

New Customer FieldTrace Login and Links

Please follow the instructions in the Resources section below to make sure that you have Internet Explorer and Microsoft Silverlight installed on your computer before trying to launch FieldTrace on a **desktop or laptop computer**. Please note that the desktop version FieldTrace does not work on Apple computers however the mobile version will work on iOS and Android devices.

Use the links in the Helpful Hints section below to log in to FieldTrace.

To log in as a **new user** select the "Create Account" option and follow the instructions on the screen.

If you are a **returning user** and can't log in, use the "Forgot Password" icon. You will be prompted for your account number and the email address associated with your FieldTrace account. If you run into any issues, contact me directly at wvermunt@hdc.on.ca or 519-709-0551 for help.

Here is the link for the **FieldTrace Mobile app**

<https://fieldtraks.applivery.io/fieldtrace> .

iOS (Apple) users will be prompted to install updates on your phone as they are available when you log into FieldTrace. To trust the app on your iPad or iPhone, you will have to go to Settings, General, Device Management and then select FieldTrace and select Trust. This will only be required on the first installation to a device.

Android device users can also use the Play Store and search for FieldTrace (all one word). Android (Samsung, etc.) will have to look for updates occasionally on the Play Store. Android users may have to trust the download on the initial installation of the app but will not have to take the steps mentioned for iOS users.

In either case, follow the instructions on the screen.

Tutorial videos for the desktop version are available on our webpage

<https://hensallco-op.ca/FieldTrace.htm> .

HELPFUL HINTS:

- Check out the "Resource" links below.
- Here is a link for the desktop version of FieldTrace: <https://hensallco-op.ca/FieldTrace.htm>
- Here is the link to use the FT Mobile app on your iPhone or iPad <https://fieldtraks.applivery.io/fieldtrace>
- To download the FT Mobile app for your Android phones and tablets search for "FieldTrace" on Google Play.

RESOURCES:

- Desktop users will need to use the Internet Explorer as your browser to run FieldTrace. If you have recently replaced your computer, IE may not have been installed on your new computer. Use this link to install it <https://www.microsoft.com/en-ca/search?q=internet+explorer>
- You may need to install or update to the latest version of Microsoft Silverlight <https://www.microsoft.com/Silverlight/>

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