

Owner Relations Portal User Guide

Instructions if you have Not Registered:

1. Go to portal.countrymark.com
2. Select **“Click here”**

Welcome to the CountryMark Owner Relations Portal!

You can use the portal to ...

- Access your account on a smartphone, tablets, desktops and laptops.
- Manage profile changes pertaining to mailing address and electronic deposit bank information.
- Receive payment notifications and 1099 misc. statements.
- Ask questions or request additional information by using the Portal Helpdesk.

Need to register? [Click here](#)

or

Already registered? [Click Login](#)

3. Enter the following:
 - Email Address
 - Given Name (First)
 - Family Name (Last)
 - Owner Number
 - Last 4 digits of TIN # (EIN or social security number)
 - Message (Optional to change)

CountryMark owner relations portal access request form

Email

Given Name (First)

Family Name (Last)

Owner Number

Last 4 TIN#

Message

Requesting access to your Own

4. Select **“I’m not a robot”**
5. Click **“Submit”**

6. An email invitation will be sent from owner.relations@countrymark.com. See Below.
7. Click on the link in the email to sign up.



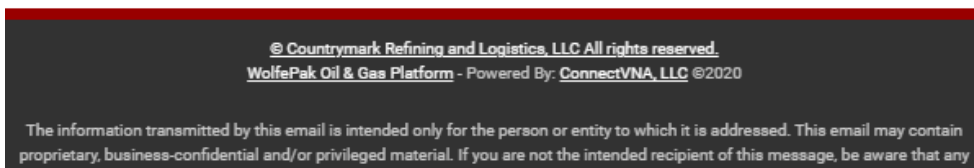
Welcome to the Owner Relations portal at Countrymark Refining and Logistics, LLC! To register, please click [here](#) and sign up as

Save time by accessing Countrymark's Owner Relations Portal to...

1. Manage profile changes pertaining to mailing address and electronic deposit bank information
2. Receive payment notifications or other important documents along with access on smartphones, tablets and desktop computers with internet access
3. Access important information about your account on smartphones, tablets, & desktop computers with access to the internet
4. Ask questions or request additional information by using the Portal Helpdesk

Thank you! Countrymark

If you have trouble using the link above, you can apply the following code at the end of the sign-up process: **6014870a3523afc593ef3053**



8. An email will be received with a code in it to enter, this is a validation code to enter AFTER you click the link.

9. Enter the following information:



Sign up with a new account

Email

Given name

Family name

Password

- o Enter Email
- o Enter Given Name (first)
- o Enter Family Name (last)
- o Create Password, must contain:
 - Lower case letter
 - Upper case letter
 - Special character
 - Number
 - At least 8 characters in length
 - Sign In

Instruction if you are Already Registered:

1. Go to portal.countrymark.com
2. Select **“Click Login”**

Welcome to the CountryMark Owner Relations Portal!

You can use the portal to ...

- Access your account on a smartphone, tablets, desktops and laptops.
- Manage profile changes pertaining to mailing address and electronic deposit bank information.
- Receive payment notifications and 1099 misc. statements.
- Ask questions or request additional information by using the Portal Helpdesk.

Need to register? [Click here](#)

or

Already registered? [Click Login](#)

3. Enter Email and Password



Sign in with your email and password

Email

name@host.com

Password

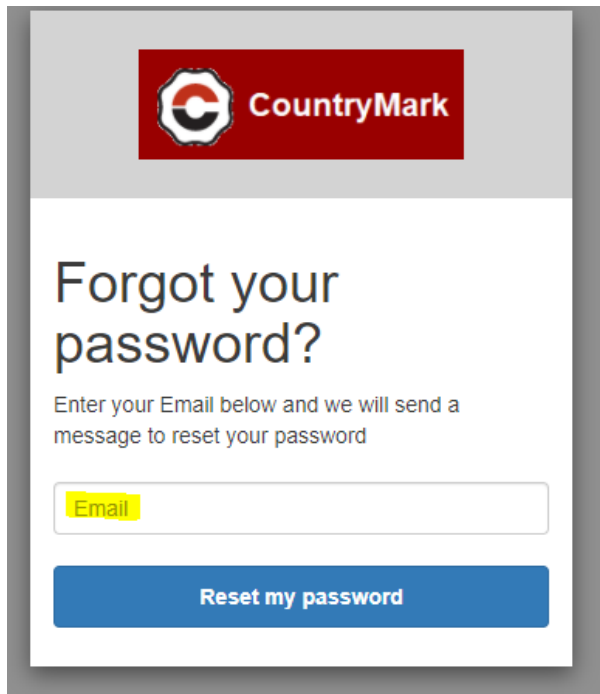
Password

[Forgot your password?](#)

Sign in

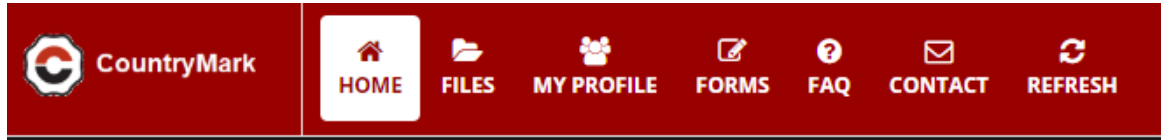
Need an account? [Sign up](#)

4. Click **“Sign In”**
5. If you do not remember your password, click **“Forgot your password?”**
6. Enter your email



7. Click **“Reset my password”**
8. An email will be sent in which you can reset your password.

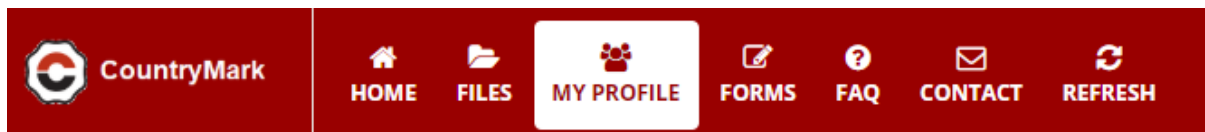
Brief Descriptions- specific details to follow



- **Home**
 - Important tasks contain links to items that need action.
 - News



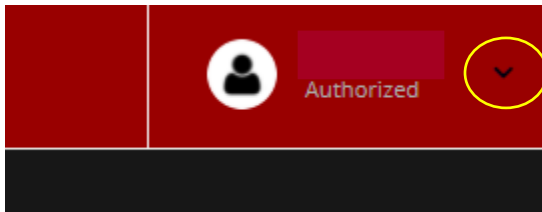
- **Files**
 - Remittance Advices
 - 1099s
 - To access files, click the blue icon of the owner account



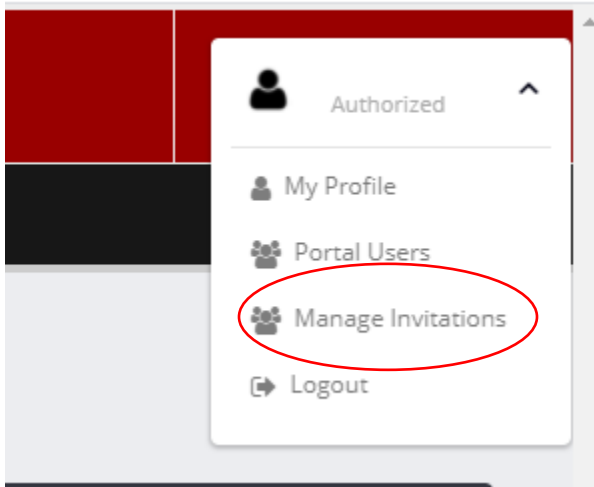
- **My Profile**
 - Update Address for payment and 1099s
 - Update phone number
 - Change Password
 - Update banking information
 - View multiple accounts
 - Add an authorized user (see instructions below)

Add an Authorized User to Portal Account

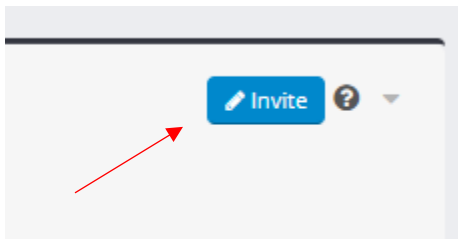
1. Go to Portal.Countrymark.com
2. Log in to your Portal account.
3. Click the downwards arrow on the top right corner of the screen next to your profile name.



4. Click **“Manage Invitations”**



5. Click **“Invite”**



6. Enter the following information:

- First Name
- Last Name
- Email Address
- Phone (Optional)

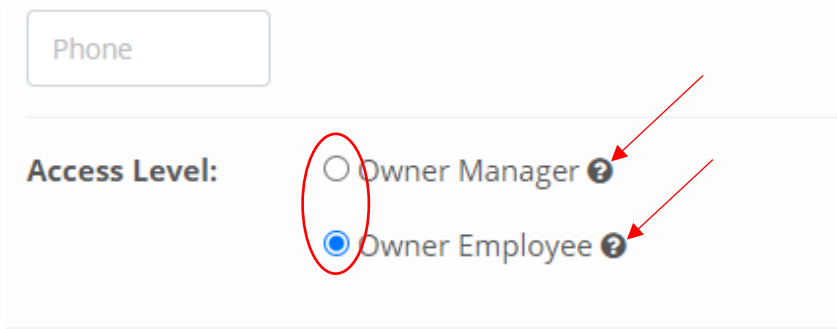
Add User

Add a single account OR Add multiple accounts

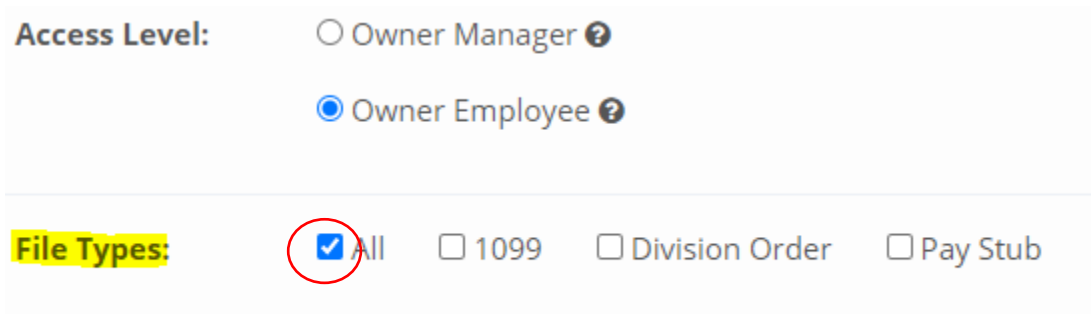
FIRST NAME LAST NAME

Phone Email Address

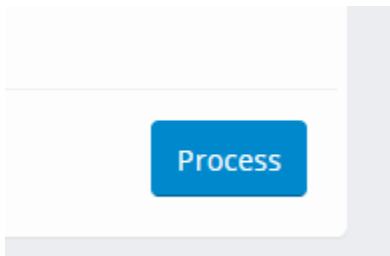
7. Select the **Access Level**. Only one can be selected. (Descriptions of each can be found by clicking the circled “?”)



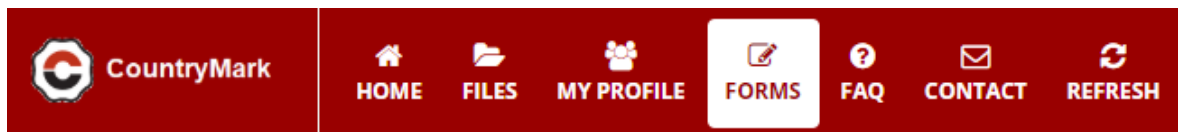
8. Select the File Types in which the user will have access to. Select “**All**” to authorize access for all three documents or select one or two to limit.



9. Select “**Process**”



10. An email will be sent to the authorized user to sign up.



- **Forms**

- Affidavit of Heirship and Solvency
- Affidavit of Solvency
- FAQ Operator Expense Deduction Program
- Operator Expense Transaction Form
- Operator Expense Transaction Form (spreadsheet)

- **FAQ's**
 - Frequently asked questions
 - Search engine is available
 -

- **Contact** – Steps to Contact CountryMark Employees for information or questions.
 - Log in to Portal account
 - Select Contact
 - Open New Ticket
 - Enter Subject (required)
 - Type message
 - Attach files (if necessary)
 - Submit request

Support Request

Subject

Message

Attach File Select file