AVA e-Services Guide for Food Import Inspections

Frequently Asked Questions

FAQs

Can my external parties make bookings for my company's CCPs?

- Yes, but you must authorise them under your Company Account in e-Services first.

- The external party should also ensure they select your company's name when making the appointment booking.

FAQs

Can I choose which authorised users are allowed to view my inspection results?

- Yes, you can select which user accounts can view results if you are the administrator of the company account

FAQs

My company already has a Company Account but we cannot access it as the administrator has left the company and did not inform us of the password.

1) If you know the email address linked to the company account and are still able to access the email account, you can rest the password by clicking on "Forget password?" at the log in page. The new password will be sent to that email address.

Maintain Company Account:

User Name : [   ]

Password : [   ]

Sign In   Forget Password?

here

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FAQs

My company already has a Company Account but we cannot access it as the administrator has left the company and did not inform us of the password.

2) If you do not know the email address linked to the account or if the email address is no longer in use, please contact AVA to change the email address in the system to an existing one before you reset the password. The new password generated will be sent to the updated email address.

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