

Frequently Asked Questions

QUESTION—01

What is the difference between Directory Lite and Directory Pro?

A Directory Lite account is free to use and allows users to view the status, scope and validity period for certificated sites via on-screen display. A Directory Pro account offers a wider feature set including certificate PDF access, export to XLS, notification alerts and the self-service 'Favourites' tool, which allows users to create their own supplier lists. Directory Pro gives access to live status data for more than 55,000 unique sites, including those without ongoing certificated status.

QUESTION—02

How do I pay for Directory Pro?

Directory Pro can be purchased online via the BRCGS Store. This can be easily accessed either directly going to the BRCGS Store or selecting the upgrade button within a Directory Lite account.

QUESTION—03

Where can I find my receipt for my Directory Pro purchase?

All BRCGS Store purchase receipts are sent by email following purchase, and a copy is stored within the My BRCGS area, which is accessible from brcgs.com menu bar.

QUESTION—04

How long does it take it get upgraded Directory Pro access?

Purchased upgrades from Directory Lite to Pro are administrated within five days of receipt of payment. Complete the online form and you will receive an invoice within two working days.

QUESTION—05

Can I request an invoice to be sent directly if I cannot complete a credit card payment?

Yes, select the upgrade button and when in the BRCGS Store, there is an option to request an invoice.

QUESTION—06

Is Directory Lite account registration free of charge?

Yes, registration for a Directory Lite account is free of charge.

QUESTION—07

Why is the PDF certificate not showing against the site I am looking at?

Certificate PDFs are not accessible if:

- The site does not have certificated status.
- The issuing certification body has yet to add the PDF document.
- The certificate owner has elected to restrict access to the document.

QUESTION—08

Do I have to have a Directory Lite account to use the site search tool?

Yes. Everyone is now required to have a free account Directory Lite account to access the site search feature.

QUESTION—09

How do I purchase Directory Pro?

You can buy Tiers 1 to 4 through the BRCGS Store using a credit card. Should more than 1000 favourites be required, you will need to contact the BRCGS team.

QUESTION—10

What is a Tier?

Directory Pro allows users to tag individual sites as a 'Favourite'. This enables sites to be tagged for data export and notification alerts. It also allows you instant access to your favourite tagged site records in Directory via a dedicated filter.

The volume of sites that can be tagged a favourite at any given time is limited and priced in tiers by volume.

QUESTION—11

Are the credentials for my Directory Lite account the same when I upgrade to a Directory Pro account?

Yes, you would use the same login credentials as it is an upgrade to your existing Directory account.

QUESTION—12

I have access to Participate,
can I use these login credentials
for Directory Pro?

If you have access to Participate but do not have
a Directory account, contact BRCGS Support.

QUESTION—13

How many accounts can I have?

Only one account per company is permitted.

QUESTION—14

How many users can we have?

You can have up to five user profiles per company account.

QUESTION—15

How do I add the five users
to my company account?

After signing in, visit the 'Users' area and then the + Add Users tool.

QUESTION—16

If I need more than five users,
what do I need to do?

Contact BRCGS Support via the Assistance feature
in Directory's main menu.

QUESTION—17

I need more than 1000 favourites, what should I do?

Simply contact the BRCGS team and we will be in contact within 48 hours.

QUESTION—18

What is a Favourite?

Favourites allow users to tag sites of interest, whether current suppliers or potential ones to easily track their certification status within Directory Pro.

QUESTION—19

If I have brought one tier and I now need more favourites, what should I do?

Register your interest through the 'Assistance' button in and the BRCGS team will be in contact within 48 hours.

QUESTION—20

Do I need to create a Directory Lite account if I already know I want Directory Pro?

Yes, you will need to create a Directory Lite account in order for it to be upgraded to Directory Pro.

If you are an existing BRCGS audit owner, then your Directory account will be automatically upgraded to Directory Pro.

QUESTION—21

How long does it take to sign up?

Directory Lite account creation is free, self-service and instant.

Purchased upgrades from Directory Lite to Directory Pro are administrated within five days of receipt of payment.

Existing BRCGS audit owners are automatically upgraded to Directory Pro.

For any company planning to become a BRCGS audit owner, the upgrade to Directory Pro will require certification body validation and can take up to 10 days to complete.

QUESTION—22

What languages is directory available in?

Please use the translate tool within your browser to change the language that Directory is displayed.

QUESTION—23

Why is the audits list in My Audits empty?

My Audits allows access to audits owned by or shared with your company. If no audits are owned or shared, no audits will be displayed in the 'My Audits list.

If your company owns a BRCGS audit that is not displayed or accessible, please contact the issuing certification body to request configuration.

QUESTION – 24

What is a Company ID and how do we find ours?

All Company accounts have a unique Company ID identifier, allowing immediate location of your company in Directory (for audit sharing and assignment).

Company IDs are displayed in the top left corner of the homepage after signing in.

QUESTION – 25

How often is content updated in Directory?

Directory is updated 365 days a year by BRCGS approved certification bodies acting under KPIs.

Certification and audit data is typically added to Directory with 24 hours of certification decision and issue (where applicable).

Only BRCGS approved certification bodies can add or edit content to Directory.

QUESTION – 26

How can I obtain access to the API service?

The Directory API can be purchased via BRCGS Store. API is an exclusive add-on for Directory Pro accounts so you must have a Directory Pro subscription before buying the API. It is offered on a self-service implementation basis and access will be granted within five working days following your purchase.

The client identifier and client secret will be securely delivered via SharePoint, and the API Developer Platform contains everything needed to set up the integration.

QUESTION—27

Where can I find further information about configuration of the API integration?

Comprehensive integration resources are available on the API Developer Platform at <https://developers.brcgs.com>

This platform provides all necessary documentation to complete the setup. An account can be created immediately to access these resources; it is not necessary to wait for your credentials to be issued however, API access will not be granted until a purchase has been made via the BRCGS Store.

If you can't find what you are looking for, contact the [support team](#).

BRCGS Directory

BRCGS
LGC – Floor 2
80 Victoria Street
London SW1E 5JL