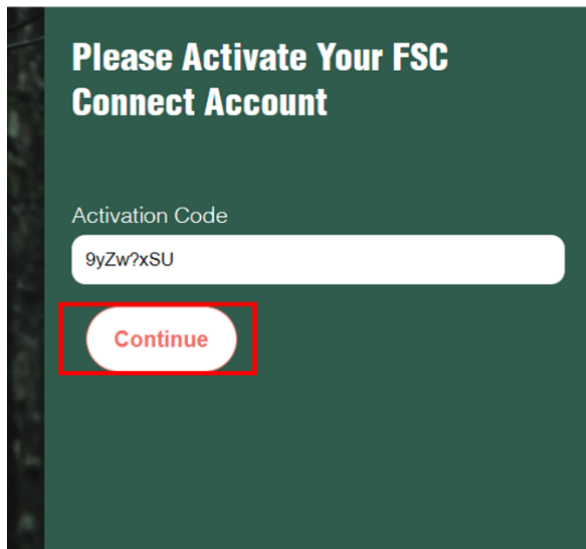
Kind regards,
The FSC Check team

Step 2: Activating your account

Once you click on the activation link provided in the email, you will be redirected to FSC Connect to activate your account.

- Step 2.1: Verify the automatically generated activation code and click **“Continue”**.
- Step 2.2: Set and **confirm** the password for your account.

Step 2.1



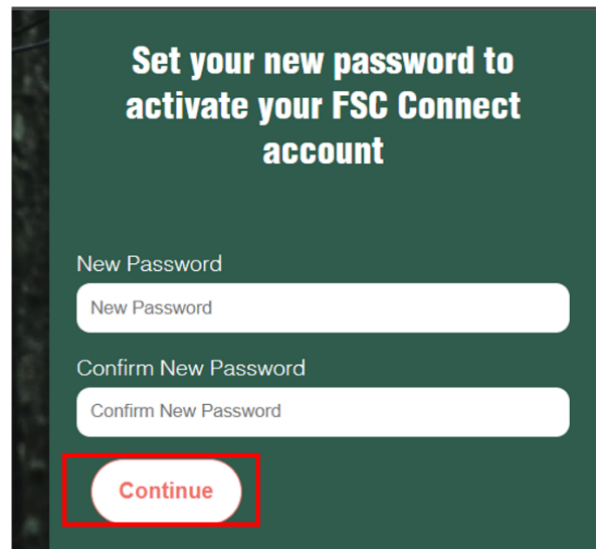
Please Activate Your FSC Connect Account

Activation Code

9yZw?xSU

Continue

Step 2.2



Set your new password to activate your FSC Connect account

New Password

New Password

Confirm New Password

Confirm New Password

Continue

Step 3: Creating login credentials

You will receive a welcome email for FSC Check. Click the button **“Click here to login to FSC Connect to access FSC Check”** in the email.



Español abajo
Français ci-dessous

Dear Demo User,

Your FSC Connect account has been successfully activated. FSC Connect is the gateway portal that provides you access to various FSC tools, content and data. It delivers centralized, digital solutions to help you engage with FSC.

We are pleased to welcome you to FSC Check. By accessing it, you will have the opportunity to view and fill in your information. Completion of FSC Check is required before taking the final steps of the application process.

[Click here to login to FSC Connect to access FSC Check](#)

FSC Check is a vital contribution to achieving FSC's mission of Forests for All Forever. FSC has introduced FSC Check for all new applicants to ensure that the values of everyone joining the system are aligned with those of FSC. For more information, please visit our [website](#).

If you are facing any difficulties, please reach out to us via connect@fsc.org.

Thank you for your interest in joining FSC!

Kind regards,
 The FSC Check team

When you click the button, the following page will open, where you will be asked to choose your “privacy preference”. Please select how you wish the system to **store “cookies”**.

Thank you for your interest in joining FSC and for all your efforts towards our mission of Forests for All Forever!

As the next step of your application, you are invited to access **FSC Check**.



Let's check your privacy preferences.

We use cookies to give you the best possible experience. Some are essential for this site to function; others help us understand how you use the site, so we can improve it. We may also use targeted cookies for advertising purposes. Click "Accept all cookies" to proceed to browse the website, "Accept only necessary cookies" to accept only essential cookies or click "Customize cookies" to choose what cookie types you will accept.

☒ Accept all cookies
 ☐ Accept necessary cookies only
 ☐ Customize cookies

[Privacy notice](#)

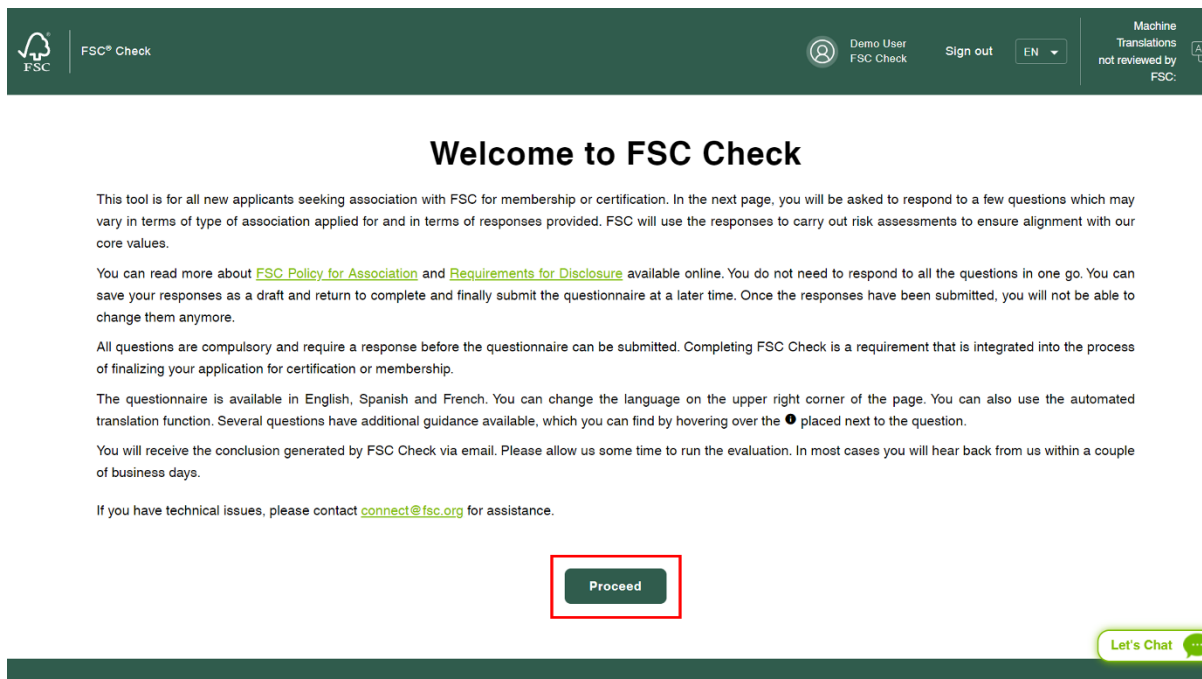
Step 4: Logging into FSC Connect

Use your email address and new password to login. FSC Check will open automatically.

The image shows the FSC Connect login page. On the left, there is a large background image of a deer in a forest. Overlaid on this image is a semi-transparent dark green box with the text "WELCOME TO FSC® CONNECT" in white. On the right, there is a dark green sidebar. At the top of the sidebar is the FSC logo and the text "Forest Stewardship Council®". Below this, the text "Use your email and password to login to your FSC Connect account" is displayed. Underneath, there are two input fields: "Email Address" and "Password". Below these fields is a checkbox labeled "Keep me signed in" and a "Login" button. A link "Forgot your password?" is also present. At the bottom of the sidebar, there is a section for "FSC Staff Login" with a "Login" button. A red rectangular box highlights the login form area, including the email and password fields, the "Keep me signed in" checkbox, the "Login" button, and the "Forgot your password?" link.

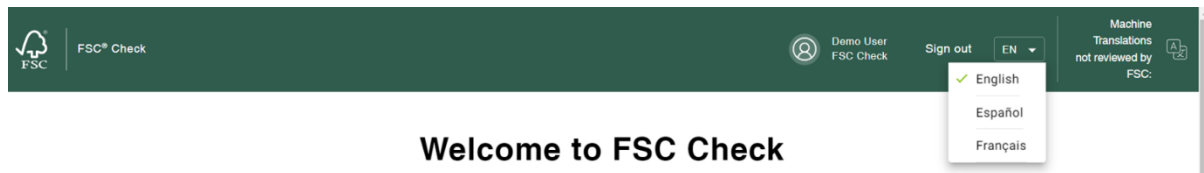
Step 5: Introduction to FSC Check

Read the introduction page for FSC Check and click “**Proceed**”.

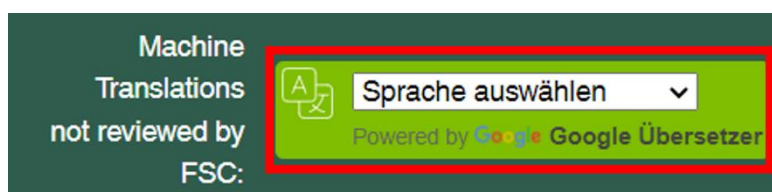
The image shows the FSC Check introduction page. At the top, there is a dark green header bar. On the left of the header is the FSC logo and the text "FSC® Check". On the right of the header, there is a user profile icon, the text "Demo User FSC Check", a "Sign out" button, a language dropdown menu set to "EN", and a section for "Machine Translations not reviewed by FSC." with a small icon. Below the header, the main content area has a heading "Welcome to FSC Check". Underneath the heading, there is a paragraph of text explaining the tool. This is followed by two more paragraphs of text. Then, there is a paragraph of text explaining the questionnaire. This is followed by a paragraph of text explaining the conclusion. Finally, there is a paragraph of text providing contact information. At the bottom of the main content area, there is a "Proceed" button. A red rectangular box highlights the "Proceed" button. At the bottom right of the page, there is a "Let's Chat" button with a speech bubble icon.

Note about language options:

FSC verified translations: FSC Check is available in Spanish and French as well. You can choose your preferred language from the drop down in the page header.



Machine translations are not verified by FSC: FSC Check has an integrated machine translator that is able to translate the content of the tool in 18 languages. However, these translations are not verified by FSC. You can access the machine translation option from the extreme right tab in the page header. Click the dropdown menu button and choose the preferred language from the list.

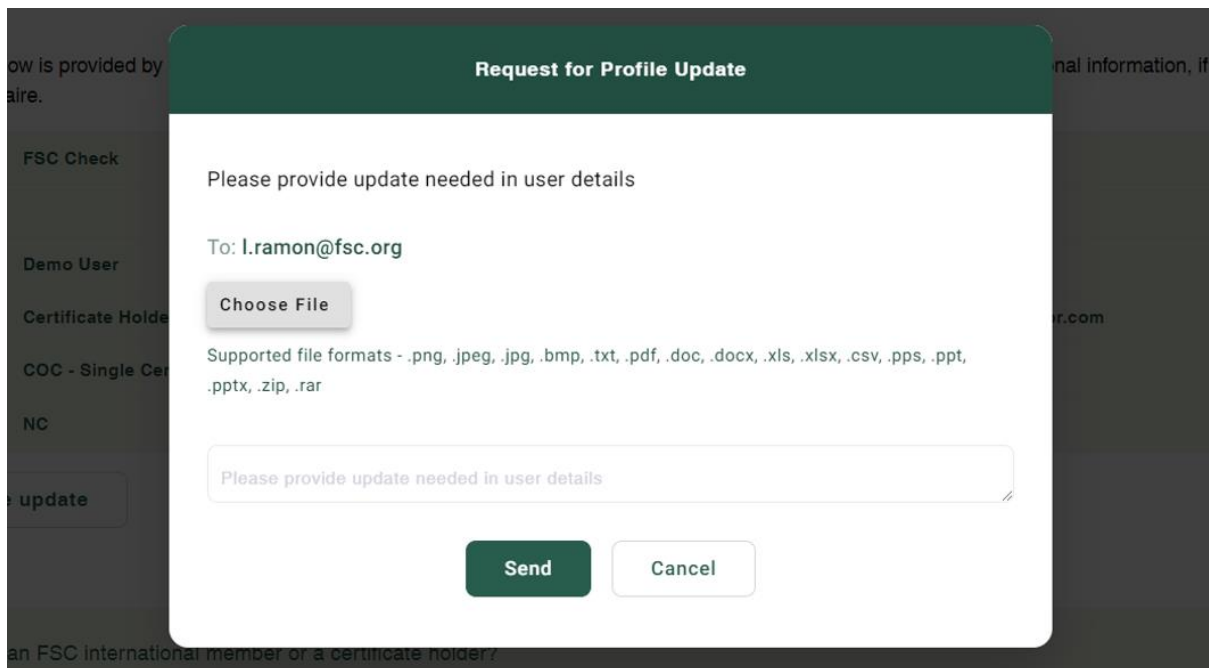


Step 6: Checking basic information and providing consent for data usage

Step 6.1: The page will display your basic organizational information uploaded by your certification body or membership application processor. Please **verify that this data is correct**.

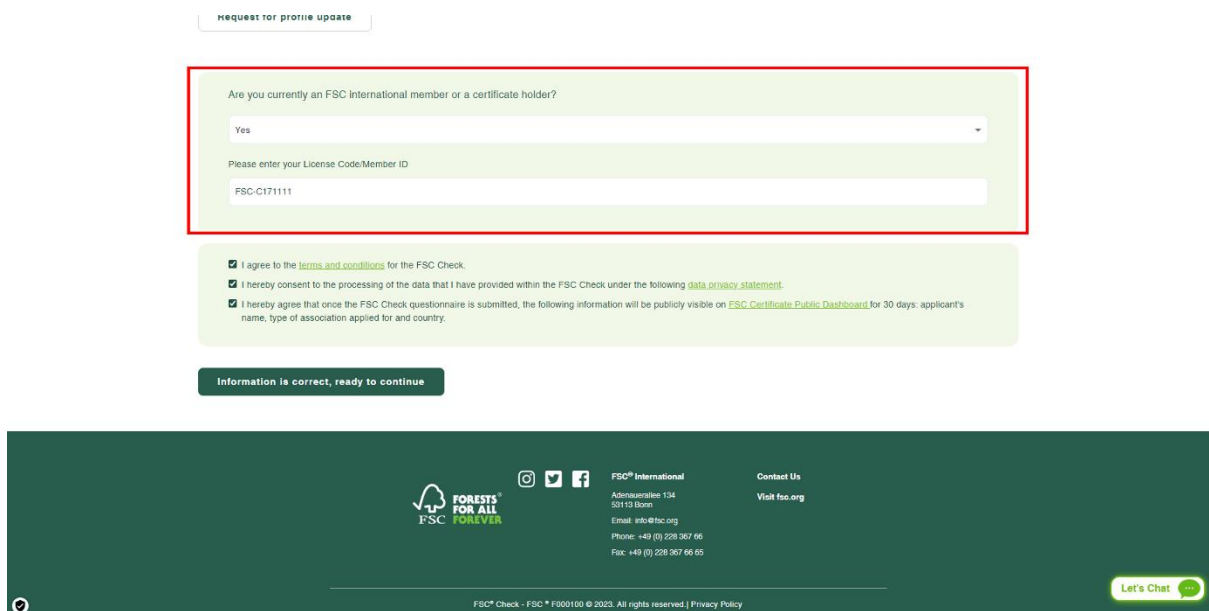
The screenshot shows the 'Basic Information' page. At the top, there is a header bar with the FSC logo, 'FSC® Check', a user profile icon, 'Demo User FSC Check', 'Sign out', a language dropdown set to 'EN', and a 'Machine Translations not reviewed by FSC:' button. Below the header, the title 'Basic Information' is centered. A note states: 'The basic information below is provided by your application processor. Please check and confirm that the information is correct, provide additional information, if any is requested and proceed to the questionnaire.' Below this note is a table with two columns of information. The first column contains labels for various fields, and the second column contains the corresponding values. At the bottom of the table is a button labeled 'Request for profile update'.

In case corrections are needed, click the **“Request for profile update”** button. You can now send a note specifying the information in need of correction. The message is automatically sent to your certification body or membership application processor (as applicable) who will confirm to you directly when the correction has been made.



The screenshot shows a modal window titled "Request for Profile Update". Inside, it says "Please provide update needed in user details". Below this, it shows "To: l.ramon@fsc.org" and a "Choose File" button. A list of supported file formats is provided: .png, .jpeg, .jpg, .bmp, .txt, .pdf, .doc, .docx, .xls, .xlsx, .csv, .pps, .ppt, .pptx, .zip, .rar. There is a text input field with the placeholder "Please provide update needed in user details". At the bottom are "Send" and "Cancel" buttons.

Step 6.2: If you are already an FSC certificate holder or member, please **type in your certificate/membership ID**, which will be cross-checked against your name. Upon verification by FSC Check, you will be guided to the tool's exit.



The screenshot shows the "request for profile update" form. A red box highlights the section for existing members. It asks "Are you currently an FSC International member or a certificate holder?" with a dropdown menu set to "Yes". Below this, it says "Please enter your License Code/Member ID" with a text input field containing "FSC-C171111". Below the highlighted section, there are three checkboxes for terms and conditions, all of which are checked. At the bottom of the form is a green button that says "Information is correct, ready to continue". The footer of the page includes the FSC logo, social media icons, contact information for FSC International, and a "Let's Chat" button.

Note about additional features to help you through the FSC Check process:

If you have questions or technical issues while accessing FSC Check, you may use the chat function, called Willow, by clicking on “**Let’s Chat**”. Willow is available throughout the FSC Check process.

You can also find FSC’s contact information by clicking the “**question mark**” button on the top right side of the page.

Basic Information

The basic information below is provided by your application processor. Please check and confirm that the information is correct, provide additional information, if any is requested and proceed to the questionnaire.

Organization Name	FSC Check	Address	Check 123
Local Company Name	NA	Country	GERMANY
Contact Name	Demo User	City	Bonn
Applicant Type	Certificate Holder	Email	testfsccheck1@mailinator.com
Type of Association	ODC - Single Certificate	Mobile Number	54674345
CIB Responsible	NC	Phone Number	456667755

[Request for profile update](#)

Are you currently an FSC International member or a certificate holder?

Please enter your License Code/Member ID

[Let's Chat](#)

Step 7: Providing consent for data usage

In the lower part of the page called “Basic Information”, confirm that you have read the privacy statement, agree to the terms and conditions and to the publication of the applicant’s name, country, association type applied for and date of submission of the FSC Check questionnaire on the FSC website. To confirm, **click the check-boxes** and then click the button “**Information is correct, ready to continue**”.

All confirmations are required to be able to move forward with the questionnaire.

FSC will not be able to save your data without your consent to the terms and conditions and confirmation that you agree with the privacy statement.

FSC normative requirements include the [publication of applicants](#) (name, country, and type of application) to provide transparency concerning who has applied to be associated with the FSC system. The announcement is published for 30 days (starting from the moment the final responses are submitted), after which it is removed. The processing of your application does not require waiting for this period but can proceed and be concluded during this time.

request for profile update

Are you currently an FSC International member or a certificate holder?

Yes

Please enter your License Code/Member ID

FSC-C171111

☒ I agree to the [terms and conditions](#) for the FSC Check.
☒ I hereby consent to the processing of the data that I have provided within the FSC Check under the following [data privacy statement](#).
☒ I hereby agree that once the FSC Check questionnaire is submitted, the following information will be publicly visible on [FSC Certificate Public Dashboard](#) for 30 days: applicant's name, type of association applied for and country.

Information is correct, ready to continue





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 Fax: +49 (0) 228 367 46 65

Contact Us
Visit fsc.org

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Let's Chat

Step 8: Proceeding to the questionnaire

The questions vary in terms of the type of applicants and responses provided. Please prepare to provide responses to the following types of questions:

- Individual: Employment status, engagement in unacceptable activities, legal rulings and processes related to unacceptable activities, history of disassociations and blockages from FSC, connections to disassociated or blocked companies.
- Organizations: Type of organization, registration/VAT number, names of entities in the same corporate groups, size by employees, owners and beneficial owners, engagement in unacceptable activities, legal rulings and processes related to unacceptable activities from past 5 years, history of disassociations and blockages from FSC, connections to disassociated or blocked companies.

Step 8.1: Provide basic information about your application and organization.

Questionnaire Expand All ?

1 Applicant Information

2 Basic Information

Are you an individual or an organization? ⓘ

--Select--

--Select-- ✓

Individual

Organization

Back Next

Save as draft

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Phone: +49 (0) 228 367 66

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Let's Chat

Step 8.2: Indicate if you have engaged in any of the six unacceptable activities defined by FSC.

Questionnaire Expand All ?

1 Applicant Information

2 Basic Information

3 Individual

4 Policy for Association

Have you or any part of your corporate group currently or during past 5 years engaged in the following unacceptable activities? ⓘ

Illegal harvesting or illegal trade in forest products? ⓘ ☐ Yes ☐ No

Violation of customary or human rights within the forestry or forest product sector? ⓘ ☐ Yes ☐ No

Violation of workers' rights and principles defined in the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work within the forestry or forest products sector? ⓘ ☐ Yes ☐ No

Destruction of High Conservation Values (HCVs) in forests or High Conservation Value areas? ⓘ ☐ Yes ☐ No

Let's Chat

Note on additional information about the questions:

Several questions have additional guidance available, which you can find **by hovering over the "i"** next to the question.

Have you or any part of your corporate group currently or during past 5 years engaged in the following unacceptable activities? ⓘ

Illegal harvesting or illegal trade in forest products? ⓘ ☐ Yes ☐ No

Violation of customary or human rights within the forestry or forest product sector? ⓘ ☐ Yes ☐ No

Step 9: Confirming accuracy and submitting responses

Review your responses and ensure they are accurate, confirm accuracy by **clicking the check-box** and then click **“Submit”**.

FSC® Check Demo User FSC Check Sign out EN Translations not reviewed by FSC

Questionnaire

Expand All ⓘ

- Applicant Information
- Basic Information
- Individual
- Policy for Association
- 5 Completion**

☒ Attestation of Truth, Accuracy and Completeness: I confirm under legal responsibility that all statements, information, data and documents contained in the answers to FSC Check are true, accurate and complete.

Back **Submit**

Save as draft Reset Let's Chat

After clicking the “Submit” button, a confirmation popup will appear. Click the **“Confirm”** button. Note: Once you submit your responses, it will not be possible for you to change or edit them.

☒ Attestation of Truth, Accuracy and Completeness: I confirm under legal responsibility that all statements, information, data and documents contained in the answers to FSC Check are true, accurate and complete.

[Back](#) [Submit](#)

Confirmation

Please confirm that you would like to submit your responses to FSC Check for review.

[Confirm](#)
[Cancel](#)



FSC
FORESTS FOR ALL FOREVER



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Email: info@fsc.org
Phone: +49 (0) 228 367 00

Contact Us
[Visit fsc.org](http://www.fsc.org)

Step 10: Conclusion

You can expect an email for conclusion of the check within a few business days. In case FSC wants to clarify anything in your response, you will be contacted via email during this period.


FSC® Check

 Demo User
FSC Check

[Sign out](#)

EN ▼

Machine Translations not reviewed by FSC:


Thank you for submitting your responses to FSC Check. Your submission has been received and is under review. This may take several business days which should not be taken as an indication of issues with your application.

You can see your responses to the questions and the status of the review by logging into FSC Check. You will receive an email confirming the result of FSC Check.

[Please click here to navigate to home page](#)

Step 11: Reviewing your responses

If you want to review the responses you submitted, click on **‘Please click here to navigate to home page’** at the bottom of the page you see in Step 10. Otherwise, you can also access your responses by logging into your account using the login link shared in the welcome email. You will be redirected to the page provided below. Click on **“Click here”** to view the response page.



Welcome to FSC Check

You have successfully submitted your responses to FSC Check and your application has been Approved. [Click here](#) to view your response.

You can expect to receive the conclusion of the FSC Check by email. Please allow us some time to run the evaluation, in most cases you will hear back from us within a couple of business days.

If you have technical issues, please contact connect@fsc.org for assistance.



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Contact Us

Visit [fsc.org](https://www.fsc.org)

Let's Chat

View of your response page.

 FSC® Check

 Oliana Fluerette
Donglin Commercial Company

Sign out

EN

Machine
Translations
not reviewed by
FSC®

Questions & Submitted Responses

Expand All

Applicant Information

Organization Name	Donglin Commercial Company	Address	Zavodsk, 10
Local Company Name	МПТ ТЭОБ "О.И.С.М.А."	Country	CHINA
Contact Name	Oliana Fluerette	City	Suzhou City
Applicant Type	Certificate Holder	Email	olianafluerette@mailinator.com
Type of Association	COC - Single Certificate	Mobile Number	+1 755 466 4646
CB Responsible	Congruent	Phone Number	+1 755 464 4646

Basic Information

Individual

Policy for Association

[Please click here to navigate to home page](#)

Let's Chat

FSC Check passed? Congratulations, you are almost there!

Certification applicants: You will receive information by email on your next steps regarding the signing of the FSC Trademark License Agreement. For single, group and multi-site certificates, this means an invitation to an online process (for more information, click [here](#)).

Other applicants will be contacted by their certification bodies for the next steps.

Membership applicants: You will receive information by email from your membership application processor about the next steps in the process.

Please Note:

FSC Check rejected? FSC is unable to welcome you to the FSC system at this point. The justification will be communicated to you and your certification body or membership application processor with considerations on processes you could embark on to change that in the future.



FSC International

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Email: dispute.resolution@fsc.org