



# 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](mailto:connect@fsc.org)

If you have questions about how to complete the FSC Check process, write to us at: [infocheck@fsc.org](mailto: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](mailto:connect@fsc.org) .

Thank you for your interest in joining FSC!

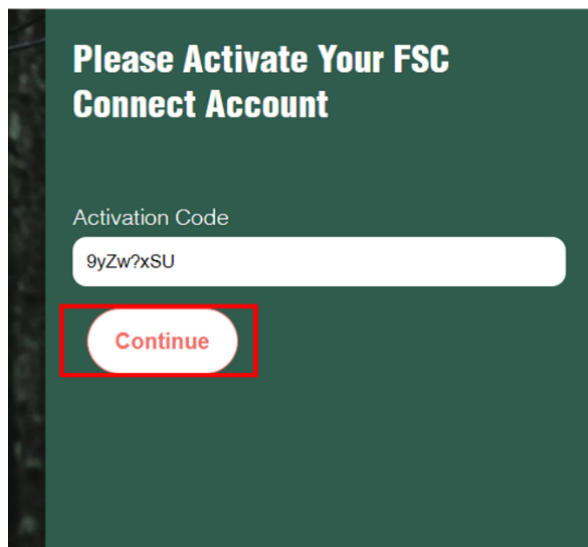
Kind regards,  
The FSC Check team

## 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



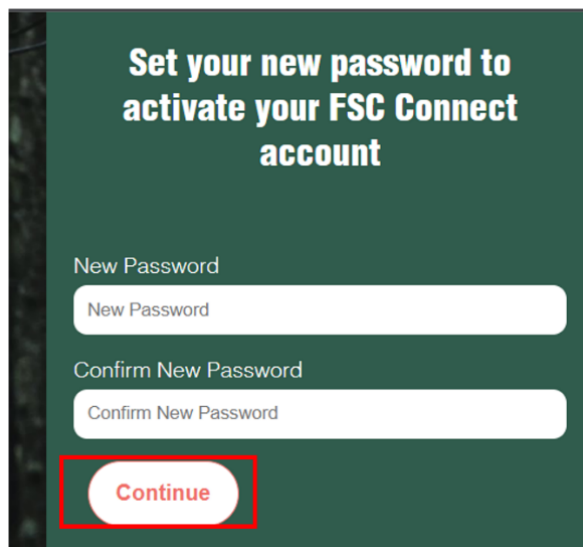
**Please Activate Your FSC Connect Account**

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](#)

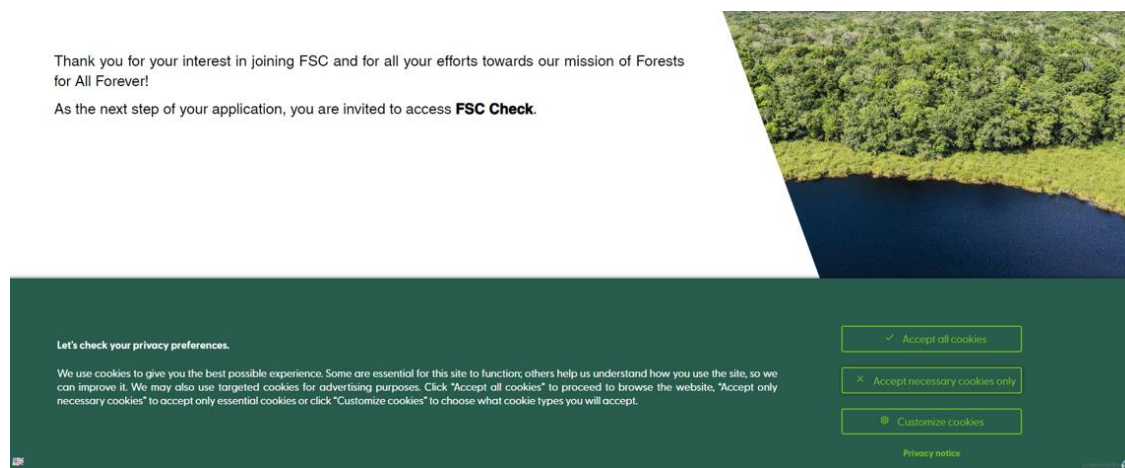
FSC Check is a vital contribution to achieving FSC's mission of Forests for All Forever. FSC has introduced FSC Check for all new applicants to ensure that the values of everyone joining the system are aligned with those of FSC. For more information, please visit our [website](#) .

If you are facing any difficulties, please reach out to us via [connect@fsc.org](mailto: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”**.



## Step 4: Logging into FSC Connect

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



WELCOME TO FSC® CONNECT

Use your email and password to login to your FSC Connect account

Email Address  
Email Address

Password  
Password

Keep me signed in

Login

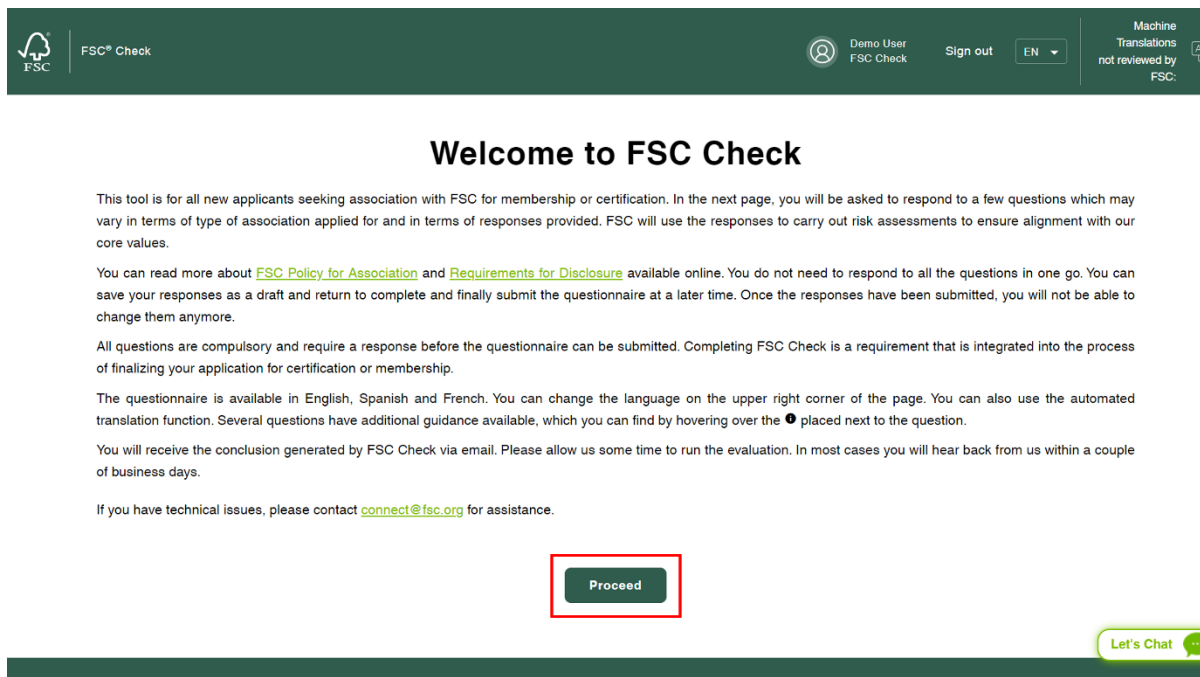
[Forgot your password?](#)

FSC Staff Login

Login

## Step 5: Introduction to FSC Check

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



FSC® Check

Demo User FSC Check Sign out EN


Machine Translations not reviewed by FSC.

### Welcome to FSC Check

This tool is for all new applicants seeking association with FSC for membership or certification. In the next page, you will be asked to respond to a few questions which may vary in terms of type of association applied for and in terms of responses provided. FSC will use the responses to carry out risk assessments to ensure alignment with our core values.

You can read more about [FSC Policy for Association](#) and [Requirements for Disclosure](#) available online. You do not need to respond to all the questions in one go. You can save your responses as a draft and return to complete and finally submit the questionnaire at a later time. Once the responses have been submitted, you will not be able to change them anymore.

All questions are compulsory and require a response before the questionnaire can be submitted. Completing FSC Check is a requirement that is integrated into the process of finalizing your application for certification or membership.

The questionnaire is available in English, Spanish and French. You can change the language on the upper right corner of the page. You can also use the automated translation function. Several questions have additional guidance available, which you can find by hovering over the  placed next to the question.

You will receive the conclusion generated by FSC Check via 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.

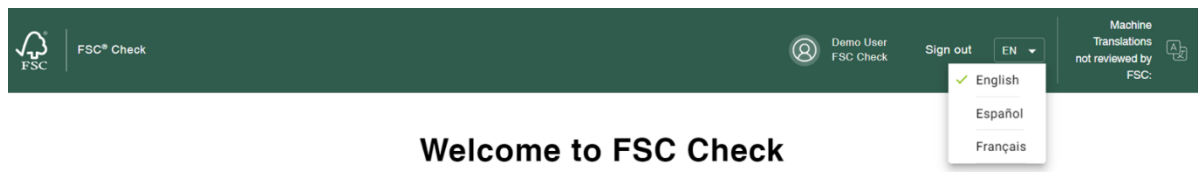
If you have technical issues, please contact [connect@fsc.org](mailto:connect@fsc.org) for assistance.

Proceed

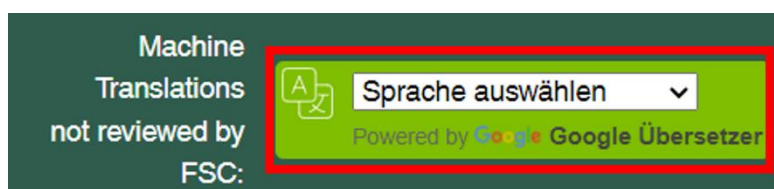
Let's Chat

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.

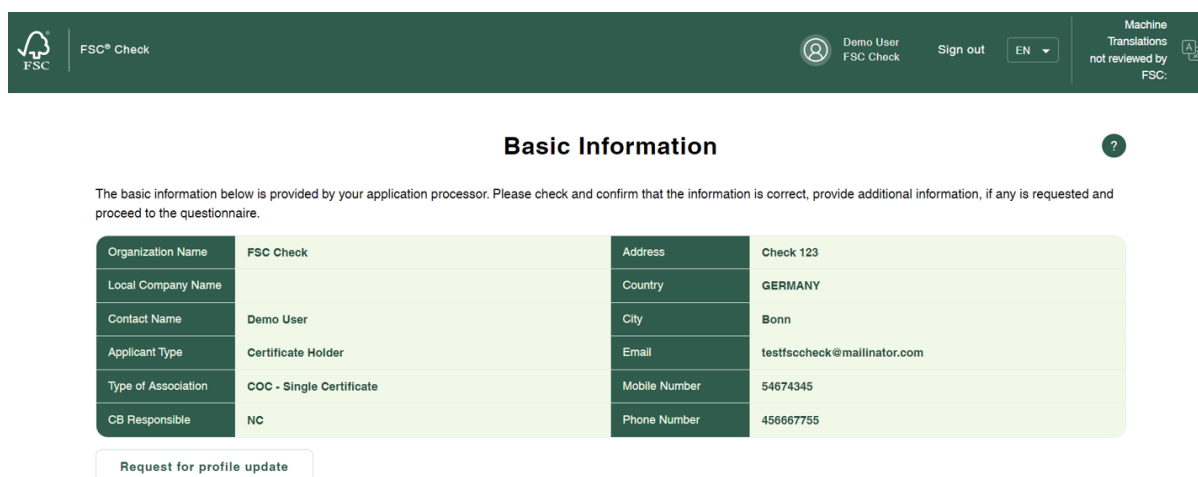


Machine translations are not verified by FSC: FSC Check has an integrated machine translator that is able to translate the content of the tool in 18 languages. However, these translations are not verified by FSC. You can access the machine translation option from the extreme right tab in the page header.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



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

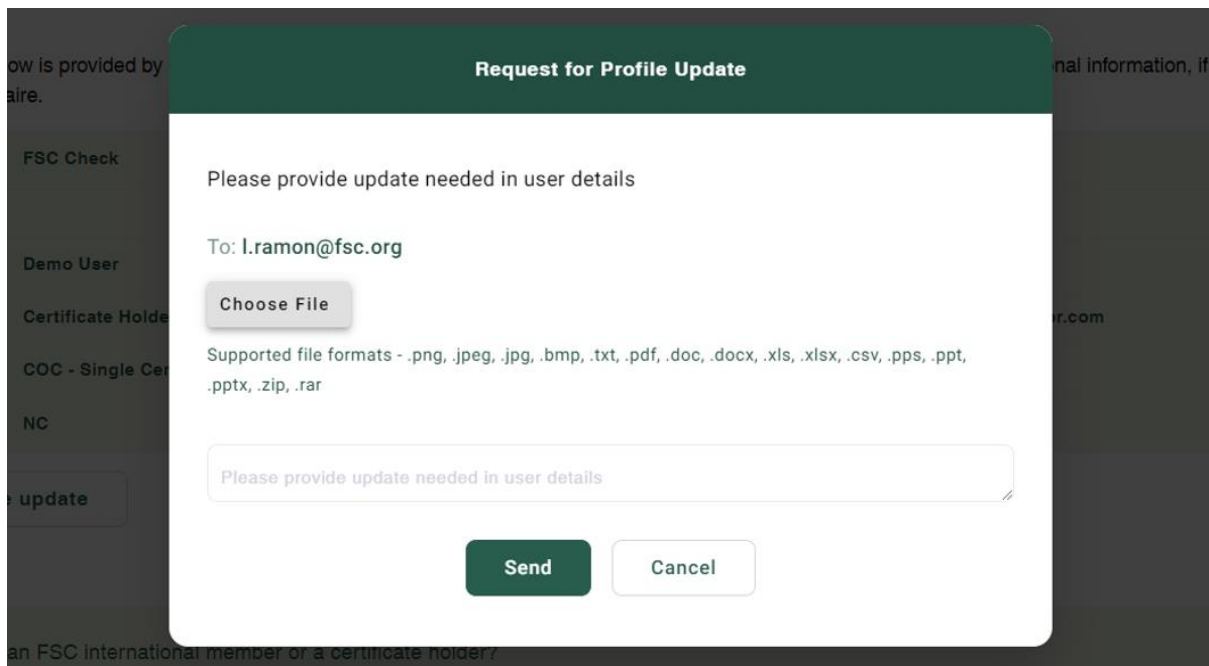
Step 6.1: The page will display your basic organizational information uploaded by your certification body or membership application processor. Please **verify that this data is correct**.



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

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.





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.

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



*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.

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	54574345
CIB Responsible	NC	Phone Number	456667755

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

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

## 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

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

Machine Translations not reviewed 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? ⓘ	<input type="radio"/> Yes <input type="radio"/> No
Violation of customary or human rights within the forestry or forest product sector? ⓘ	<input type="radio"/> Yes <input type="radio"/> 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? ⓘ	<input type="radio"/> Yes <input type="radio"/> No
Destruction of High Conservation Values (HCVs) in forests or High Conservation Value areas? ⓘ	<input type="radio"/> Yes <input type="radio"/> 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? i

---

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

Violation of customary or human rights within the forestry or forest product sector? i  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 ?

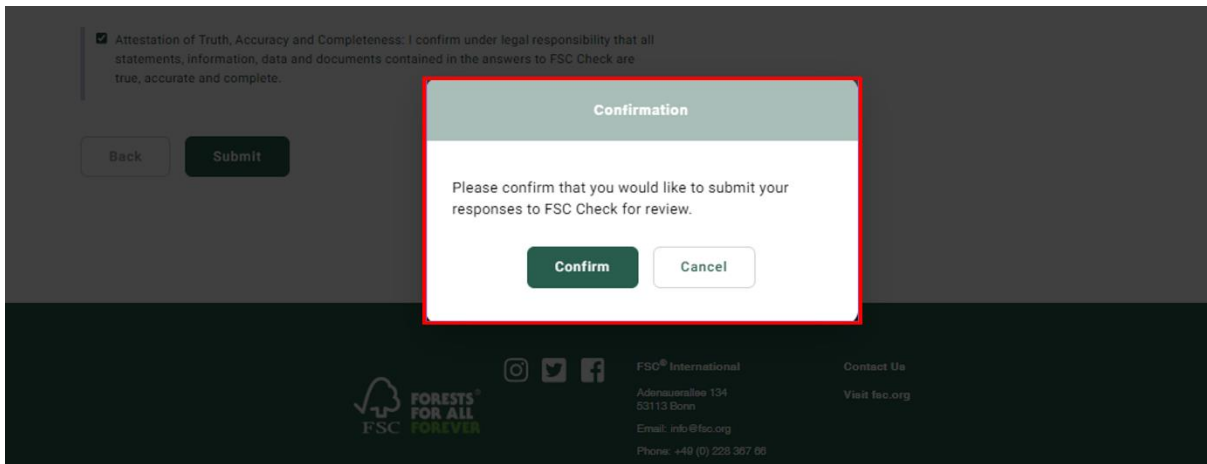
- ✔ Applicant Information
- ✔ Basic Information
- ✔ Individual
- ✔ Policy for Association
- 5 Completion

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

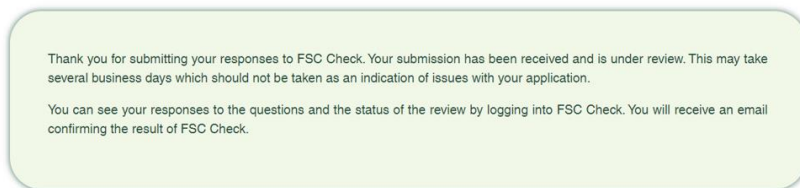
Save as draft
Reset
Let's Chat

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.



## 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.



## 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](mailto:connect@fsc.org) for assistance.



FSC® International

Adenauerallee 134  
53113 Bonn

Email: [info@fsc.org](mailto:info@fsc.org)

Phone: +49 (0) 228 367 66

Contact Us

Visit [fsc.org](http://fsc.org)

Let's Chat

View of your response page.

The screenshot displays the 'Questions & Submitted Responses' page. At the top, there is a navigation bar with the FSC logo, 'FSC® Check', a user profile for 'Oliana Fluereite, Donglin Commercial Company', 'Sign out', and a language dropdown set to 'EN'. A machine translation notice is also present. The main content area is titled 'Questions & Submitted Responses' and includes an 'Expand All' button. Below this is a table for 'Applicant Information' with the following data:

Applicant Information			
Organization Name	Donglin Commercial Company	Address	Zavodska, 10
Local Company Name	МПП ТЭОБ "ОШСМА"	Country	CHINA
Contact Name	Oliana Fluereite	City	Suzhou City
Applicant Type	Certificate Holder	Email	olianafluereite@mailinator.com
Type of Association	COC - Single Certificate	Mobile Number	+1 755 466 4646
CB Responsible	Congruent	Phone Number	+1 755 464 4646

Below the table are sections for 'Basic Information', 'Individual', and 'Policy for Association', each with a dropdown arrow. A link 'Please click here to navigate to home page' is centered below the table. A 'Let's Chat' button is in the bottom right corner.

## 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 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**

Adenauerallee 134

53113 Bonn

Germany

**Phone:** +49 -(0)228 -36766 -0

**Fax:** +49 -(0)228 -36766 -65

**Email:** [dispute.resolution@fsc.org](mailto:dispute.resolution@fsc.org)