

What is myUNFI?

myUNFI is a centralized portal that will serve as the main access point for Supplier and Broker tools replacing older platforms like SV Harbor and the Natural Portal.

1. Who needs to enroll in myUNFI?

All Suppliers and Brokers will eventually need to enroll. The enrollment process will be rolled out in phases to provide the best service to each supplier.

2. What is the Supplier Enrollment process?

The enrollment process is designed to onboard Suppliers and Brokers to the myUNFI portal, consolidating access to various tools and systems under a single login.

3. Why do I need to enroll?

Enrollment ensures you have secure and streamlined access to the myUNFI portal and integrated applications like Harbor/Supplier Portal via Single Sign-On (SSO).

4. Are there materials to help me navigate this transition?

Yes, there are materials to support this transition. We have created user guides and training videos with step-by-step instructions on how to navigate myUNFI. Please see below:

- myUNFI Overview and Enrollment Guide:
<https://rise.articulate.com/share/qpf7RQpFQj21j42Q5A0PzOaczljrrKO5>

5. What is Single Sign-On (SSO), and how is it being used?

SSO allows you to log in once via the myUNFI portal and automatically gain access to linked applications like Harbor/Supplier Portal/Insights/etc. without separate logins.

6. What happens if I don't enroll?

In the next couple of months, all suppliers will be migrated to myUNFI. At that point, access to applications and portals will only be available through myUNFI.

7. Will I still be able to access Harbor or Supplier Portal directly?

No, you will now access your Harbor or Supplier Portal through myUNFI. These portals can now be accessed through the myUNFI Dashboard under the Tools & Resources tab.

8. I didn't receive the enrollment email. What should I do?

Please check your spam or junk folder. If it's still missing, email us for assistance at myunfisupplier@unfi.com or submit a request via Zendesk Submit a request – UNFI Supplier Support. Please include details below in your request:

- Company name, Email ID

9. I clicked the enrollment link, but the page is not loading. What should I do?

Please check your internet connection and try opening the link in a different browser (Chrome or Edge recommended). Also, clear your browser cache and cookies before retrying. If the issue persists, email us for assistance at myunfisupplier@unfi.com.

10. If I encounter an issue/error, who can I contact for more information?

Ensure you're entering the correct email and password associated with your existing account. If the issue persists, try resetting your password. For other issues, please email us at myunfisupplier@unfi.com OR submit a request via Zendesk [Submit a request – UNFI Supplier Support](#). Please include details below in your request:

- Company name, Email ID, date/time of the issue, screenshot of error

11. Can multiple users from the same company enroll?

Yes, each user should complete their own enrollment to ensure personalized access based on their role and permissions.

12. Which applications will I be able to access after enrollment?

You will be able to see any tools that were available to you before enrollment. You can find these in the Tools & Resources section of the myUNFI Dashboard. If any of these tools are missing, please email us at myunfisupplier@unfi.com or submit a request via Zendesk [Submit a request – UNFI Supplier Support](#). Please include details below in your request –

- Company name, Email ID, expected access details

13. Will my myUNFI login give me access to the Insights application if I currently use an Insights ID?

No, at this time, access to Insights will be available utilizing your current Insights ID rather than your new myUNFI ID. We're working toward integrating Insights into myUNFI via Single Sign-On (SSO).

14. Do I need to complete the enrollment process separately for each remit if my Natural Portal ID is linked to multiple remits?

If your Natural Portal ID is associated with multiple remits, a single enrollment is sufficient to gain access to all associated remits.