

This file is a living document, provided to help answer some of your most pressing about CARO's newest feature, the CARO Client Interface (commonly referred to as the CCI by her loyal followers). If you are curious about the CCI you can always ask us about it, but we absolutely recommend learning by doing: The CCI is so intuitive and easy to use, we have no doubt you will be a professional CCI'er in no time!

1. How do I sign up?

Sign up is now available for CARO's Corporate Clients with up-to-date account statuses. Account Creation emails were sent on November 15th (check your junk), but you can always request to have your account activated by completing the form here: www.caro.ca/cci-sign-up.

2. I never received an account creation email – Why?!

Check your junk mail 😊 The activation emails come directly from the CCI (domain name: CCI.CARO.CA), so you may need to add CCI to your safe senders list to receive messages moving forward. Trust us, these are all messages you will want to be getting – the CCI delivers status updates, order acknowledgements, etc., all to help you stay ahead of the curve with your sampling and submissions!

If you still can't find it, or you want to invite a colleague to join, you can request another activation email here: <https://www.caro.ca/cci-sign-up>.

3. I submitted a request for an account through <https://www.caro.ca/cci-sign-up> but haven't heard back. What's up with that?

Please wait 24-48 hours after submitting your activation request via www.caro.ca/cci-sign-up. After this time if you have still not received your activation email, please contact your account manager or teamcaro@caro.ca, and we will investigate. We promise we aren't ignoring you!

4. I logged in and certain features aren't available yet. Do you have a timeline for these features?

The interface will be officially launched on Tuesday November 15th, starting with the dashboard for immediate viewing of your Work in Progress. The additional features will be released throughout the week, so you will have something new to peruse almost every day!



5. What do I do if I have issues (...with the interface)?

If your issue arises while you are in the interface, you can always navigate to the Help or Contact Us pages where you will find handy resources to support you (including the names and contact information for your CARO team.) If your issue is preventing you from logging in and is NOT related to your password (you can reset that at any time on the login screen), please contact your account manager or teamcaro@caro.ca for assistance.

6. What's this I heard about a CONTEST?!

You heard right! Every single user who signs up for CARO's new CCI before December 23rd will be entered into a draw to win a \$200 Gift Card, so you can #treatyourself this Holiday Season! If making your job easier isn't enough to convince you to sign up, why not do it for the glory of WINNING \$200?!