How to setup User Profile and Password

Contents

New requirements for user setup

When a user logs in, if their email, office phone or security question and answer is not filled out, it will automatically bring them to My Profile page. A message instructing users to update their profile, email and security question will be displayed. Also at the same time user can select the notifications they would like to receive.

Any user that has NOT set their security question will be asked to do so.

My Profile Setup
Please update your profile, and be sure your email and security question are configured. Please also select the notifications you would like to receive.

	Bill Sweet on .48
My User Information	
User Password	Change Password
What location do you work at?	Atlanta
Security Question	Date of Anniversary
Security Answer	
My Contact Information	
E-Mail	
Office Phone Ext	
Cell Phone	
PDA	
Pager	
Cell Email	
Office Fax	

The event notification section has also changed.

Users can still select specific 'Event Notifications' or select 'All' with one click.

To select ALL a user can click the box with the ☑ To unselect ALL click the ☐

Suggest items are:

Shipment Posted OR Shipment Posted (short version) **one or the other** If you select both, you will get 2 emails with the same data, in different formats.
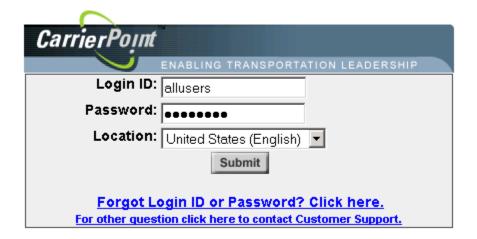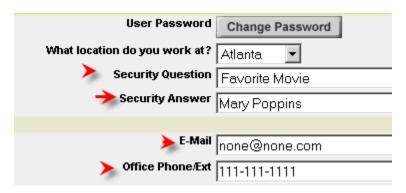
I was selected for a shipment
One of my shipments has been cancelled
Shipment requirements changed
Shipment Details Updated
Shipment Accessorial have changed
I was scheduled for an appointment
Customer Appointment Scheduled

One of my appointments was rescheduled

One of my appointments was cancelled

Late for DockMaster appointment

Messages sent from shipper

POD request

Shipment status update request

Manually assigned Load pending acknowledgement
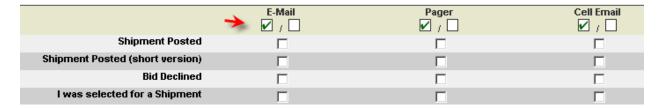
User's first time login

These are required.

Next users should select event notifications they want. None are required.

By clicking the checked box, you will select ALL events. Clicking the unchecked box will deselect ALL

	E-Mail	Pager	Cell Email
	☑ / ☐	☑ / ☐	☑ / ☐
Shipment Posted	☐	☐	☐
Shipment Posted (short version)	☐	☐	☐
Bid Declined	☐	☐	☐
I was selected for a Shipment	☐	☐	☐

The remaining items should be selected according to user preference.

When finished, click Submit.

Forgot User Name/Password steps

User name retrieval

Password retrieval

Get my Password

If you have forgotten your password, please enter your login and the system will send you an email specifying how to reset your password.

⦿ Get my Password	
Login:	ns-carrierpoint
Challenge Question	Mother's Maiden Name ▾
➤ **Challenge Answer**	BVT

If the user doesn't know or enters wrong Security Answer they have to call support other wise.

Carrier Point User Name / Password Help

Your password has been e-mailed to the e-mail address we have on your account. If you need further assistance click here for customer support information.