

PREVIEW

LOGIN SIMPLIFICATION

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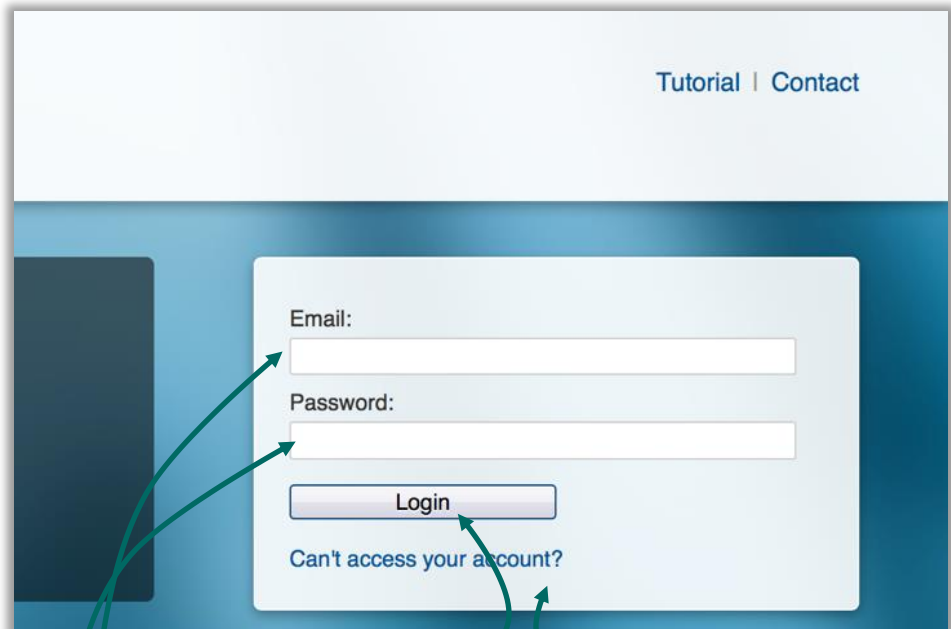
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Login simplification

What is changing?

From 9 November 2017, you will login with only your **Email address** and **Password**. This replaces the current login based on company names and user names.

The new Login page



The screenshot shows a login form with the following elements: a header with 'Tutorial | Contact', an 'Email:' label above a text input field, a 'Password:' label above another text input field, a 'Login' button, and a link that says 'Can't access your account?'. Three green arrows point from the numbered list below to the email field, password field, and login button.

1. Fill in Email address
2. Fill in Password
3. Login to continue

Forgot your password, follow "can't access your account?"

Tip: Go to your Profile in FRED to see which email address is currently linked to your account.

What does this mean for me?

On **November 9th** to login to the Audit Platform

- 1) Go as usual to the FRED login page (www.controlpay.com/fred)
- 2) Enter your Email address (the one linked to your current login account)
- 3) Enter your Password (the same one as you use today) and click Login
- 4) You have successfully logged in to the platform

Only for users with multiple login accounts

- Since you might have different passwords on your current accounts, on November 9th you will receive an email containing a new temporary password
- Follow the instructions in the email to update your password and login with your new password
- After successful login you will be able to select the environment you want to access

For FAQ's, see the next page →

Frequently Asked Questions

How do I know my email address?

Your Email address is the address that is linked to your login account.

On this email account you currently receive emails related to for instance issues, password changes, etc. If you do not remember which of your email accounts is linked, try the following:

- Before Nov 9th: Login to FRED and go to your Profile (profile is part of the green menu bar).
- After Nov 9th: Click on “Can’t access your account” on the login page and try out your email addresses.

I don’t know my password, what to do?

If you do not remember your password, click on “can’t access your account?” on the login page and follow the instructions. After completion, you will receive your password on your email.

Do I still have to choose whether to login as a Shipper or a Carrier?

No. This selection is not required anymore. The system recognizes automatically if you’re a shipper or a carrier user.

I currently have multiple accounts, do I still have to choose where to go to?

Yes. Users with multiple login accounts will make the selection of which environment to go to after the initial login. So you will have 1 login based on email address and password, after which you will have to select the environment you want to access. For instance, if you’re a carrier working for more Shippers, you will select the Shipper after the first login.

I did not get the email with my temporary password, what to do?

First check your SPAM folder. If it is not in your spam-folder, go to the login page and follow ‘Can’t access your account?’ to receive the password by email again. Note: Only users with multiple accounts will get this email. For all other users the password does not change.

Does anything change with regards to requirements to the password or the changing of the password every 3 months?

No, this policy remains the same.

I want to go to another environment, what to do?

To access one of your other environments, first logout and than login again.

Why does this change?

Login with your Email address is more reliable, secure and user-friendly. It is also both easier and quicker.