



# TForce Freight CIAM Migration April 2024



## How to Guide for New Log-In Experience

### Contents

Summary.....	1
Current State.....	1
Future State .....	3
Migrated Users.....	3
New Users .....	3
CIAM Features.....	4
Log In.....	4
Sign Up .....	4
Enrollment.....	4
Password Reset.....	5
Recover user Name.....	5
View/Edit Profile.....	5
UPS® Ground with Freight Pricing* Customers .....	5
Next Steps.....	6

### Summary

Beginning May 1, 2024, TForce Freight LTL will no longer be supported through UPS WorldShip®, UPS CampusShip®, UPS APIs, or the UPS website. As part of this transition, TForce Freight is providing a new, modern Identity Management platform that went live on Sunday, April 14, 2024 at 1pm Eastern DST. We will provide any updates to the transition on our site (<https://www.tforcefreight.com>), in the below banner and in the Additional Information link.

 TForce Freight will be providing a new, modern Identity Management platform that will go live on Sunday, April 14, 2024 at 1pm Eastern DST.   
[Additional Information...](#)

### Current State

After clicking “Log In” to <https://www.tforcefreight.com>, you are sent to <https://www.ups.com/lasso/signin> and see the below log in page.



Log In >

## Log In

Please Note: You are logging in from TForceFreight.com. After completing your login, you will be returned to TForceFreight.com.

Don't have a profile? [Sign Up](#)

By continuing, I agree to the [UPS Technology Agreement](#).

[Continue >](#) [Forgot Username/Password](#)

Or log in using one of these sites



UPS Freight Less-than-Truckload ("LTL") transportation services are offered by TFI International Inc., its affiliates or divisions (including without limitation TForce Freight), which are not affiliated with United Parcel Service, Inc. or any of its affiliates, subsidiaries or related entities ("UPS"). UPS assumes no liability in connection with UPS Freight LTL transportation services or any other services offered or provided by TFI International Inc. or its affiliates, divisions, subsidiaries or related entities.

After providing a valid MyLTL Username and password you are then returned to [www.tforcefreight.com](http://www.tforcefreight.com) as a logged-in-user and may then take advantage of the many great MyLTL features that allow you to Tender shipments (Ship), Track shipments (Track), Schedule pick-ups (Pickup) and View documents (View).

tforcefreight.com/ltl/myltl/home/

Beginning May 1, 2024, TForce Freight will no longer be supported through UPS WorldShip®, UPS CampusShip®, UPS APIs, or the UPS website. Please reach out to your TForce Freight Account Executive or call 800-333-7400 if you have any additional questions.

Log Out | Standard LTL

Tracking Shipping Services Tools & Forms MyLTL About Us Careers

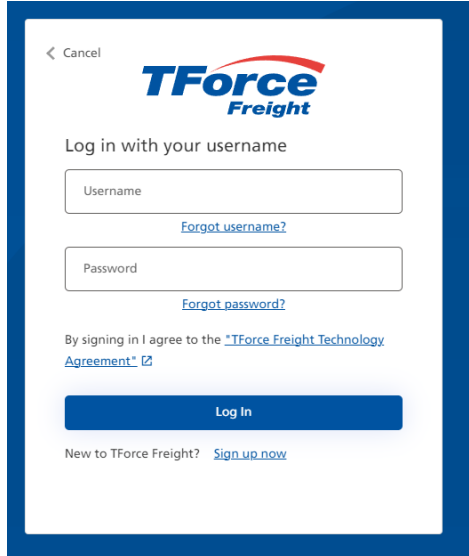
Search

Customer Service

Please note the ability to sign up, reset password and recover username are also provided from the same [www.ups.com/lasso](http://www.ups.com/lasso) location. These same services will be available in the new service.

## Future State

After clicking “Log In” on [www.tforcefreight.com](http://www.tforcefreight.com), you go to the new TForce Freight login page as shown below. From this page, you have the ability to log in, reset password, recover user name and sign up. There will be additional links on the [www.tforcefreight.com](http://www.tforcefreight.com) site for sign up and other services.



The screenshot shows a mobile-style login page for TForce Freight. At the top left is a back arrow and the word "Cancel". The TForce Freight logo is centered at the top. Below the logo, the text "Log in with your username" is displayed. There are two input fields: "Username" and "Password". Below the "Username" field is a blue link "Forgot username?". Below the "Password" field is a blue link "Forgot password?". Below the input fields, there is a line of text: "By signing in I agree to the [\\*TForce Freight Technology Agreement\\*](#) [external link icon]". At the bottom of the form is a large blue button labeled "Log In". Below the button, there is a link: "New to TForce Freight? [Sign up now](#)".

There will be two distinct categories of first time users: Migrated Users and New Users.

### Migrated Users

If you have logged into MyLTL in the past two years, your existing MyLTL Username, as used above in current state, will automatically be migrated to the new service. For security purposes, we are not able to migrate your UPS.com password. To recover your migrated user name, click on the “Forgot Password?” link shown in the figure above and you will be taken through the recover password flow. A detailed overview of that flow is provided belows.

You will then be able to log into MyLTL with your **same** username and **new** password. If available, your user data, which includes BOL History and Templates, will be automatically migrated. There are **no** changes to MyLTL. You will be able to Tender shipments (Ship), Track shipments (Track), Schedule pickups (Pickup), and View documents (View).

### New Users

If you have not logged into or enrolled in MyLTL in the past 2 years, your Username will not be automatically migrated. If you are a “new user”, you will need to click on the “Sign Up” link from the site or from the Log In page (shown above).



## Customer Identity Access Management

You will be automatically enrolled as part of the Sign Up process. As in the past, once signed up and enrolled, your enrollment will go through the standard approval process that typically takes from 24 to 48 hours.

The image displays two sequential screenshots of the TForce Freight Sign Up process. The left screenshot shows the initial sign-up page with the TForce Freight logo and the title "Sign Up". It includes a "Cancel" link at the top left. The form contains the following fields: "Email Address\*" (with a help icon), "Log In\*" (with a help icon), "Password\*" (with a help icon), "Confirm Password\*" (with a help icon), "First Name\*", "Last Name\*", "Company\*", "Address\*" (with a help icon), and "Country\*" (with a help icon and a dropdown menu). A blue "Send verification code" button is located below the email field. The right screenshot shows the continuation of the form with the following fields: "Address\*" (with a help icon), "Country\*" (with a help icon and a dropdown menu), "ZIP Code\*" (with a help icon), "City\*", "State\*" (with a help icon and a dropdown menu), "Phone\*" (with a help icon), "Job Title\*" (with a help icon and a dropdown menu), "PRO Number\*" (with a help icon), "Locations to View\*" (with a help icon), and "User Type\*" (with a help icon and a dropdown menu). There is a checkbox for "Send Email Updates" and a "Cancel" button. A blue "Create" button is at the bottom.

## CIAM Features

As part of the new TForce Freight CIAM (Customer Identity Access Management) Solution, you will have access to the same features provided in the legacy offering. See descriptions below for a brief overview. Additional detailed instructions will be provided before the go live date.

### Log In

When you click on the same "Log In" link on the site, you will be taken to the new TForce Freight log in page as described above. From this page, you can log in, reset your user name or even sign up.

### Sign Up

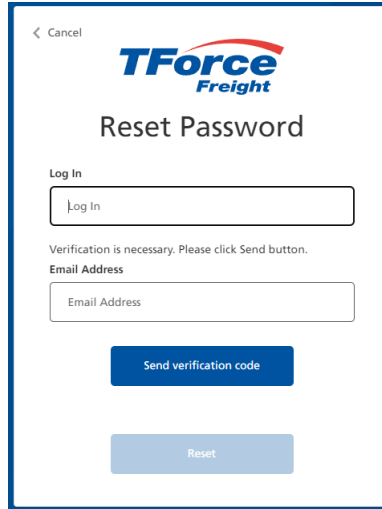
When you click on either of the two "Sign Up" links on the site, you will be taken to the TForce Freight sign up page as described above. From this page, you can both sign up and enroll at the same time.

### Enrollment

To improve the user experience, enrollment is now part of the sign up process and you will be automatically enrolled upon signup. As noted above, there is still an approval process for new users.

### Password Reset

If you have forgotten your password, you can reset it by following the new reset flow. As in the legacy application, you must have a valid combination of username and registered email and supply a one-time token. Simply click on the “Forgot Password?” link to start the flow. For detailed instructions read [Password Recovery Flow](#) (see instructions below).



The screenshot shows a mobile application interface for password reset. At the top left is a back arrow and the word "Cancel". The TForce Freight logo is centered at the top. Below the logo is the title "Reset Password". There are two input fields: the first is labeled "Log In" and contains the text "Log In"; the second is labeled "Email Address" and contains the text "Email Address". Below the "Email Address" field is a blue button labeled "Send verification code". At the bottom of the form is a light blue button labeled "Reset".

### Recover user Name

If you have forgotten your username, you can recover the name by following the new recover username flow. As in the legacy application, you must have a valid registered email address and supply a one-time token. Simply click on the “Forgot Username?” link to start the flow.

### View/Edit Profile

You will be able to maintain not only your login properties but also enrollment properties by clicking on the Profile link from main page.

## UPS® Ground with Freight Pricing\* Customers

If you are a current or new UPS Ground with Freight Pricing customer, you will need to provide TForce Freight with the permission to make calls to UPS systems on your behalf. When you make your first call from MyLTL Rating (<https://www.tforcefreight.com/ltl/myltl/RateEstimate>), you will be provided a link to our accounts page (<https://www.tforcefreight.com/ltl/myltl/UPSGroundFreightPricingUserAccounts>) to complete the permission process. This is a one-time event in which you will have to provide authentication and create your small package accounts. You will Rate and Ship the same as in the past. We will provide full instructions before the go live date. As with other user data, your GFP history and current accounts used will be migrated.



## Next Steps

See instructions below on how to migrate user name and data, as well as how to perform day-to-day CIAM activities. Please reach out to your TForce Freight Account Executive or call 800-333-7400 if you have any questions.

## Logging In for the First Time

If you have logged into MyLTL in the past two years, we have made every effort to migrate your Username (the User Profile Name you used to log into ups.com for the past two years). This classifies you as a “migrated” user. If you have not, then you are a “new” user.

## All Users

All users should click on the Login Link from [www.tforcefreight.com](http://www.tforcefreight.com), taking you to the new log in page.

tforcefreight.com/ltl/apps/home/

Log in | Sign Up | UPS Log in Msg | CIAM UX

Search

Tracking Shipping Services Tools & Forms MyLTL About Us Careers

Customer Service

Cancel

**TForce Freight**

Log in with your username

Username

[Forgot username?](#)

Password

[Forgot password?](#)

By signing in I agree to the ["TForce Freight Technology Agreement."](#)

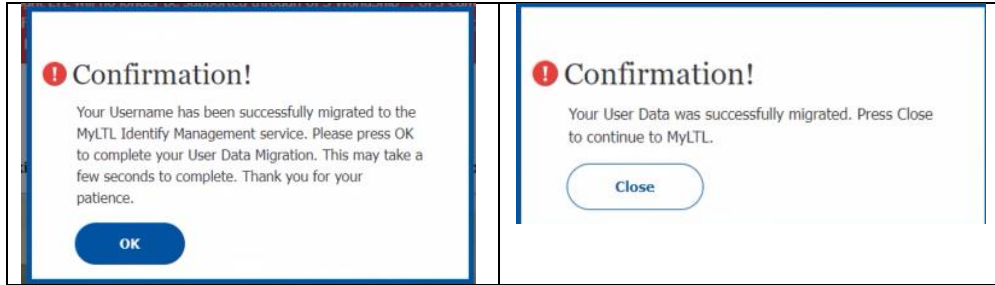
Log In

New to TForce Freight? [Sign up now](#)

## Migrated Users

Click on Forgot Password and follow the normal [Password Recovery Flow](#) (see instructions below). Please remember that if you were successfully migrated, your User name has not changed but your password will be different. Thus, the need to reset your password. Follow instructions for calling [Customer Service](#) (see below).

After successfully logging into MyLTL you may be prompted to migrate your user data, which includes BOL Defaults, Templates, etc.



Press OK to migrate your data. This may take a few seconds. If your data is successfully migrated, you will see the “Successful” text. If it is not successfully migrated, you will see the “Not Successful” text. Please press OK in either case. If not successful is shown, please call [Customer Service](#) as instructed.

### New Users

If you are a new user, please follow the Sign Up flow (see below). If you know you’ve logged into MyLTL in the last two years, please call Customer Service to confirm you need to Sign Up, as it could just be a username, password mismatch that we can fix.

### Logging In After the First Time

Click on the Login Link from [www.tforcefreight.com](http://www.tforcefreight.com), taking you to the new log in page.

tforcefreight.com/ltl/apps/home/



[Tracking](#) [Shipping](#) [Services](#) [Tools & Forms](#) [MyLTL](#) [About Us](#) [Careers](#)

[Log in](#) | [Sign Up](#) | [UPS Log in Msg](#) | [CIAM UX](#)

Search

[Customer Service](#)

< Cancel

Log in with your username

[Forgot username?](#)

[Forgot password?](#)

By signing in I agree to the ["TForce Freight Technology Agreement"](#)

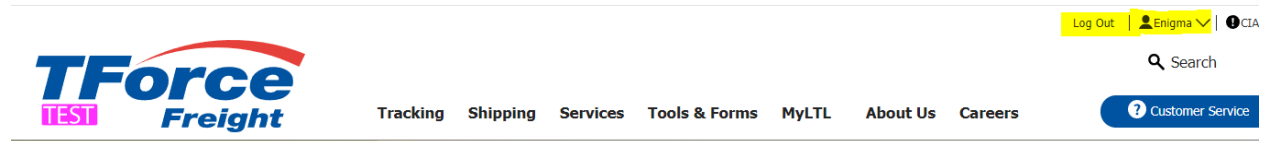
New to TForce Freight? [Sign up now](#)



## Customer Identity Access Management

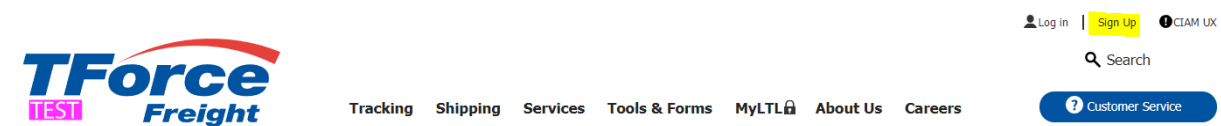
Key your Username and Password (rules provided) and press the Log In button. If you cannot remember your password, click on “Forgot Password?” (See [Password Recover Flow](#)). If you cannot remember your Username, click on “Forgot Username?” (See [Recover Username Flow](#)).

If your credentials (Username/Password) match our records, you will be logged in and ready to use MyLTL. You will now see Log Out and first and last name instead of Login and Sign Up. Once you have finished your work, please click the Logout Button to return to the [www.tforcefreight.com](http://www.tforcefreight.com) public home page.



## Sign Up Flow

Click on “Sign Up” link on [www.tforcefreight.com](http://www.tforcefreight.com) to view the Sign Up page.



You can alternatively click on “Sign Up” link from Log In page. Both show the Sign Up form as shown below.



**TForce  
Freight**

## Sign Up

Email Address\* ⓘ

Send verification code

Log In\*

Password\* ⓘ

Confirm Password\* ⓘ

First Name\*

Last Name\*

Company\*

Address\* ⓘ

Country\* ⓘ

Address\* ⓘ

Country\* ⓘ

ZIP Code\* ⓘ

City\*

State\*

Phone\* ⓘ

Job Title\*

PRO Number ⓘ

Locations to View ⓘ

User Type\* ⓘ

Send Email Updates Cancel

Create

Please fill out the fields marked with with an asterisk (\*), as they are required. There is detailed help text on any field that is not self-explanatory. Just click to view.

Basic Steps are:

- Enter what will be your “registered” Email Address. This should be an address you have access to, as it is used for communications with the application (forgot password, forgot user name, etc.). If at any time this address changes please call [Customer Service](#). Then press the Send Verification
- Press the Send Verification Token button and a one-time, short expiration, token will be sent to your registered email.

Verification Code\*

Verify code

Send new code

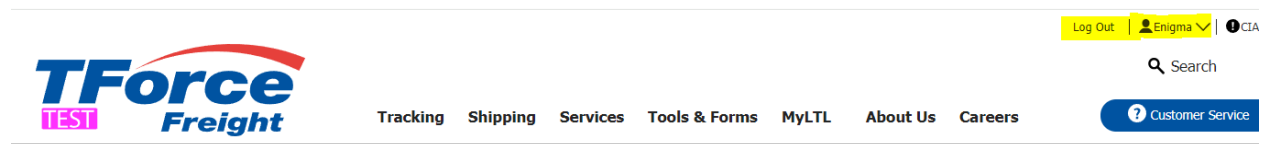
- 
- If you do not receive the code or key the code in time, please press Send New Code.
- Once you have the code, key in the text box and press Verify Code. If the code matches our records, the remainder of the form will be unlocked for entry.



## Customer Identity Access Management

- Key each field on the form. Rules are provided, either as you key, or in the question marks.
- Please note these are the same fields you keyed when signing up with the legacy application and then completing enrollment. The good news is after completing this form you are automatically enrolled and ready to be approved.
- As in prior enrollment, make sure to provide a PRO number if you have shipped with us already, and provide location information. This will help us set up your account and get going as quickly as possible. Please allow from 24 to 48 hours for approval.

After filling out all required fields, press the Create button. If you do not immediately return to [www.tforcefreight.com](http://www.tforcefreight.com), please scroll up the form to see any possible errors. Please correct and try again. If there are no errors, your Username will be inserted into our system and you will return to MyLTL as a logged in user.



## Password Recovery Flow

Click on “Log In” link on [www.tforcefreight.com](http://www.tforcefreight.com) to view the Log Page.

Cancel

**TForce**  
Freight

Log in with your username

Username

[Forgot username?](#)

Password

[Forgot password?](#)

By signing in I agree to the ["TForce Freight Technology Agreement"](#)

Log In

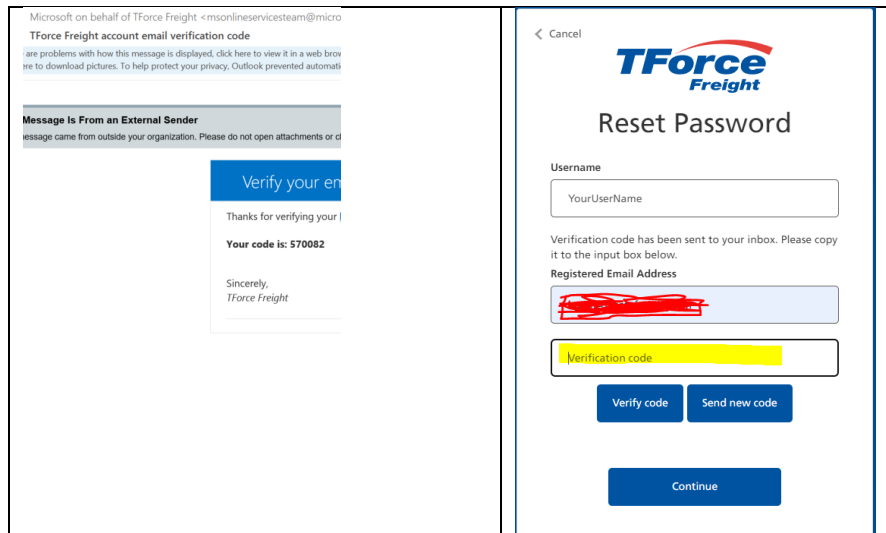
New to TForce Freight? [Sign up now](#)

Click on the highlighted “Forgot Password” link to view the Password Reset page.

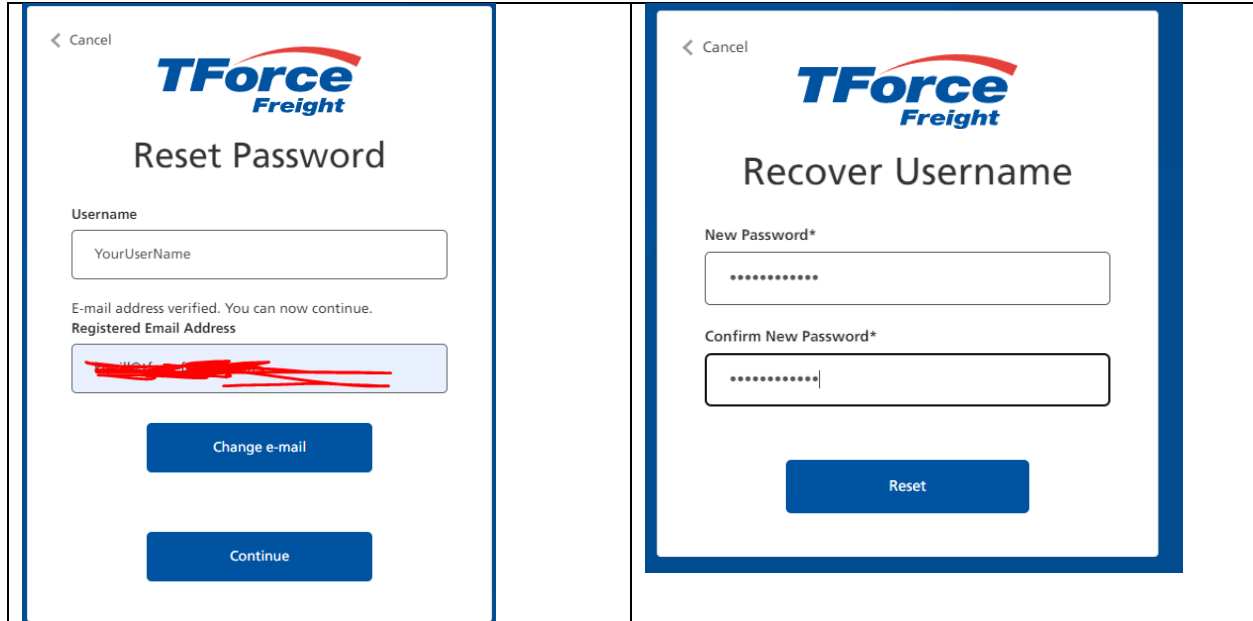


From this page, key Username and the email address associated with that name. After keying both Username and Email, press the Send Verification Code button.

In a few seconds, you will receive an email with Subject of “TForce Freight account email verification code”. Within that email will be a 6 digit code as shown below. Please enter the code in the provided box and press the Verify Code button.



If the system validates that your provided Username and Email are a match, then you will be shown the following page with your email address (again our test account is hidden for security reasons). Press the Continue Button to view the Reset Password page.

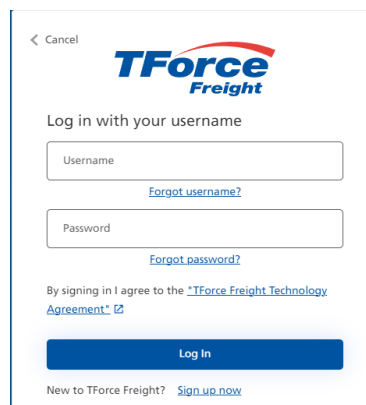


Key your password (rules are provided on entry) and confirm and press the Reset button. If your passwords match and meet the rules then your password will be reset and you will return to the MyLTL home page as a logged in user. Best practice is to log out, close your browser, open your browser, and Log Into MyLTL again. This will validate if your new password works.

If you do not receive an Email with a verification code within 5 minutes it is very likely you either were not migrated successfully or there is a mismatch between your Username and your Email. Please call [Customer Service](#) and they can assist. If they cannot find your Username in the system, they may ask you to Sign Up.

## Recover Username Flow

If you cannot remember your Username do not worry. As long as you can provide a valid registered email, we can help. From the Log In screen please press Forgot User Name.



From the Recover User name form please key your registered email address and press the Send Verification Code button. You will receive an email with a one-time token. Key token and press verify



## Customer Identity Access Management

code. If code does not arrive or has expired, press Send New Code. If code agrees with our records, the Continue button will be made available. Please press to continue.

The image displays two sequential screenshots of the TForce Freight mobile application's 'Recover Username' process.

**Left Screenshot:** The screen shows the TForce Freight logo at the top, followed by the title 'Recover Username'. Below the title is a text input field labeled 'Registered Email Address' containing the placeholder text 'Registered Email Address'. A blue button labeled 'Send verification code' is positioned below the input field. At the bottom of the screen is a light blue button labeled 'Continue'.

**Right Screenshot:** The screen shows the TForce Freight logo at the top, followed by the title 'Recover Username'. Below the title is a message: 'Verification code has been sent. Please copy it to the input box below.' Below this message is a text input field labeled 'Registered Email Address' containing the email address 'kguill@tforcefreight.com'. Below that is another text input field labeled 'Verification Code\*' containing the placeholder text 'Verification Code'. Two blue buttons are positioned below the input fields: 'Verify code' and 'Send new code'. At the bottom of the screen is a light blue button labeled 'Continue'.

## Calling Customer Service

### Customer Service

#### **(800)333-7400**

Dial toll-free from the United States, Canada, Guam, Puerto Rico and the U.S. Virgin Islands. For rating, tracking, proof of delivery, lane information and problem resolution.

From outside the United States or Canada, dial **(804)231-8555**.

Se habla español: **(800)682-4731**.