

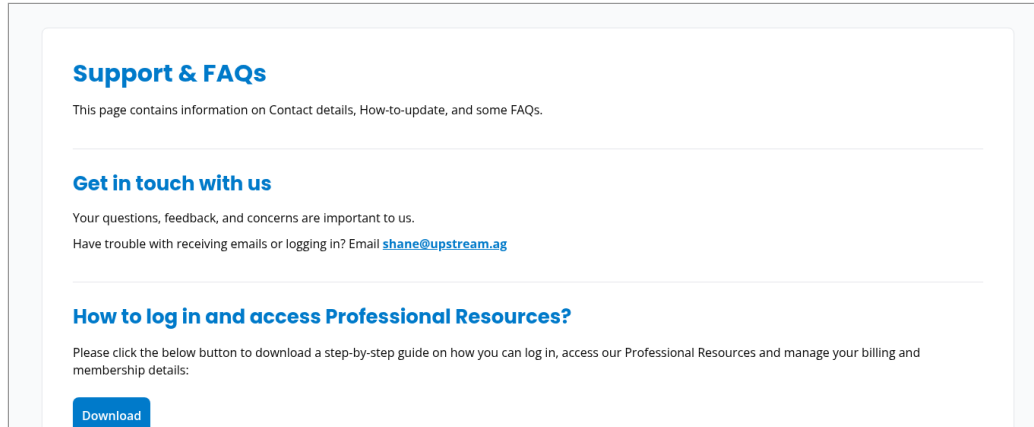
Upstream Ag Insights Support and How-To Guide

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Contact and Quick Help

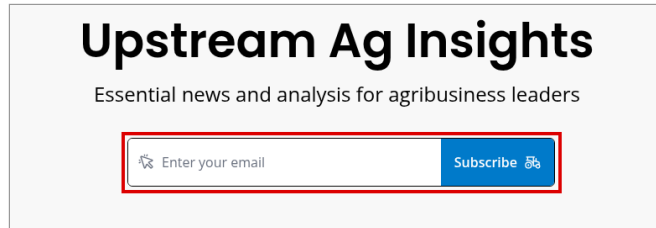
For anything this guide does not cover, email **shane@upstream.ag**. The website also has a Support & FAQs page at **upstream.ag/support**, which you can reach from **Professional Hub > Support & FAQs**.



Upstream Ag Insights is the free newsletter. Upstream Ag Professional is the paid membership. Some features in this guide are for Professional members only, and each section says who can use it.

Subscribing for Free

1. Go to **upstream.ag**.
2. Type your email address into the **Enter your email** box on the home page and click **Subscribe**.
You can also use the **Subscribe** button at the top right of any page.

A screenshot of the Upstream Ag Insights subscription form. The form has a light gray background. At the top, the text "Upstream Ag Insights" is in a large, bold, black font. Below it, in a smaller font, is "Essential news and analysis for agribusiness leaders". At the bottom, there is a white input field with the placeholder text "Enter your email" and a blue "Subscribe" button with a small icon to its right. The entire form is enclosed in a thin gray border, and the input field and button are highlighted with a red rectangular border.

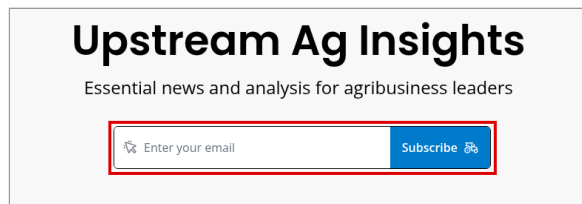
3. If you are shown the plan options, choose **Continue with Free** under **Free Tier** to stay on the free newsletter.

The weekly email goes out on Sunday mornings at 2:00 am Mountain Time.

Joining Through Your Company (Enterprise Access)

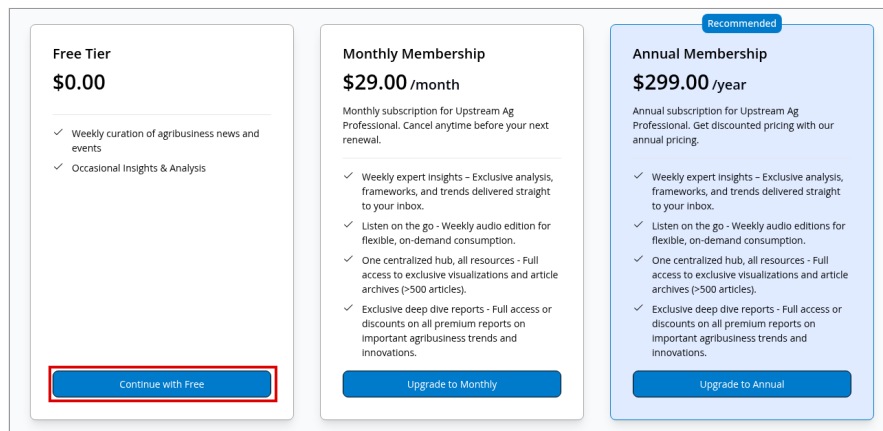
If your company has an enterprise subscription, every employee with a company email address gets full Upstream Ag Professional access at no cost to them.

1. Go to **upstream.ag**.
2. Enter your **company** email address in the **Enter your email** box on the home page and click **Subscribe**.



The image shows a subscription form for 'Upstream Ag Insights'. The title 'Upstream Ag Insights' is in a large, bold, black font. Below it, the subtitle 'Essential news and analysis for agribusiness leaders' is in a smaller, regular black font. At the bottom, there is a white input field with a red border containing the placeholder text 'Enter your email'. To the right of the input field is a blue button with the text 'Subscribe' and a small icon of a document with a checkmark.

3. If you are shown the plan options, do not enter any payment details. Choose **Continue with Free** under **Free Tier**. Your company email will be upgraded to Professional automatically.



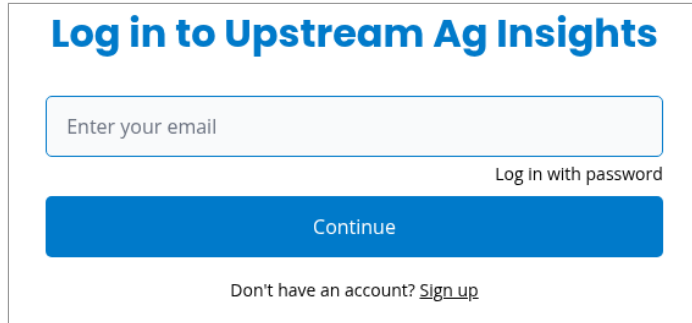
The image shows a plan selection screen with three columns. The first column is titled 'Free Tier' and '\$0.00'. It lists two benefits: 'Weekly curation of agribusiness news and events' and 'Occasional Insights & Analysis'. At the bottom is a blue button labeled 'Continue with Free'. The second column is titled 'Monthly Membership' and '\$29.00 /month'. It lists four benefits: 'Weekly expert insights - Exclusive analysis, frameworks, and trends delivered straight to your inbox.', 'Listen on the go - Weekly audio edition for flexible, on-demand consumption.', 'One centralized hub, all resources - Full access to exclusive visualizations and article archives (>500 articles).', and 'Exclusive deep dive reports - Full access or discounts on all premium reports on important agribusiness trends and innovations.'. At the bottom is a blue button labeled 'Upgrade to Monthly'. The third column is titled 'Annual Membership' and '\$299.00 /year'. It has a 'Recommended' badge in the top right corner. It lists the same four benefits as the monthly plan. At the bottom is a blue button labeled 'Upgrade to Annual'.

4. Your access is upgraded within four hours. You will receive a welcome email, which enterprise members can ignore.
5. From then on you receive the weekly email on Sunday mornings at 2:00 am Mountain Time, and you can log in to the website (see Logging In) to read everything behind the paywall.

If you do not receive the emails or login codes, see Enterprise or Team Members Not Receiving Emails.

Logging In

You do not need a password. By default the website emails you a one-time code each time you log in. Logging in is what unlocks Premium posts, reports and the other Professional features on the website.

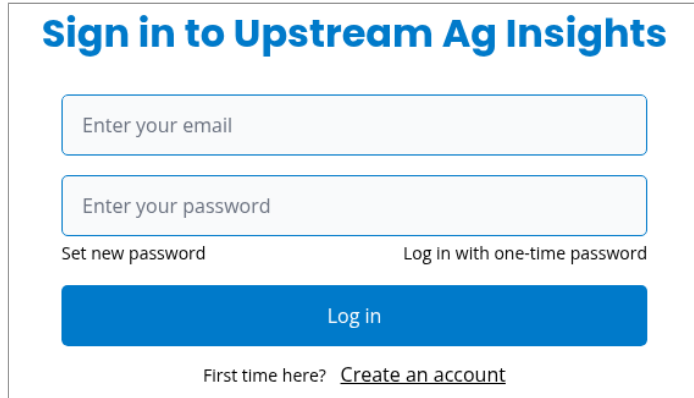
The image shows a login interface for 'Upstream Ag Insights'. At the top, the title 'Log in to Upstream Ag Insights' is displayed in blue. Below the title is a light gray input field with the placeholder text 'Enter your email'. To the right of this field is a link that says 'Log in with password'. Below the input field is a solid blue button with the word 'Continue' in white. At the bottom of the form, there is a link that says 'Don't have an account? [Sign up](#)'.

1. Go to **upstream.ag** and click **Login** at the top right.
2. In the **Log in to Upstream Ag Insights** box, enter the email address your membership is under and click **Continue**. If your company pays for your access, use your company email.
3. Check your inbox for an email with a one-time code and enter the code on the website. Codes expire after 10 minutes and only the most recent code works. If a code is rejected, check for extra spaces and use the newest one.
4. If the code does not arrive within a couple of minutes, check your spam or junk folder, then request a new code. The code is sent from **buzz@tx2.beehiiv.com**, so adding that address to your contacts or safe senders helps.

If you still cannot see Professional content after logging in, make sure you logged in with the same email address you used to pay for your membership, or the company email your enterprise access is tied to.

Setting or Resetting a Password

A password is optional. If you prefer it to the emailed code, you can set one and use it to log in.

The image shows a login form titled "Sign in to Upstream Ag Insights". It features two input fields: "Enter your email" and "Enter your password". Below the password field are two links: "Set new password" and "Log in with one-time password". A large blue "Log in" button is positioned below these links. At the bottom, there is a link "First time here? [Create an account](#)".

Sign in to Upstream Ag Insights

Enter your email

Enter your password

Set new password Log in with one-time password

Log in

First time here? [Create an account](#)

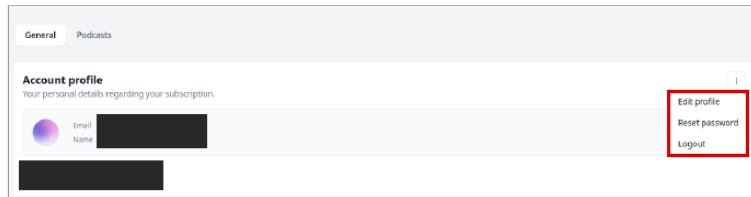
To set a password for the first time, or reset a forgotten one:

1. Click **Login**, then click **Log in with password**.
2. Click **Set new password**.
3. On the **Reset Password** page, enter your email and click **Send Password Reset Email**.
4. Open the email and follow the link to choose your password.

Passwords must be 8 to 100 characters long and include at least one uppercase letter, one lowercase letter, one number and one special character (for example !, @, # or \$). A password that misses one of these is the most common reason it gets rejected.

To log in with your password: click **Login**, click **Log in with password**, enter your email and password, and click **Log in**. To switch back to an emailed code, click **Log in with one-time password**.

If you are already logged in: click the profile icon at the top right, choose **Manage Profile**, open the **:** menu next to **Account profile** and choose **Reset password**.

The image shows a user profile settings page. At the top are tabs for "General" and "Podcasts". The "General" tab is active, showing the "Account profile" section with the subtitle "Your personal details regarding your subscription." Below this is a form with fields for "Email" and "Name", both of which are redacted with black boxes. To the right of the form is a red-bordered menu with three options: "Edit profile", "Reset password", and "Logout".

General Podcasts

Account profile
Your personal details regarding your subscription.

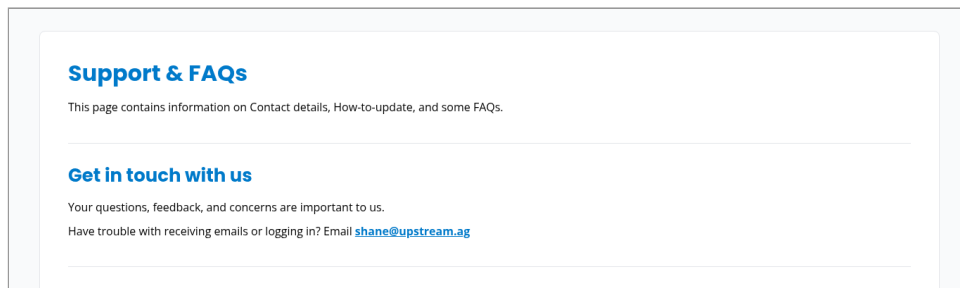
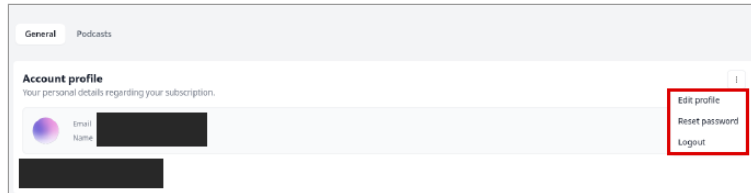
Email [redacted]
Name [redacted]

Edit profile
Reset password
Logout

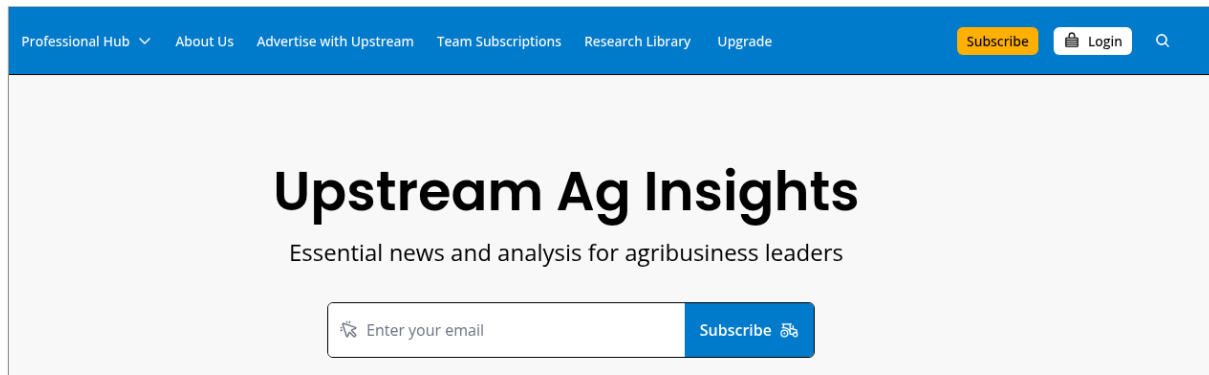
Changing Your Email Address

To move your membership to a different email address, email **shane@upstream.ag** with your current address and the new one, and it will be changed for you. If you are moving from a work address to a personal one (or the reverse), say so, so that your Professional access moves with you.

To view or edit your other profile details, click the profile icon at the top right, choose **Manage Profile**, and open the **:** menu next to **Account profile** to find **Edit profile**.

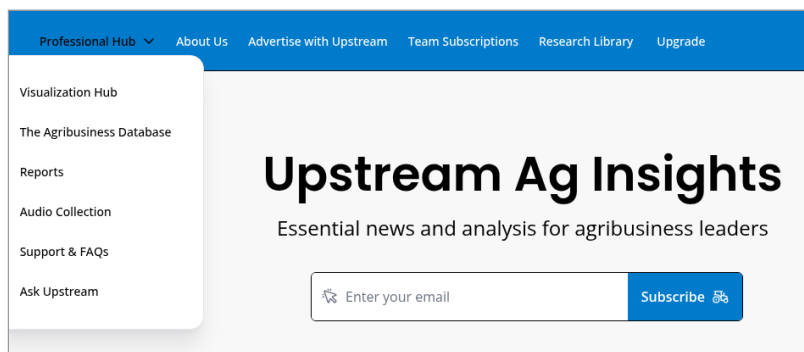


Finding Your Way Around upstream.ag



The bar at the top of every page has:

- **Professional Hub**, a drop-down menu with the member features (below).
- **About Us, Advertise with Upstream, Team Subscriptions, Research Library** and **Upgrade**.
- **Subscribe** and **Login** at the top right, and a magnifying glass icon that opens search.



Hover over or click **Professional Hub** to open:

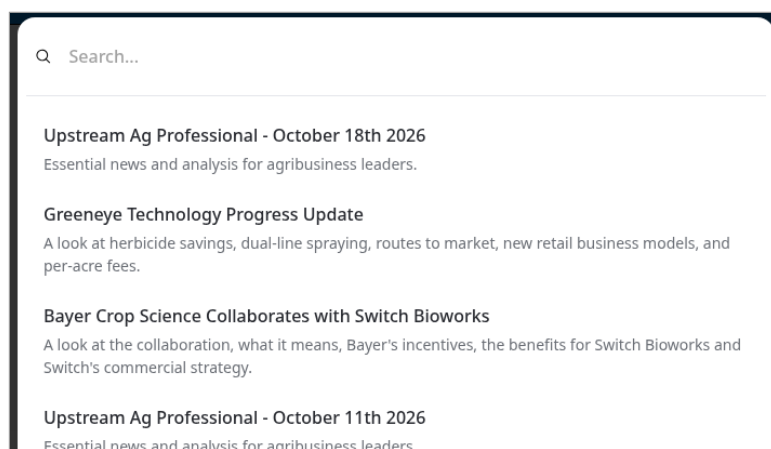
- **Visualization Hub**: the Infographic Hub of Upstream charts and frameworks (upstream.ag/visualization-hub).
- **The Agribusiness Database**: company financials (upstream.ag/company-tracker).
- **Reports**: the Professional report library (upstream.ag/reports).
- **Audio Collection**: audio editions (upstream.ag/audiocollection).
- **Support & FAQs**: contact details and common questions (upstream.ag/support).
- **Ask Upstream**: the AskUpstream research tool (upstream.ag/ask).

Reading the Archive and Searching

The archive. Every published edition and article is at upstream.ag/archive. From the home page, scroll past **Previous Issues** and click **Explore all previous issues**. Posts are listed newest first; click **Load more** at the bottom for older ones.

Posts marked **Premium** are for Upstream Ag Professional members. If you open one without being logged in, you will see **Upgrade to Upstream Ag Professional to read the rest**. If you are already a member, click **Sign In** under **Already a paying subscriber?** and log in with your membership email.

Search. Click the magnifying glass icon at the top right of any page. A **Search...** box opens over the page; type a company, product or topic and pick a post from the results. Specific terms (a company name, product name or technology) work best.



Recurring series. Patent analyses, investor day and tech day highlights, and the monthly recap are regular posts in the archive. Search for the series name, for example "patent analysis" or "investor day", to find them.

To search across the whole archive by question rather than keyword, use AskUpstream (see its section below).

Plans, Upgrading and Changing Plans

Plans are listed at upstream.ag/upgrade (the **Upgrade** link at the top of every page). Prices are in US dollars.

The screenshot shows the 'Upstream Ag Professional' upgrade page. At the top, it says 'Smart decisions start with premium intelligence. Upgrade today.' and 'Prices are in USD.' Below this are two tabs: 'Individual' (selected) and 'Group'. There are three membership tiers displayed as cards:

- Free Tier**: \$0.00. Features include: Weekly curation of agribusiness news and events; Occasional Insights & Analysis.
- Monthly Membership**: \$29.00 /month. Features include: Monthly subscription for Upstream Ag Professional. Cancel anytime before your next renewal; Weekly expert insights - Exclusive analysis, frameworks, and trends delivered straight to your inbox; Listen on the go - Weekly audio edition for flexible, on-demand consumption; One centralized hub, all resources - Full access to exclusive visualizations and article archives (>500 articles); Exclusive deep dive reports - Full access or discounts on all premium reports on important agribusiness trends and innovations.
- Annual Membership**: \$299.00 /year. Features include: Annual subscription for Upstream Ag Professional. Get discounted pricing with our annual pricing; Weekly expert insights - Exclusive analysis, frameworks, and trends delivered straight to your inbox; Listen on the go - Weekly audio editions for flexible, on-demand consumption; One centralized hub, all resources - Full access to exclusive visualizations and article archives (>500 articles); Exclusive deep dive reports - Full access or discounts on all premium reports on important agribusiness trends and innovations.

On the **Individual** tab:

- **Free Tier**, \$0.00: the weekly curation of agribusiness news and occasional insights. Button: **Continue with Free**.
- **Monthly Membership**, \$29.00 per month: Upstream Ag Professional, cancel any time before your next renewal. Button: **Upgrade to Monthly**.
- **Annual Membership**, \$299.00 per year: Upstream Ag Professional at the discounted annual price. Button: **Upgrade to Annual**.
- **Founding Member**, \$450.00 per year: all annual benefits plus full access to all premium reports and access to virtual calls with Shane Thomas. Button: **Become a Founding Member**.

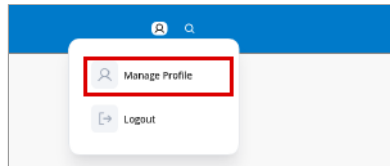
On the **Group** tab you can buy Annual Membership seats for a group at \$239.20 per seat per year. Enter your email address, a group name and the number of seats (minimum 2 seats). For larger teams or company-wide access, see the **Team Subscriptions** page or email shane@upstream.ag.

To upgrade, log in first so the upgrade is attached to the right email address, then click the button on the plan you want and complete the checkout.

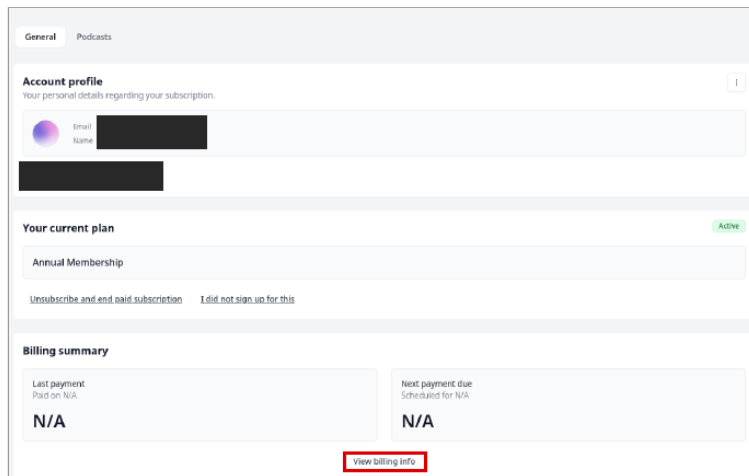
To switch between Monthly and Annual, or move down to the free newsletter, log in and open your billing page (see Managing Payments, Invoices and Receipts). Moving to the free tier takes effect at the end of the period you have already paid for: future charges stop and you keep Professional access until then. If you do not see the plan change you want, email shane@upstream.ag and it will be done for you.

Managing Payments, Invoices and Receipts

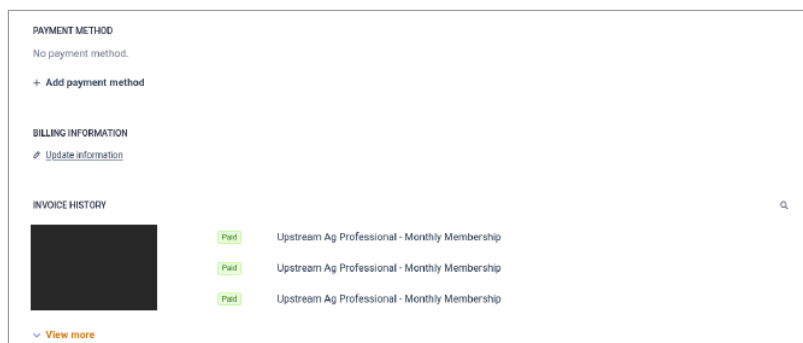
1. Log in at upstream.ag.
2. Click the profile icon at the top right and choose **Manage Profile**.



3. On your account page, under **Billing summary**, click **View billing info**. Your billing page opens on a secure Stripe page.



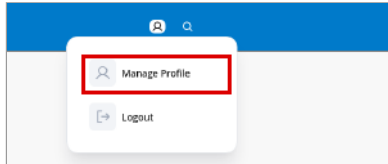
4. On the billing page you can add or update your payment method (**Payment method > Add payment method**), update your billing details (**Billing information > Update information**), and see and download past invoices and receipts under **Invoice history**.



If your company needs an invoice, a receipt for expenses, or wants to pay by purchase order instead of card, email shane@upstream.ag.

Cancelling a Membership

1. Log in at upstream.ag.
2. Click the profile icon at the top right and choose **Manage Profile**.



3. On your account page, under **Your current plan**, click **Unsubscribe and end paid subscription** and follow the steps to confirm. (Do not use **I did not sign up for this** unless you never signed up.)



If you have already paid for a full month or year, there is no partial refund. After you cancel, you keep all Professional benefits until the end of the period you paid for, and you will not be charged again.

If you would rather have it handled for you, email shane@upstream.ag and the cancellation will be made on your behalf.

Email Preferences and Unsubscribing

At the bottom of every Upstream email is the line **Update your email preferences or unsubscribe here**. Click **here** to open your subscriber profile, where you can manage your preferences.

Email preferences are only available through this link in your emails. The account page on upstream.ag (profile icon > **Manage Profile**) has only the **General** and **Podcasts** tabs and does not include email settings.

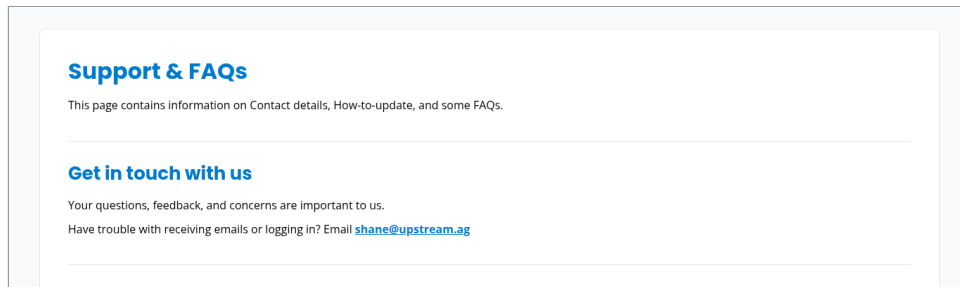
To stop all emails, use **Unsubscribe from all communications** in that profile. This stops emails immediately and also cancels the subscription. If you pay for Professional and only want to stop the renewal, follow Cancelling a Membership instead, so that you keep access until the end of your paid period.

Not Receiving Emails or Login Codes

If the Sunday email or your login code is not arriving:

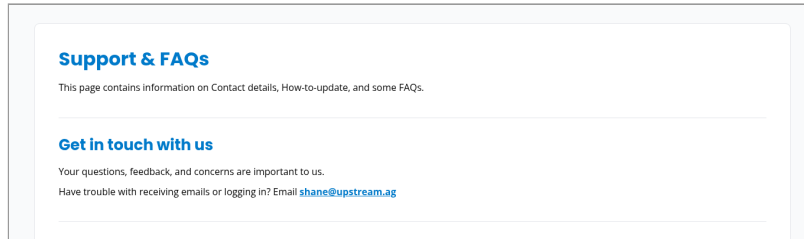
1. Check your spam, junk and promotions folders, and search your mailbox for **shane@upstream.ag**.
2. Add **shane@upstream.ag** (the newsletter) and **buzz@tx2.beehiiv.com** (login codes) to your contacts or safe senders list.
3. For login codes, request a new code after adding the sender, and use only the newest code.
4. Make sure you are subscribed with the address you are checking. Email shane@upstream.ag if you are not sure which address your membership is under.

If the emails are not in your spam folder and you use a work address, the most likely cause is your company's email security, which is covered next.



Enterprise or Team Members Not Receiving Emails

When Upstream's records show your emails are being sent and delivered, but they never appear in your inbox or your junk folder, they are usually being held by your company's email security filter. This quarantine sits above your personal spam folder, so the message never reaches you at all. It happens most often with large companies, and the fix is usually a one-time request to your IT team.



Steps for the Subscriber

1. Check your junk or spam folder first.
2. Check your company's quarantine. Many companies send a regular quarantine digest email listing held messages. Look for Upstream emails from shane@upstream.ag or buzz@tx2.beehiiv.com in it.
3. Release the message and mark the sender as safe, if your system allows it:
 - **Microsoft 365 (Microsoft Defender quarantine):** go to security.microsoft.com/quarantine, sign in with your work account, select the Upstream message and choose **Release** or **Request release**. If you can only request release, your IT team approves it.
 - **Mimecast:** in your Mimecast digest, **Release** delivers that one message; **Permit** delivers it and adds the sender to your personal allow list so future emails get through.
 - **Proofpoint:** in your End User Digest, **Release** delivers that one message; **Release and Allow Sender** delivers it and adds the sender to your safe list.
4. If nothing appears in quarantine, or the emails are still held after you release them, forward the note below to your IT team.
5. While IT looks into it, email shane@upstream.ag. Access can be added to a second email address (for example a personal one) so you can keep reading in the meantime.

Note to Forward to Your IT Team

Copy the text below into an email to your IT or email security team. Fill in your name and department.

Subject: Request to Allowlist Emails From Upstream Ag Insights

Hi [IT Team / Name],

We are having trouble receiving emails from a newsletter we subscribe to, Upstream Ag Professional, which our team uses to keep up with key agribusiness trends and insights. It appears our firewall or email filtering system may be blocking or quarantining these messages.

To make sure they are delivered, could you please allowlist (whitelist) the following email addresses and domains?

Primary sending address:

- shane@upstream.ag

Additional addresses used:

- upstreamag@mail.beehiiv.com (short term; the primary address is shane@upstream.ag)
- buzz@tx2.beehiiv.com (used for login code requests)

Sending and link domains:

- upstream.ag (sending domain)
- elinkOf1.upstream.ag (links inside the emails)

Typical send time:

- Around 2:00 am Mountain Time on Sunday mornings.

These emails are sent through Beehiiv, a professional newsletter platform, and are safe and relevant to our business needs.

Thank you for helping us receive these emails without disruption. Let me know if you need any more context or technical information.

Best regards,

[Your Name]

[Your Department]

The Agribusiness Database

Where it is: Professional Hub > The Agribusiness Database, or upstream.ag/company-tracker.

Who can use it: the full database is for Upstream Ag Professional members. Anyone else sees a free preview of two of the 25 companies, with **Upgrade to Professional** and **Log in** buttons. Log in first to see everything.

What it covers: 25 public and large private agribusinesses across crop protection and seed, fertilizer and equipment, tracked quarter by quarter. For each company you get revenue, year-over-year change, revenue mix by product category or segment, gross and net margins and R&D spending, built from SEC filings and company investor reports. Every number links to the filing it came from. Most figures are updated each quarter after companies report earnings; some, such as patents, are updated more often. The line at the bottom of the page shows when the data was last built.

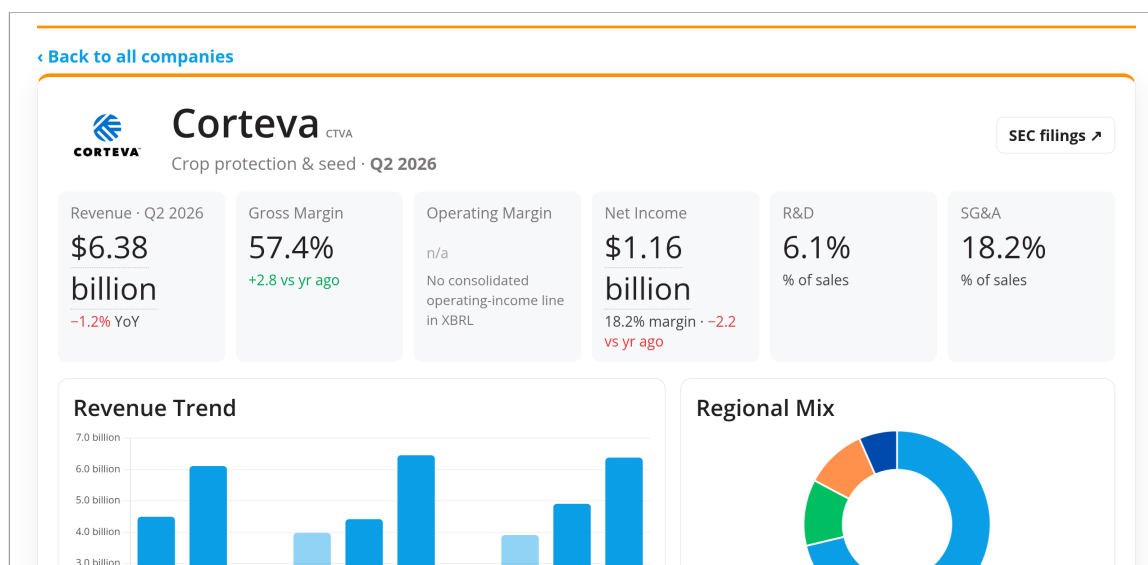
All Sectors Crop Protection & Seed Fertilizer Equipment Other Industry Indexes				
Financials Channel & Balance Sheet Innovation & Market Signals				
Crop Protection & Seed				
Company Latest Reported Period	Revenue ¹ Latest Period	YoY ¹ Revenue	Revenue Mix Product Category or Segment Share	Gross Margi Change vs Y
 Corteva > CTVA · Q2 2026	\$6.38 billion	-1.2%	Seed 71% · Crop Protection 29%	+2.8
 Vylor > VYLR · 6M 2026 · carve-out (Form 10)	\$7.55 billion 6M · carve-out	+4.3% vs 6M 2025	Americas 81% · Rest of World 19%	+2.9
 FMC > FMC · Q2 2026	\$867 million	-17.5%	Insecticides 49% · Herbicides 37% · Fungicides 10% · Plant Health 4% · Other 0%	+0.8

Using the Main Table

1. Pick a sector with the top row of buttons: **All Sectors**, **Crop Protection & Seed**, **Fertilizer**, **Equipment**, **Other** or **Industry Indexes**.
2. Pick a view with the second row: **Financials**, **Channel & Balance Sheet** or **Innovation & Market Signals**.
3. Click a column heading, such as **Revenue** or **YoY**, to sort by it. Click again to reverse the order.
4. Hover over any number to see where it came from (the filing, period and data tag). Click the number to open that filing.

Using a Company Page

Click a company name in the table to open its page.



- The top row shows the latest quarter: revenue, gross margin, operating margin, net income, R&D and SG&A, each with the change from a year earlier where available.
- **Revenue Trend** and **Quarterly History** show the company's recent quarters. **Regional Mix**, **Segment Revenue** and **Segment Margins** show where the revenue and margin come from. **Margin Trends** tracks margins over time.
- Further down, depending on the company, are **Price vs Volume**, **Revenue From Differentiated Products**, **North American Registrations**, patent counts, notable quotes from management and the list of filings used.
- Click **SEC filings** at the top right to open the company's filings, and **Back to all companies** to return to the table.

Figures marked n/a or Not disclosed were not available in the company's filings; nothing is estimated. The database is for information only and is not investment advice.

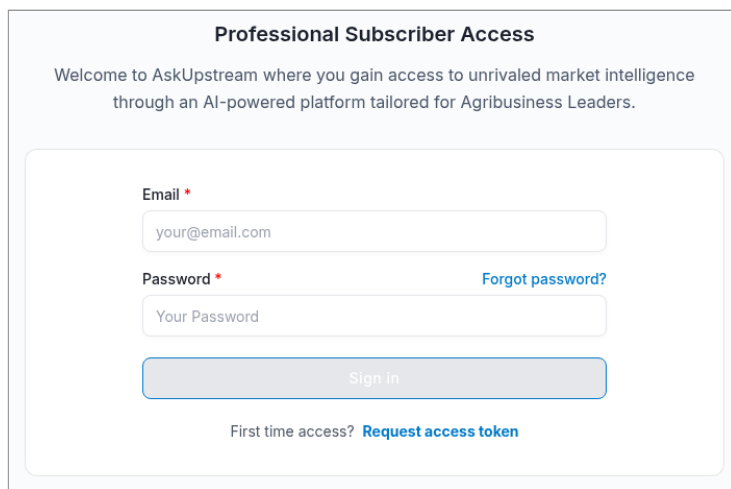
AskUpstream

What it is: AskUpstream is Upstream's research tool for Professional members. You ask a question in plain language and it searches the Upstream archive and reports, summarizes what has been published on that company or topic, and links to the editions it drew from so you can read further.

Where it is: Professional Hub > Ask Upstream, or upstream.ag/ask. The sign-in box is also at ask.upstream.ag.

Who can use it: Upstream Ag Professional members only, including enterprise and group members. If you are not a member, **Upgrade to Professional Access** at the bottom of the page takes you to the plans.

AskUpstream has its own login, separate from the website. Even if you are already logged in to upstream.ag, the first time you use AskUpstream you need to request an access token and create a password.



The screenshot shows a login interface titled "Professional Subscriber Access". Below the title is a welcome message: "Welcome to AskUpstream where you gain access to unrivaled market intelligence through an AI-powered platform tailored for Agribusiness Leaders." The form contains two input fields: "Email" with a red asterisk and a placeholder "your@email.com", and "Password" with a red asterisk and a placeholder "Your Password". To the right of the password field is a blue link "Forgot password?". Below the fields is a blue "Sign in" button. At the bottom, there is a link "First time access? Request access token".

First-Time Setup

1. Go to Professional Hub > Ask Upstream.
2. Under **First time access?**, click **Request access token**.
3. Enter the email address your Professional access is under and click **Validate your access**.
4. Check your email for the verification code (look in junk or spam if it is not in your inbox) and enter it to verify.
5. Set your password.
6. Fill in the short profile form, which helps tailor answers to your role, then click **Go to AskUpstream**.

Signing In After That

1. Go to Professional Hub > Ask Upstream.
2. Enter your **Email** and **Password** and click **Sign in**.

3. If you forget your password, click **Forgot password?**, enter your email and click **Send password reset**.

Asking Questions

1. Click **New Chat**.
2. Type your question and send it.
3. Use the linked editions at the bottom of the answer to open the original analysis.

What it is good for: finding every time Upstream has covered a specific company, product segment or topic; getting a summary of past partnerships, acquisitions and strategic priorities before a meeting; comparing technologies across companies; and pulling executive quotes from analyst calls that Upstream covered.

Tips: be specific. Name the company, product, technology or time period you mean. If an answer is not relevant, rephrase the question. AskUpstream answers from what Upstream has published, so it is not built for topics outside agribusiness.

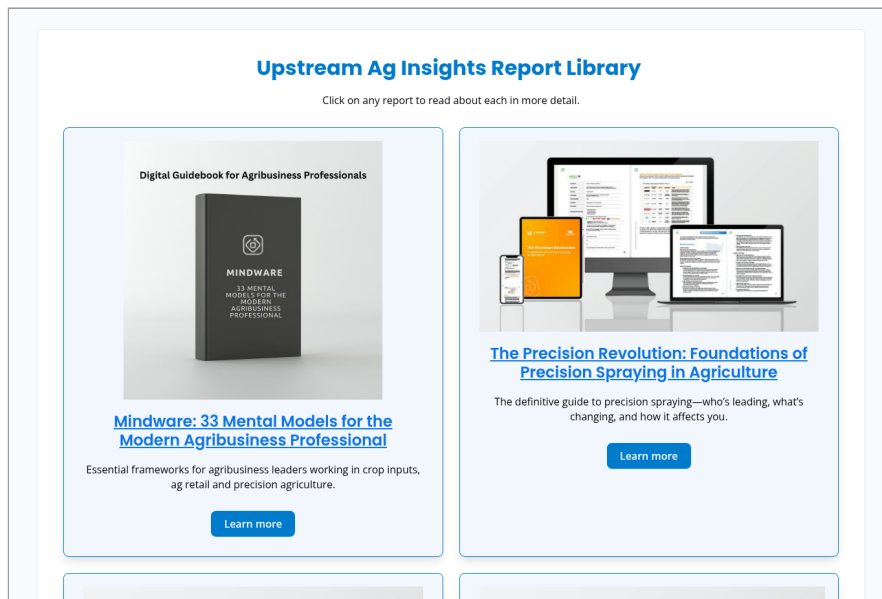
Please keep in mind: answers are generated by AI and may contain errors. They are for information only and are not professional, financial or legal advice. Check important points against the linked source articles before acting on them.

AskUpstream's own login and FAQ guide is linked from **How to access & FAQ** on the sign-in page. Questions or feedback: shane@upstream.ag.

Reports and the Research Library

Reports (Professional Hub > Reports, upstream.ag/reports) is the library of in-depth Upstream reports. It is for Upstream Ag Professional members; log in first, then click a report to open it. Current titles include The Biostimulant Playbook, The Rise of Biologicals and Specialty Fertilizers, Mindware: 33 Mental Models for the Modern Agribusiness Professional, and the AI and Agribusiness Software White Paper 2026.

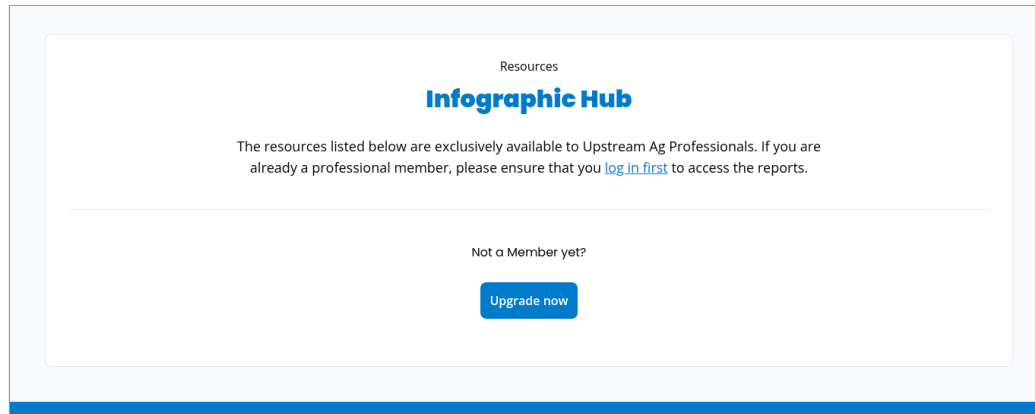
Research Library (top menu, upstream.ag/research-reports) lists Upstream's major research reports, each with a **Learn more** page describing it. Professional membership includes full access to, or discounts on, the premium reports; the Founding Member plan includes full access to all of them.



The Infographic Hub (Visualization Hub)

Where it is: Professional Hub > Visualization Hub, or upstream.ag/visualization-hub. The page itself is titled Infographic Hub.

Who can use it: Upstream Ag Professional members. Log in first; visitors who are not members see **Not a Member yet?** and an **Upgrade now** link.



What it is: a growing library of more than 100 Upstream charts, frameworks and market maps covering company landscapes, industry structure, financial performance and emerging categories. It is added to as new analysis is published.

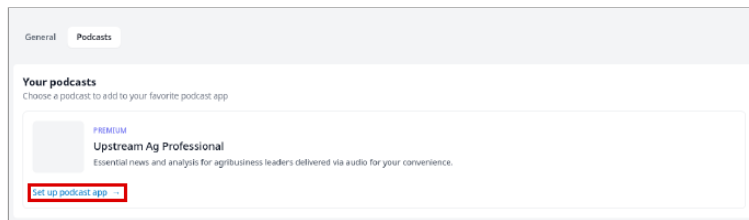
How to use it: log in, open Professional Hub > Visualization Hub and browse the images.

Listening to Upstream in Your Podcast App

The weekly audio edition and the Upstream Ag Professional podcast are available to Professional members, both in the **Audio Collection** on the website (Professional Hub > Audio Collection) and in your own podcast app through a private feed. Add the feed once and each new audio edition arrives on its own.

Find Your Private Podcast Link

1. Log in at upstream.ag with the email on your Upstream Ag Professional membership.
2. Click the profile icon at the top right and choose **Manage Profile**.
3. Go to the **Podcasts** tab and click **Set up podcast app →**.
4. On your phone, pick your app and it opens directly. On a computer, scan the QR code with your phone, or copy your private RSS link.



You may also have an email from Upstream with your private link and the same setup options.

Apple Podcasts on iPhone and iPad

1. Copy your private podcast link.
2. Open the Podcasts app and tap **Library**.
3. Tap the **•••** button at the top right, then **Follow a Show by URL**.
4. Paste your link and tap **Follow**.

Upstream Ag Professional appears in your Library, and new audio editions arrive on their own.

Apple Podcasts on Mac

1. Copy your private podcast link.
2. Open the Podcasts app.
3. Choose **File > Follow a Show by URL**.
4. Paste your link and click **Follow**.

Spotify

Spotify support for the private feed is coming soon. Until then, please use Apple Podcasts or one of the apps below.

Other Podcast Apps

Overcast, Pocket Casts, Castro and most other apps take your private RSS link directly.

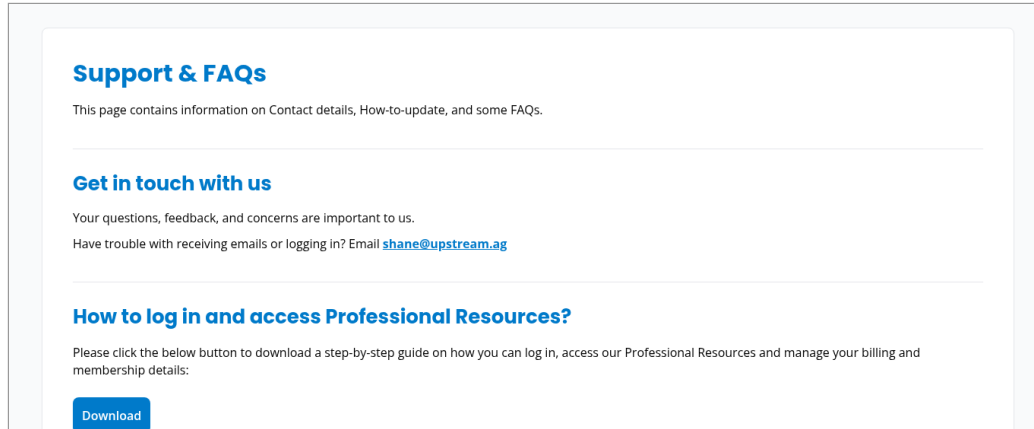
1. Copy your private podcast link.
2. Find your app's option to add a podcast by URL. In Overcast, tap + then **Add URL**. In Pocket Casts, paste the link into the search bar.
3. Paste your link and follow or subscribe.

Keep Your Link to Yourself

Your private link is personal and tied to your membership. Please do not share it or post it anywhere. If a colleague wants to listen, send them to upstream.ag.

Getting More Help

Email **shane@upstream.ag** for anything to do with access, billing, emails or features. It helps to include the email address your membership is under and, if something on the website is not working, a screenshot of what you see.



The screenshot shows a web page titled "Support & FAQs" in blue. Below the title, a line of text states: "This page contains information on Contact details, How-to-update, and some FAQs." A horizontal line separates this from the next section, "Get in touch with us", also in blue. Below this section, the text reads: "Your questions, feedback, and concerns are important to us. Have trouble with receiving emails or logging in? Email shane@upstream.ag". Another horizontal line follows. The third section is "How to log in and access Professional Resources?" in blue. Below it, the text says: "Please click the below button to download a step-by-step guide on how you can log in, access our Professional Resources and manage your billing and membership details:". At the bottom of this section is a blue button with the word "Download" in white text.