

Self-Service Password Management on Trucks Dealer Portal

First Time Users:

Step 1 – Changing your Initial Password

The first time you access Trucks Dealer Portal, you will need to change your initial password to a new password of your choice. Click on the “Change Password” link and use the user id and initial password provided to you.

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

Change Password - Windows Internet Explorer

CHANGE PASSWORD Change Language
English ▼

User ID or Email address

Current password

New password

Confirm password

Password Policy

- Passwords must have a length of at least 7 characters.
- Passwords must contain both alphabetic and at least one non-alphabetic character.
- Passwords must not be the same as the User ID.
- Passwords are case-sensitive.
- The system will store the 8 last passwords you have used.

Step 2 – 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.

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Internet Explorer Password Management Home - Windows Internet Explorer

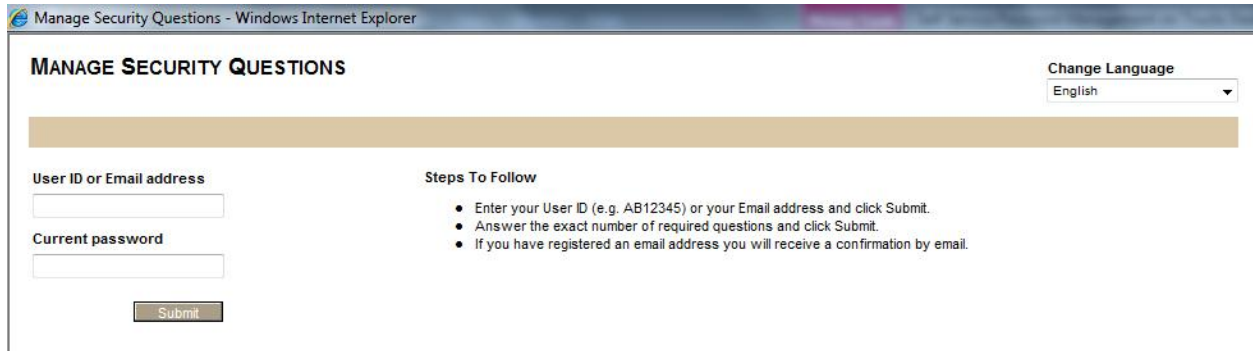
PASSWORD MANAGEMENT Change Language
English

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 the new password you changed your initial password to in Step 1.



Manage Security Questions - Windows Internet Explorer

MANAGE SECURITY QUESTIONS

Change Language
English

User ID or Email address

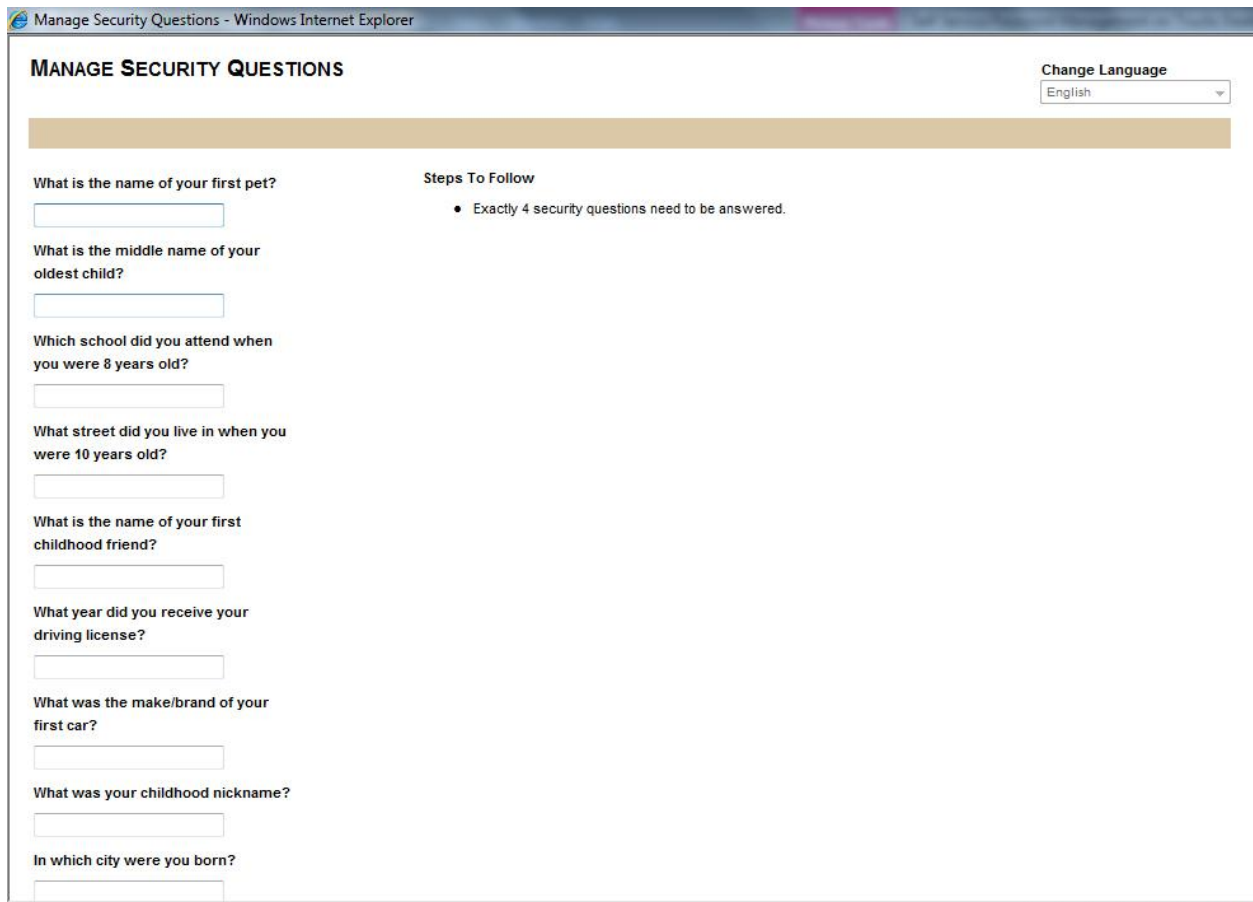
Current password

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.