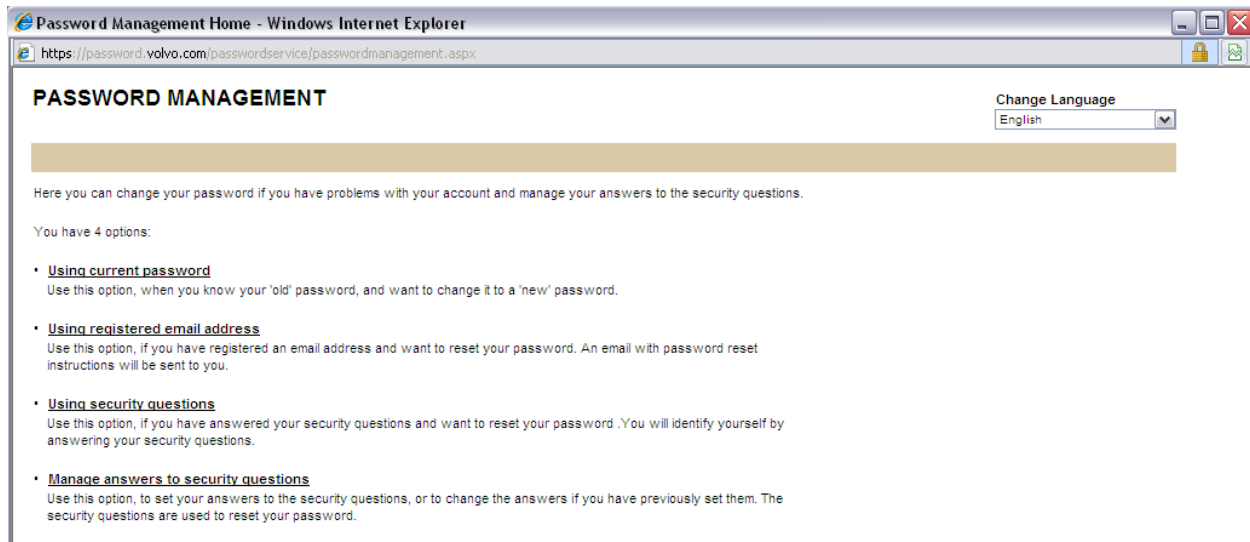


Self-Service Password Management on Trucks Dealer Portal

Current Users:

How You Can Manage Your Password – Various Scenarios



- A user can change their password when they know what their “old” password is by clicking on “Using current password”.
- A user can reset their password via email (without knowing their “old” password) by clicking on “Using registered email address”. If you share an email address with other users, note that an email will be sent with password reset instructions to that address, so you will need to follow up with the person who administrates that inbox.
- A user can reset their password via security questions (without knowing their “old” password), by clicking on “Using security questions”. However, this will only work if you managed answers to security questions in advance (before your password expired or before it was forgotten).

Please manage answers to security questions as soon as you can so that if your password expires or you forget it, you can answer a few questions and have immediate access to the portal without having to contact customer support.

Managing your Security Questions (VERY IMPORTANT)

Click on the “Forgot password?” link to manage security questions. It is important that you do this right away so that you can avoid the following situations:

- Having to contact dealer support to reset your password when your password expires or you forget your password.
- Having no access to Trucks Dealer Portal outside of dealer support’s operating hours.

By managing your security questions **now**, you can access the portal **right away, at any time**, by simply answering a few questions.

Trucks Dealer Portal

Welcome to the Trucks Dealer Portal


FIRST TIME USERS ([user guide](#)): You will need to change your initial password the first time you login.
Step 1. Click on “Change Password” below to create a new password.
Step 2. Login with your new password.
Step 3. Click on the image found on the home page called “Self-Manage Your Password” to manage security questions.

CURRENT USERS ([user guide](#)): If you are unable to login, click on the “Forgot Password?” link below to manage your password.

If you still require assistance, please contact Dealer Support:
Mack (800) 247-0039
Volvo (877) 978-6586

User ID Password

» **Forgot Password?** » Change Password

Login 

Password Management Home - Windows Internet Explorer

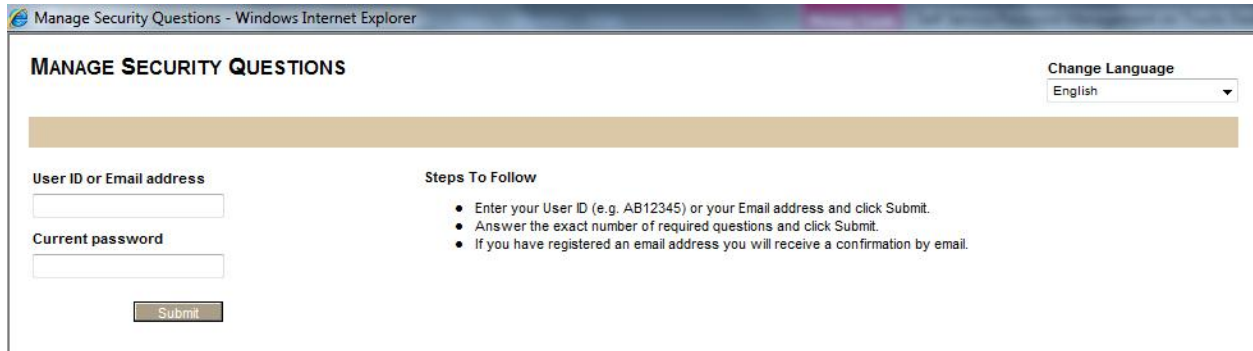
PASSWORD MANAGEMENT Change Language
English ▼

Here you can change your password if you have problems with your account and manage your answers to the security questions.

You have 4 options:

- **Using current password**
Use this option, when you know your 'old' password, and want to change it to a 'new' password.
- **Using registered email address**
Use this option, if you have registered an email address and want to reset your password. An email with password reset instructions will be sent to you.
- **Using security questions**
Use this option, if you have answered your security questions and want to reset your password. You will identify yourself by answering your security questions.
- **Manage answers to security questions**
Use this option, to set your answers to the security questions, or to change the answers if you have previously set them. The security questions are used to reset your password.

Once you have clicked on “Manage answers to security questions”, enter your user id and your existing password.



Manage Security Questions - Windows Internet Explorer

MANAGE SECURITY QUESTIONS

Change Language
English

User ID or Email address

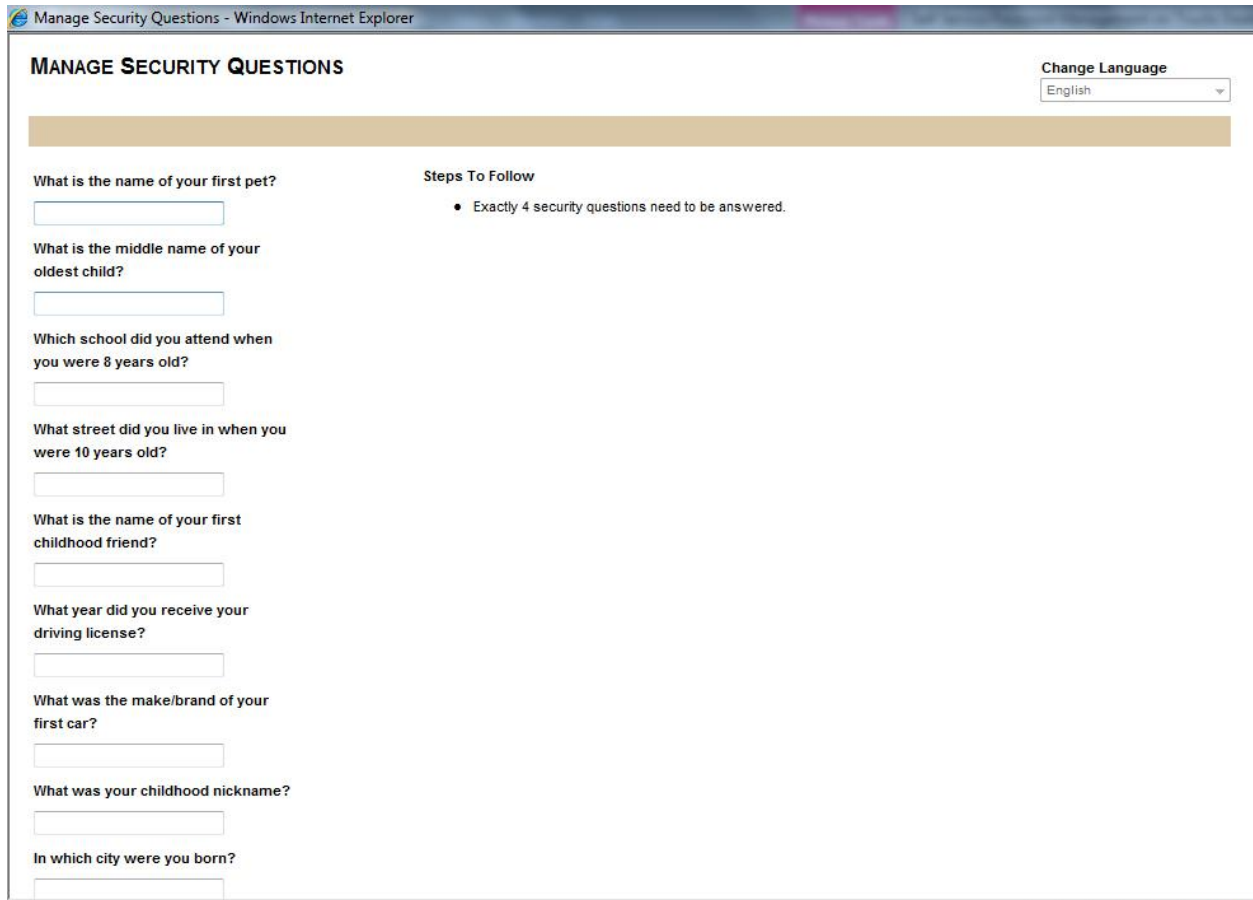
Current password

Submit

Steps To Follow

- Enter your User ID (e.g. AB12345) or your Email address and click Submit.
- Answer the exact number of required questions and click Submit.
- If you have registered an email address you will receive a confirmation by email.

Answer 4 security questions and submit.



Manage Security Questions - Windows Internet Explorer

MANAGE SECURITY QUESTIONS

Change Language
English

What is the name of your first pet?

What is the middle name of your oldest child?

Which school did you attend when you were 8 years old?

What street did you live in when you were 10 years old?

What is the name of your first childhood friend?

What year did you receive your driving license?

What was the make/brand of your first car?

What was your childhood nickname?

In which city were you born?

Steps To Follow

- Exactly 4 security questions need to be answered.