

Introduction

This User Guide provides step-by-step instructions on how to change your tag order user information, specifically your profile information, such as your name, email address, password, credit card and preferences.

Glossary

There are some basic terms used in the user guides that users should become familiar with.

CCIA- Canadian Cattle Identification Agency

Activate - Creating a username and password to access your tag order account.

CLTS Account ID – The account ID that represents your account in the Canadian Livestock Tracking System. The ID starts with an A and is followed by 7 numerical digits.

CRC – CCIA Resource Centre, the repository of step-by-step instructions and guidelines designed to help users with the CLTS.

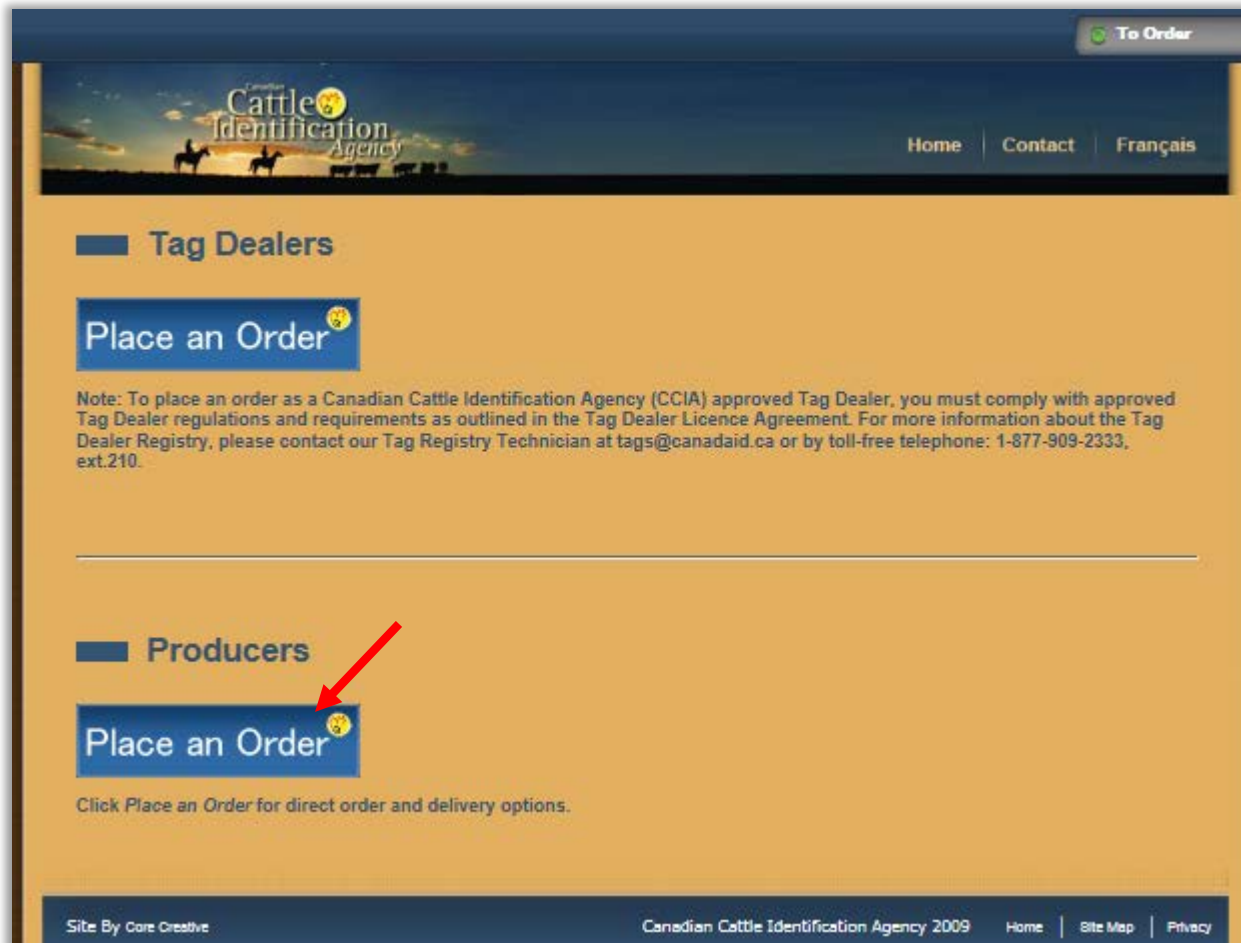
Producer - A person, company, or country that makes, grows, or supplies goods or commodities for sale.

Tag Dealer/ Tag Distributor - means an individual, a partnership, a corporation, a cooperative, an association or an organization that sells or distributes approved tags.

eServices- Electronic Service- deeds, efforts or performances whose delivery is mediated by information technology. Such e-service includes the service element of orders, invoices, payments and backorders.

How to Change Tag Order User Information

1. If you are already logged in, [click here](#) to skip to step 3. If you are not logged in please go to <http://tags.canadaid.ca> and click **Place an Order** under the **Producers** heading.



2. On the login screen, enter your **Username** and **Password** and then click **Login**.

Canadian
Cattle
Identification
Agency

for Canadian Producers

Home Cart eServices Profile Login Register

Options Search →

Login

* Indicates required field

* Username: Producer

* Password: ●●●●●●●●

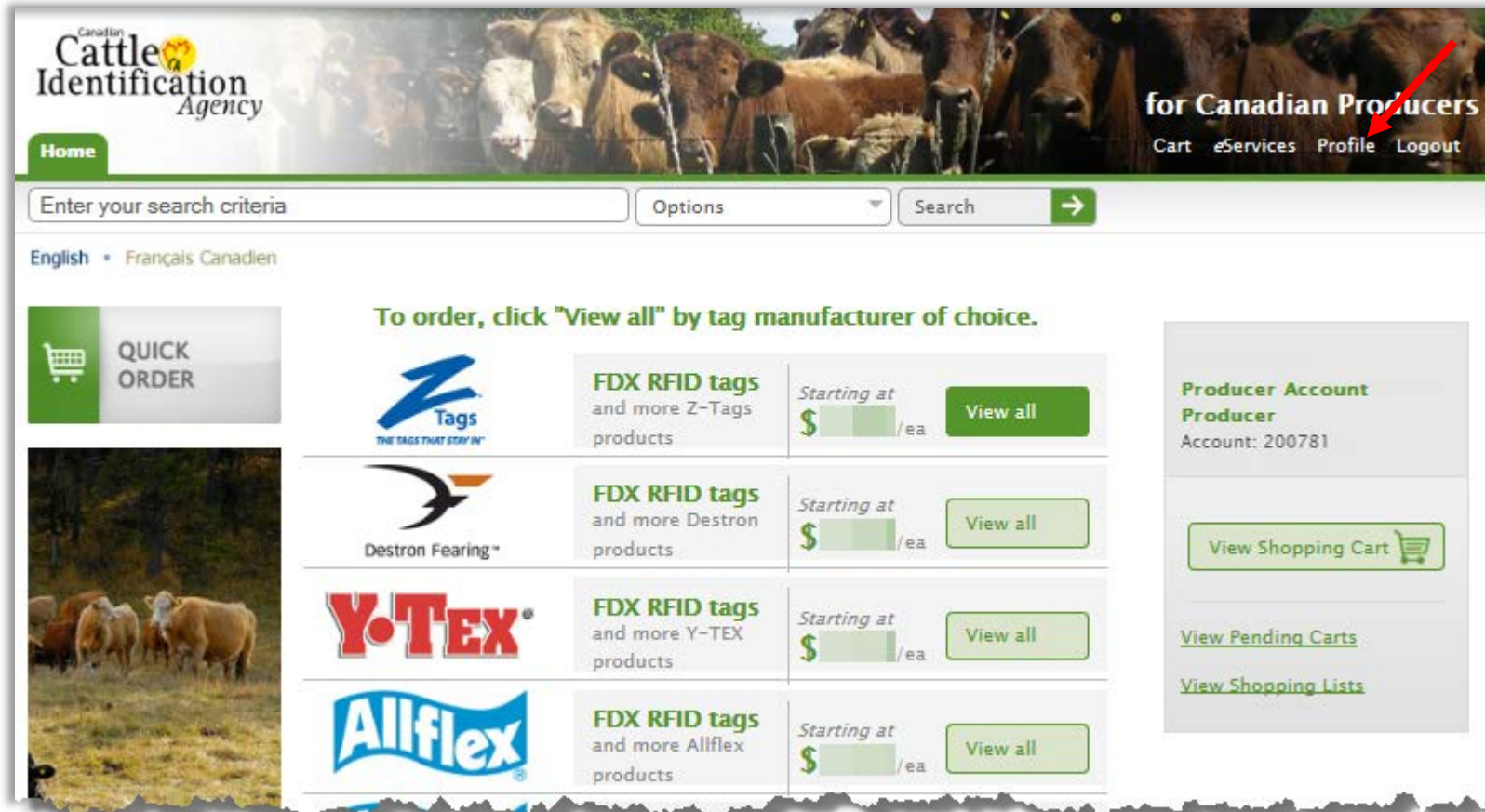
Login

[Forgot your username/password information?](#)

[Register - Create your Access Codes](#)

Cart eServices Profile **Login** Register

3. On the homepage, click the **Profile** heading.



4. The **Personal Information** screen will appear.

Note: This information pertains to your personal user information, not your account information.

The screenshot shows the CCIA Producer User Profile page. At the top, there is a banner with the CCIA logo and the text "for Canadian Producers". Below the banner is a navigation menu with "Home", "Cart", "eServices", "Profile", and "Logout". The main content area is titled "User" and contains a search bar, a dropdown menu for "Options", and a "Search" button. On the left, there is a sidebar menu with "User" selected, and sub-items: "Personal Information", "Credit Card Maintenance", and "Preferences". The main content area is titled "Personal Information" and has a "Details" tab. Below the tab, there is a legend: "* Indicates required field". There are two "Cancel" and "Apply" buttons. The form fields are:

- * First Name: CCIA
- Middle Name: (empty)
- * Last Name: Producers
- * Email Address: producer@ccia.com

 Below this is the "Change Password" section, which shows the current Username: CCIA-PROD. There are two password fields:

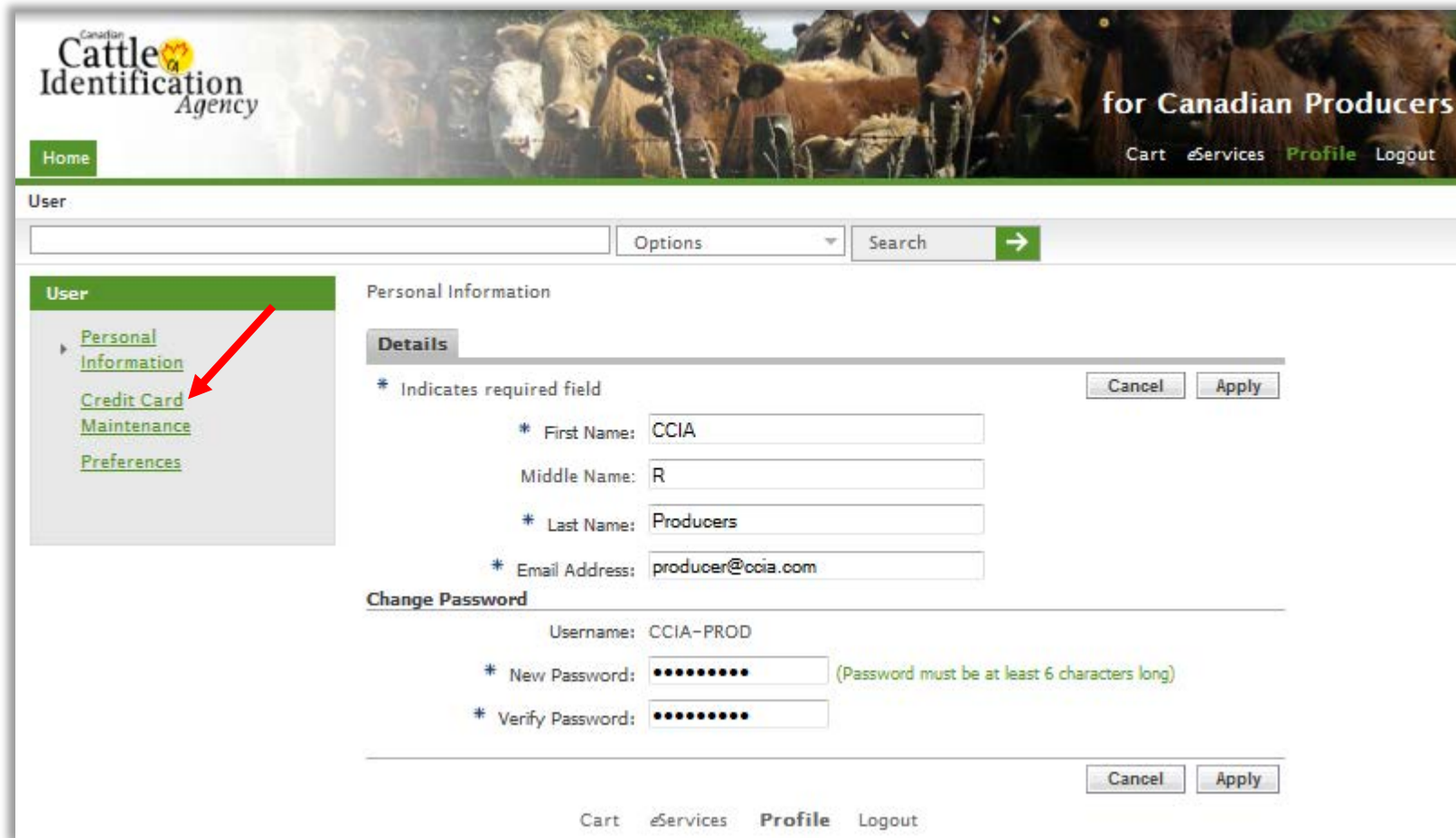
- * New Password: (empty) (Password must be at least 6 characters long)
- * Verify Password: (empty)

 At the bottom of the form, there are "Cancel" and "Apply" buttons. At the very bottom of the page, there is a navigation menu with "Cart", "eServices", "Profile", and "Logout".

5. From this screen you can change your **First Name, Middle Name, Last Name, Email Address** and **Password**.
 - a. Make any changes you require and then click **Apply** to approve the changes.
 - b. If you want to cancel the changes made click **Cancel** before clicking Apply and your information will revert back to the original.

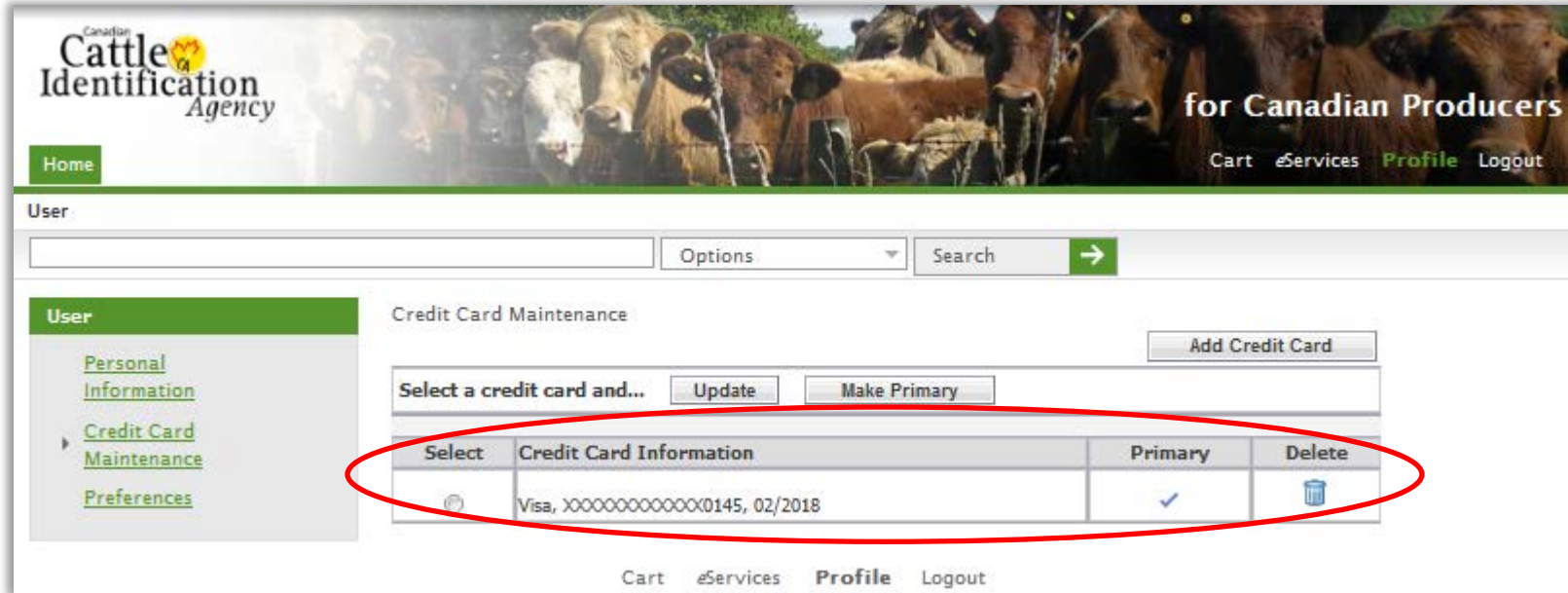
The screenshot shows the user profile page for a producer. The page has a header with the CCIA logo and navigation links: Home, Cart, eServices, Profile, and Logout. Below the header is a search bar and a sidebar menu with options: Personal Information, Credit Card Maintenance, and Preferences. The main content area is divided into two sections: 'Personal Information' and 'Change Password'. The 'Personal Information' section has a 'Details' tab and contains fields for First Name (CCIA), Middle Name (R), Last Name (Producers), and Email Address (producer@ccia.com). There are 'Cancel' and 'Apply' buttons at the end of this section. A red callout 'a.' points to the 'Apply' button. The 'Change Password' section contains fields for Username (CCIA-PROD), New Password (masked with dots), and Verify Password (masked with dots). A note indicates that the password must be at least 6 characters long. There are 'Cancel' and 'Apply' buttons at the end of this section. A red callout 'b.' points to the 'Apply' button. At the bottom of the page, there are navigation links: Cart, eServices, Profile, and Logout.

6. To change or add credit card information, click **Credit Card Maintenance**.

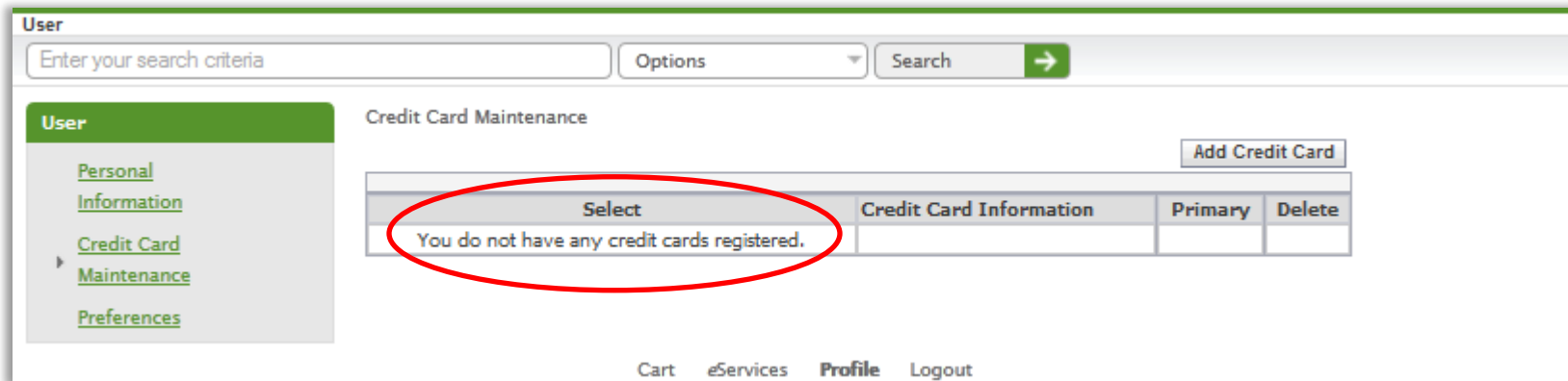


The screenshot shows the CCIA user interface. At the top, there is a banner with the CCIA logo and the text "for Canadian Producers". Below the banner is a navigation bar with "Home", "Cart", "eServices", "Profile", and "Logout". The main content area is titled "User" and contains a search bar, a dropdown menu for "Options", and a "Search" button. On the left, there is a sidebar with a "User" section containing links for "Personal Information", "Credit Card Maintenance", and "Preferences". A red arrow points to the "Credit Card Maintenance" link. The main content area is divided into "Personal Information" and "Change Password" sections. The "Personal Information" section has a "Details" tab and contains fields for "First Name" (CCIA), "Middle Name" (R), "Last Name" (Producers), and "Email Address" (producer@ccia.com). The "Change Password" section has a "Username" field (CCIA-PROD) and "New Password" and "Verify Password" fields. Both sections have "Cancel" and "Apply" buttons. At the bottom of the page, there is a navigation bar with "Cart", "eServices", "Profile", and "Logout".

7. A list of your current credit cards will appear.

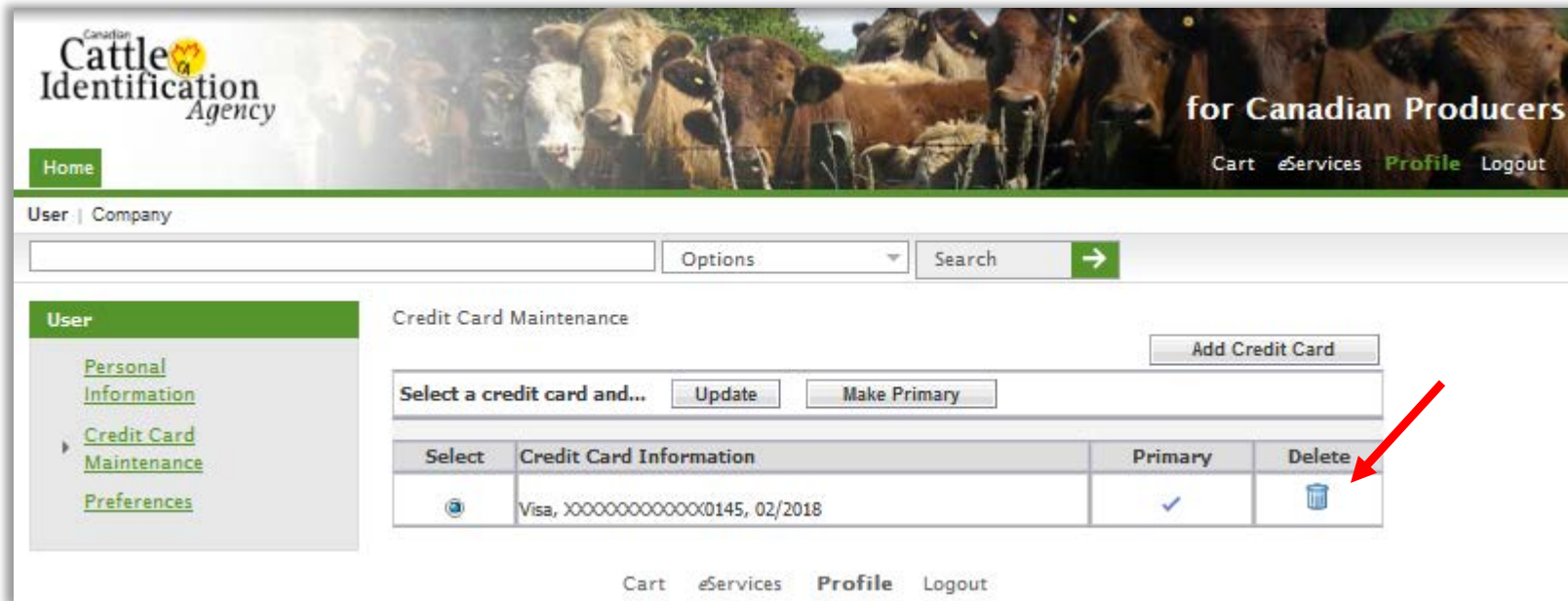


8. If you do not have any credit cards registered, the following will appear.



9. To **Delete** a credit card from your account, click the trash can icon under the **Delete** heading.

Note: there is no confirmation warning, if you click the icon the credit card will delete immediately.

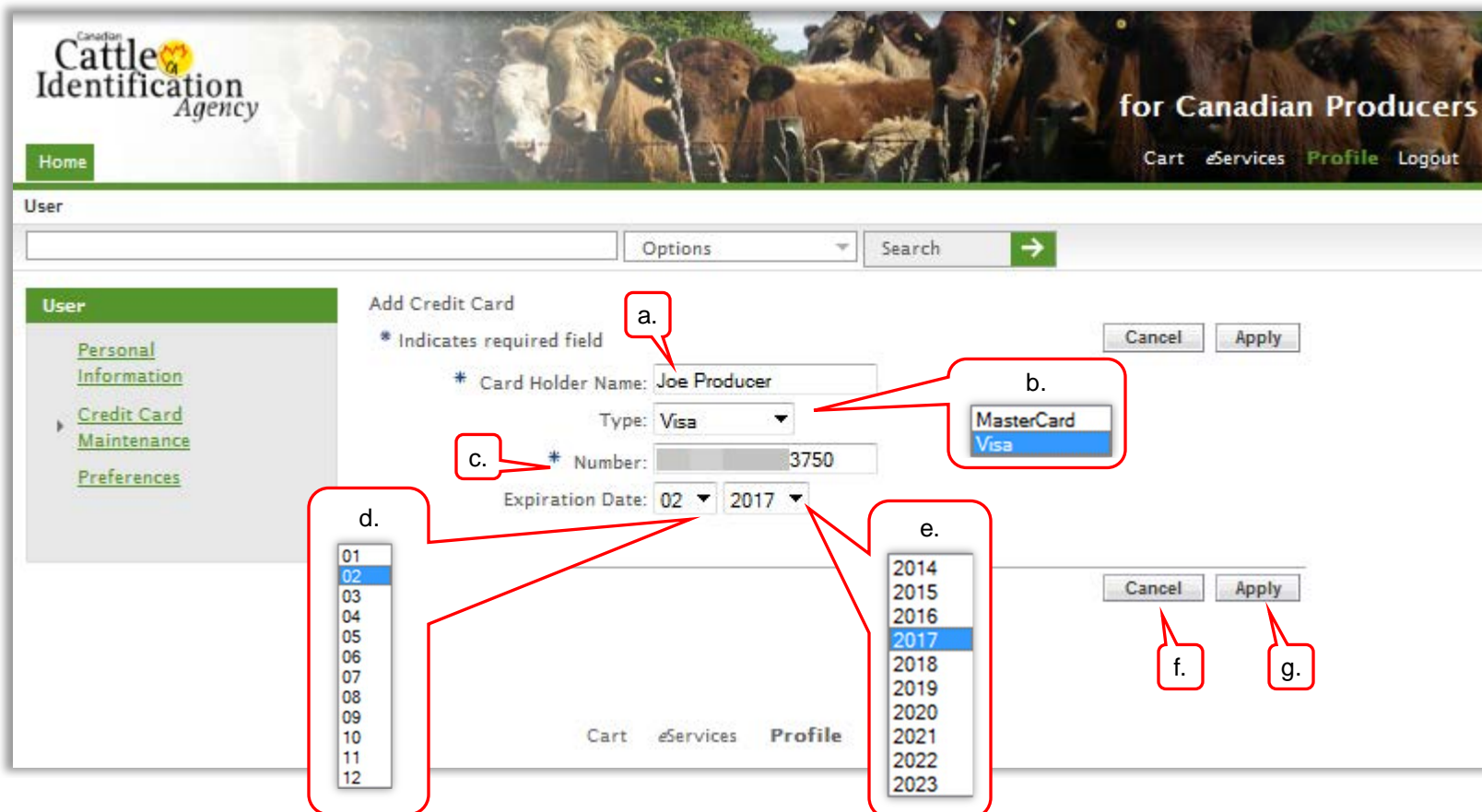


10. To **Add** a credit card to your account, click **Add Credit Card**.

The screenshot shows the CCIA user interface for Canadian Producers. The header includes the CCIA logo and navigation links: Home, Cart, eServices, Profile, and Logout. Below the header, there is a search bar with an 'Options' dropdown and a 'Search' button. The main content area is titled 'Credit Card Maintenance' and features a table with columns for 'Select', 'Credit Card Information', 'Primary', and 'Delete'. The table currently contains the message 'You do not have any credit cards registered.' A red arrow points to the 'Add Credit Card' button located above the table. On the left side, there is a 'User' menu with links for Personal Information, Credit Card Maintenance (which is selected), and Preferences. At the bottom of the page, there are navigation links for Cart, eServices, Profile, and Logout.

11. The **Add Credit Card** screen will appear.

- a. **Card Holder Name**- Enter the name as it appears on the credit card.
- b. **Type**- Click the arrow to reveal the drop down menu and select the credit card type.
- c. **Number**- Enter the 16 digit credit card number with no spaces.
- d. **Expiration Date**- Click the arrow to reveal the drop down menu, select the expiration month
- e. **Expiration Date**- Click the arrow to reveal the drop down menu, select the expiration year.
- f. To cancel adding the credit card, click **Cancel**.
- g. To add the credit card to your Profile, click **Apply**.



12. The credit card you entered will now appear on your list.

Note: For security reasons, only the last 4 digits of your credit card will appear.

The screenshot shows the 'Credit Card Maintenance' page in the CCIA user interface. On the left is a navigation menu with 'User' selected, containing links for 'Personal Information', 'Credit Card Maintenance', and 'Preferences'. The main content area has a search bar and a table of credit cards. A red circle highlights the table row for a Visa card.

Select	Credit Card Information	Primary	Delete
<input type="checkbox"/>	Visa, XXXXXXXXXX3750, 02/2017	<input checked="" type="checkbox"/>	

13. To **Edit** an existing cards expiration date:

- a. Select the radio button beside the card.
- b. Click **Update**.

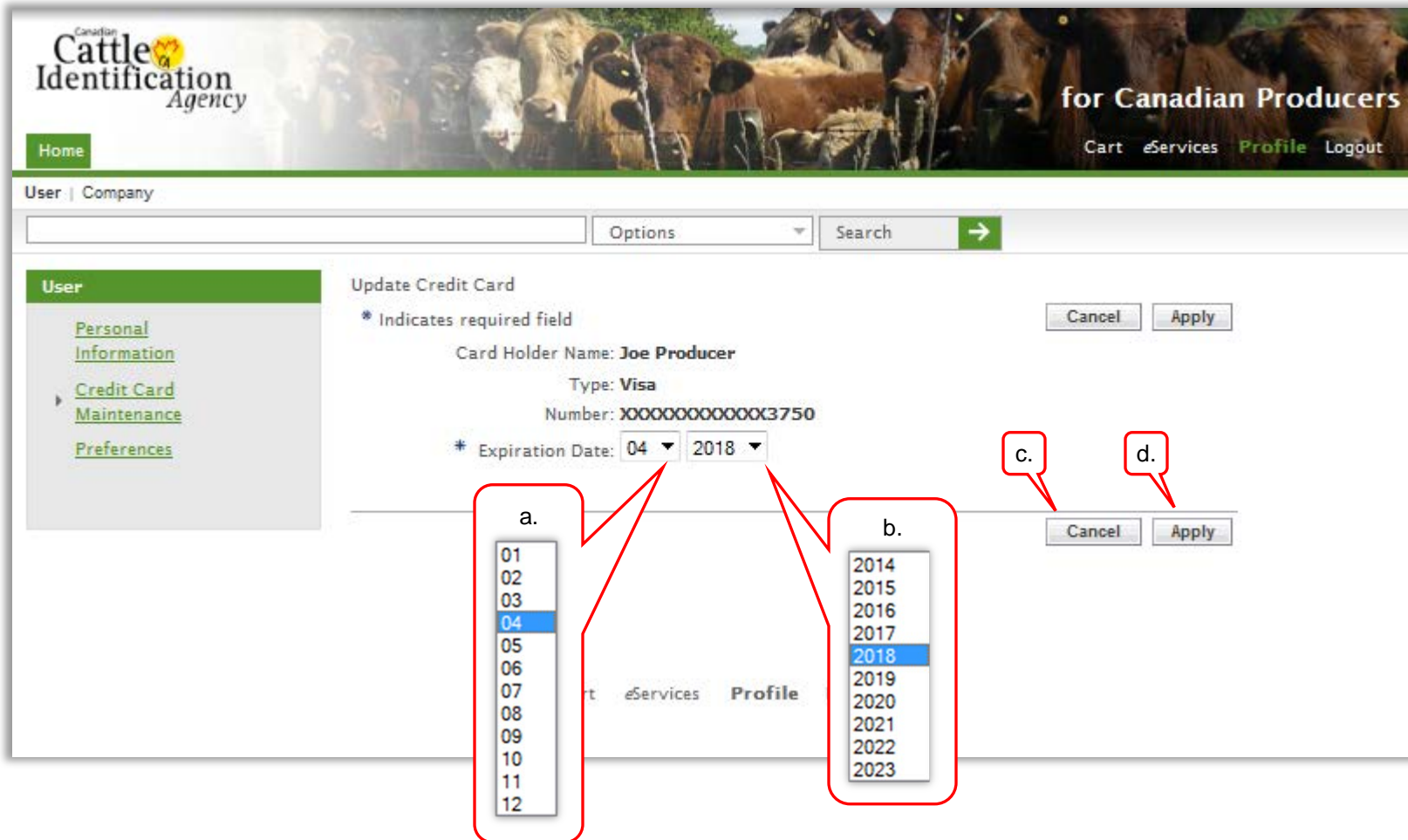
Note: Credit card numbers or types cannot be edited, only deleted ([step 9](#)) or added ([step 10](#)).

The screenshot shows the 'Credit Card Maintenance' page. On the left is a navigation menu with 'Credit Card Maintenance' selected. The main content area has a search bar and an 'Add Credit Card' button. Below is a table with one credit card entry. A red box 'a.' points to the radio button in the 'Select' column, and another red box 'b.' points to the 'Update' button above the table.

Select	Credit Card Information	Primary	Delete
<input checked="" type="radio"/>	Visa, XXXXXXXXXXXXXXX0145, 02/2018	✓	

14. The Update Credit Card screen will appear.

- a. Click the arrow to reveal the drop down menu, select the new expiration month.
- b. Click the arrow to reveal the drop down menu, select the new expiration year.
- c. If you want to cancel the changes, click **Cancel**.
- d. To make the changes, click **Apply**.



15. You will return to the **Credit Card Maintenance** screen, and any changes you made will appear.

The screenshot displays the 'Credit Card Maintenance' interface. On the left is a navigation menu with options: Personal Information, Credit Card Maintenance (selected), and Preferences. The main area contains a table of credit cards. The table has four columns: 'Select', 'Credit Card Information', 'Primary', and 'Delete'. A single row is visible with a radio button in the 'Select' column, 'Visa, XXXXXXXXXXXXXXX3750, 04/2018' in the 'Credit Card Information' column, a checkmark in the 'Primary' column, and a trash icon in the 'Delete' column. The date '04/2018' is circled in red. Above the table are buttons for 'Add Credit Card', 'Update', and 'Make Primary'. The top of the page features the CCIA logo and navigation links: Home, Cart, eServices, Profile, and Logout.

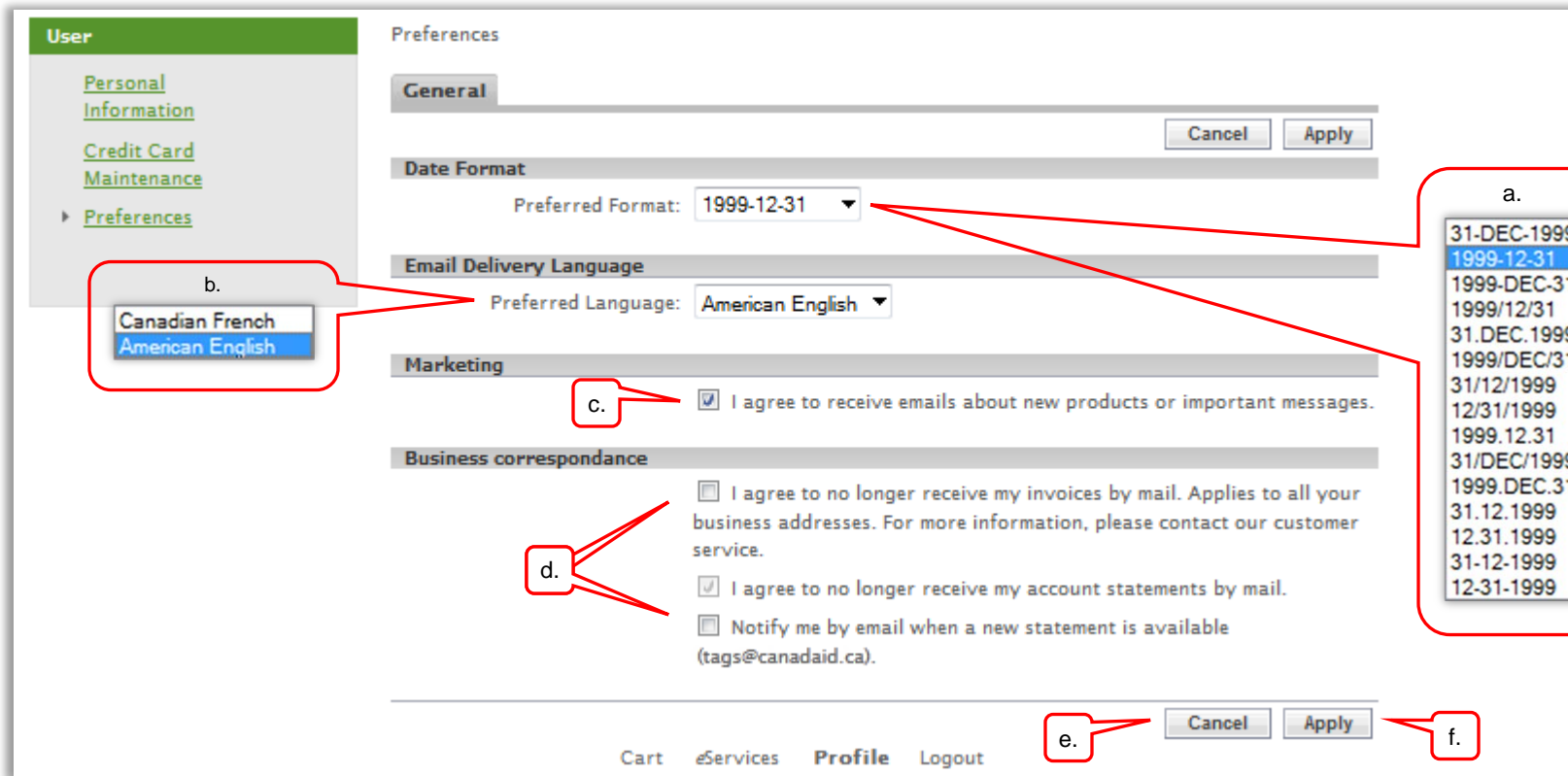
16. To change your date format, language or correspondence preferences click **Preferences**.

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Select	Credit Card Information	Primary	Delete
<input type="radio"/>	Visa, XXXXXXXXXXXXXXX3750, 04/2018	<input checked="" type="checkbox"/>	

17. From this screen you can change the **Date Format**, **Email Language**, **Marketing** or **Correspondence** information.

- a. **Date Format**- Click the arrow to reveal the drop down menu. Select your preferred format from the list.
- b. **Email Delivery Language**- Click the arrow to reveal the two language options available and select your preferred language.
- c. **Marketing**- Select or de-select the check box depending on your preference.
- d. **Business Correspondence**- Select or de-select the check boxes depending on your preferences.
- e. If you want to cancel the changes made, click **Cancel** and your information will revert back to the original.
- f. If you want to proceed with the changes, click **Apply**.



This concludes **How to Change Tag Order User Information**. For more CCIA user guides, please [click here](http://support.canadaid.ca) or visit <http://support.canadaid.ca>.