Welcome to the INTACT Platform
Certification Body Admin (CB Admin) Role

What the new platform delivers for you

- Real-time access to auditees data, **previous audit data**, reports, and documents
- Easier **submission** of audits and certification data to Better Cotton
- Integrated **checklists, Corrective Action Plans (CAPs), memos,** and supporting documentation
- Greater **transparency** and consistency across all audits

Which other IT systems are involved?

- **Salesforce:** Better Cotton creates and maintains all auditees profiles and allocates certification bodies to them in Salesforce
- **Excel:** templates used to prepare audit reports before uploading to Intact
- **Email or MS Forms:** to agree/confirm allocation of a CB to an auditee

Your key responsibilities in INTACT

1. Review auditee profiles and documents
2. Declare when an audit has been planned (dates, scope and audit team)
3. When the audit has been concluded:
   o Upload audit reports (Excel), certificates (PDF), and other key files
   o Enter all **Findings (NCs/Obs)** and **CAPs** directly into the platform
   o Enter the certification decision and finalise the audit
4. Respond to and manage shared **Memos** from Better Cotton when applicable

What the platform is *not* meant for

- Creating new auditee accounts (this is managed in **Salesforce**)
- Act as an end-to-end audit management system to replace your existing systems

Please note

The CB admin user must sign a declaration to confirm they have consulted the training material and understand their responsibilities before being given access to the platform. Access to the platform will be given on 16th of July 2025 at the earliest.
Please sign the declaration here:

[Declaration Form](#)

We strongly encourage all CB Admins to review the materials before beginning to use the platform operationally.

Where to find help & resources

- Training material
  - o for CB Admin processing CoC audits: [Intact Platform CoC Training Materials](#)
  - o for CB Admin processing P&Cs audits: [Intact Platform Producer Training (2025)](#)
- Intact Live Q&A sessions for all CB Admin users: check the training material folder for a list of planned Live Q&A sessions

Need support? Reach out to us!

compliance@bettercotton.org
All requests are triaged via Zendesk. When required, technical/admin issues will be escalated to Intact.