

DAIMLER TRUCK

How to reset your Multi-Factor Authentication method used to log in
to your application via Business ID
Guide



Introduction

This guide provides information on how to reset your Multi-Factor Authentication (MFA) method used to log in to your application via Business ID if you do not have a Daimler Truck account (...@tbdir.net).

Please note: Users with a Daimler Truck account (...@tbdir.net) please use the Daimler Truck login "Log in with Daimler Truck account". You can reset your MFA method using the corresponding guide in the SharePoint.

Step 1: Navigate to the Daimler Truck Business ID login page

Log in to your application to be directed to the login page of the Daimler Truck Business ID portal.

If you do not have a Daimler Truck account (...@tbdir.net), please:

1. Enter your Email or User ID in the field "Email or User ID".
2. Click "Continue".

Please note: If you have a Daimler Truck account (...@tbdir.net), please click "Log in with Daimler Truck account". You can reset your MFA method using the corresponding guide in the SharePoint.

DAIMLER TRUCK

Dev

BUSINESS ID

First-time login? Start with password reset [here](#).

Login

Please enter your Email or User ID to sign in to your account.

1 Email or User ID

2 Continue

Forgot your password? Help Center Log in with Daimler Truck Account

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Step 2: Log in with your credentials

1. Enter your password in the field "Password".
2. Click "Continue".

The screenshot shows the 'BUSINESS ID' login interface. On the left, under 'BUSINESS ID', there is a link for 'First-time login? Start with password reset [here](#).' On the right, under 'Login', it says 'Hello,' followed by 'Please enter your Password to sign in to your account.' Below this text are three buttons: a white 'Password' input field, a black 'Continue' button, and a black 'Passwordless Login' button. At the bottom right is a yellow 'Login with Daimler Truck Account' button. At the bottom left are links for 'Forgot your password?' and 'Help Center'. Two numbered callouts are present: a black circle with the number '1' pointing to the 'Password' field, and a black circle with the number '2' pointing to the 'Continue' button.

BUSINESS ID

First-time login? Start with password reset [here](#).

Login

Hello,

Please enter your Password to sign in to your account.

1 Password

2 Continue

Passwordless Login

Forgot your password? Help Center

Login with Daimler Truck Account

Step 3: Select Multi-Factor Authentication Method

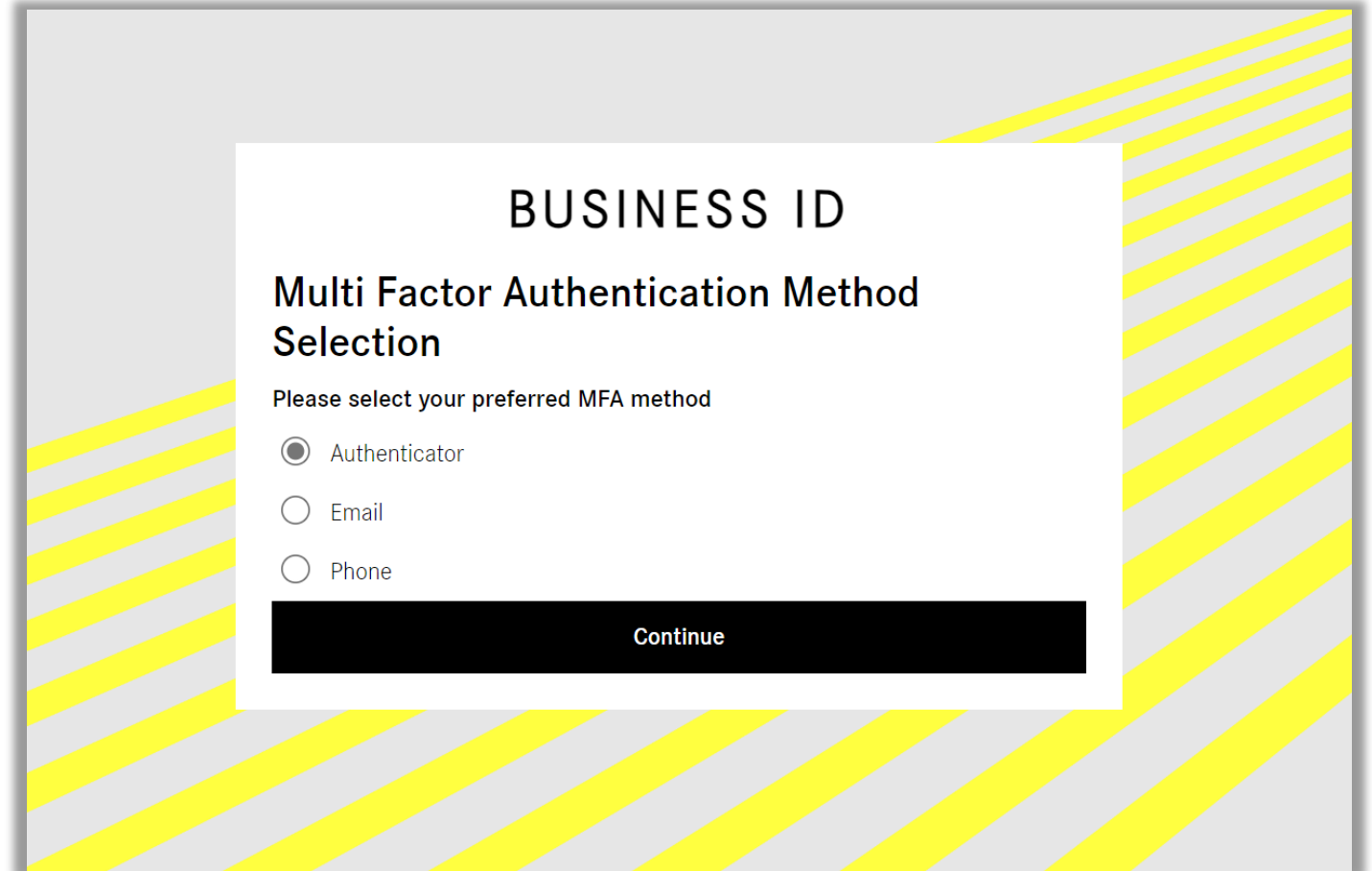
Select the method you want to use for Multi-Factor Authentication (MFA) and confirm by clicking "Continue".

Please note:

We recommend "**Authenticator**" with the Microsoft Authenticator App. Hence, this guide covers this option.

If you choose "**Email**", you will receive an email with a six-digit code to verify your identity.

For "**Phone**" verification, select "Send Code" to receive a six-digit SMS code or "Call Me" to verify by pressing "#" during the incoming call. Your phone number must be registered.

The screenshot shows a white dialog box titled "BUSINESS ID" with the subtitle "Multi Factor Authentication Method Selection". Below the subtitle, it says "Please select your preferred MFA method". There are three radio button options: "Authenticator" (which is selected), "Email", and "Phone". At the bottom of the dialog box is a black button with the text "Continue" in white. The background of the slide features a grey and yellow diagonal striped pattern.

BUSINESS ID

Multi Factor Authentication Method Selection

Please select your preferred MFA method

☒ Authenticator

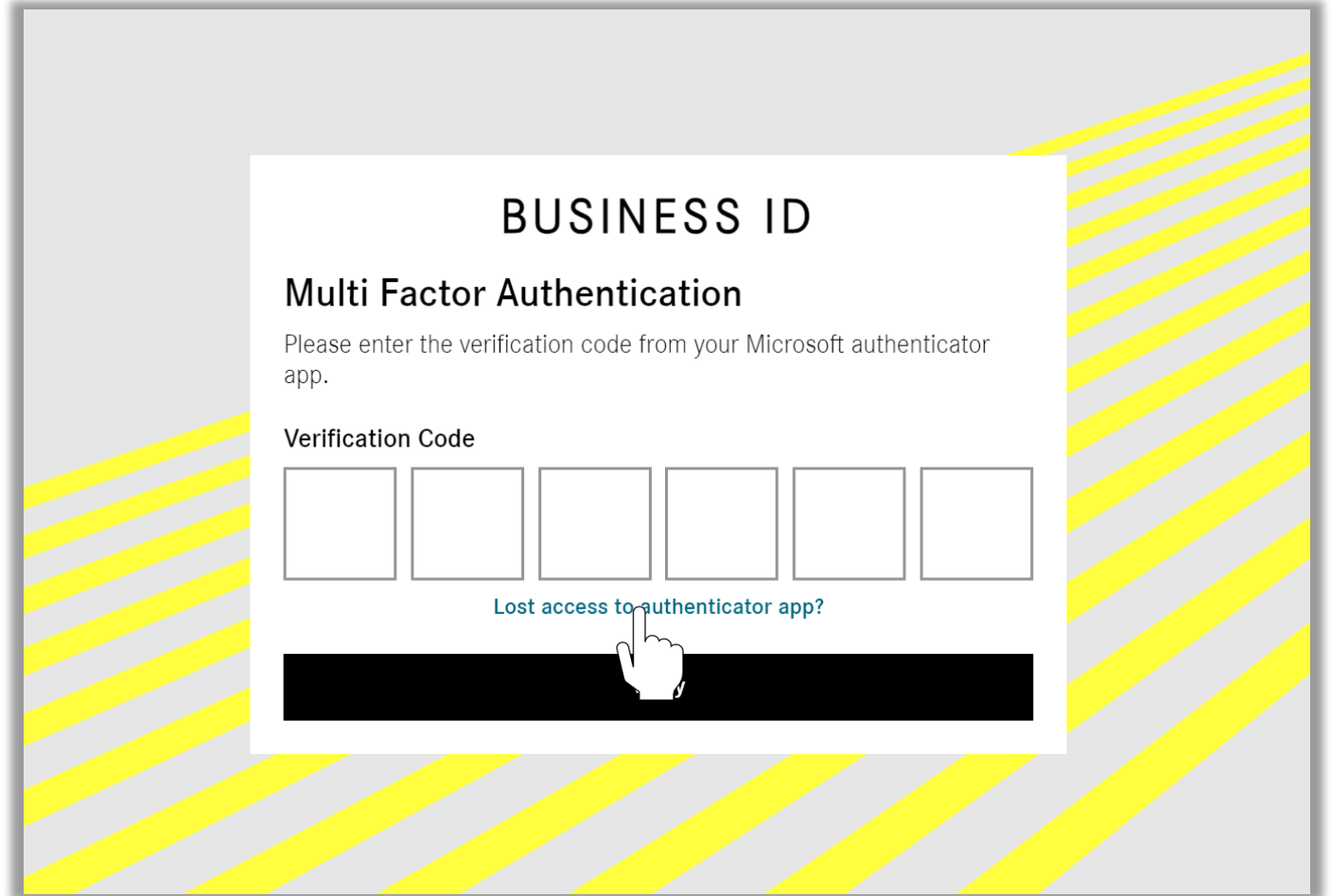
☐ Email

☐ Phone

Continue

Step 4: Initiate the MFA reset process

To initiate the MFA reset process, click "Lost access to authenticator app?".

A screenshot of a web interface for 'BUSINESS ID Multi Factor Authentication'. The interface is a white rectangular box centered on a background with yellow and grey diagonal stripes. At the top, it says 'BUSINESS ID' in bold. Below that, 'Multi Factor Authentication' is written in bold. A message reads: 'Please enter the verification code from your Microsoft authenticator app.' Underneath is the label 'Verification Code' followed by six empty square input boxes. Below the input boxes is a blue link that says 'Lost access to authenticator app?'. A white hand cursor icon is pointing at this link. At the bottom of the white box is a solid black horizontal bar.

BUSINESS ID

Multi Factor Authentication

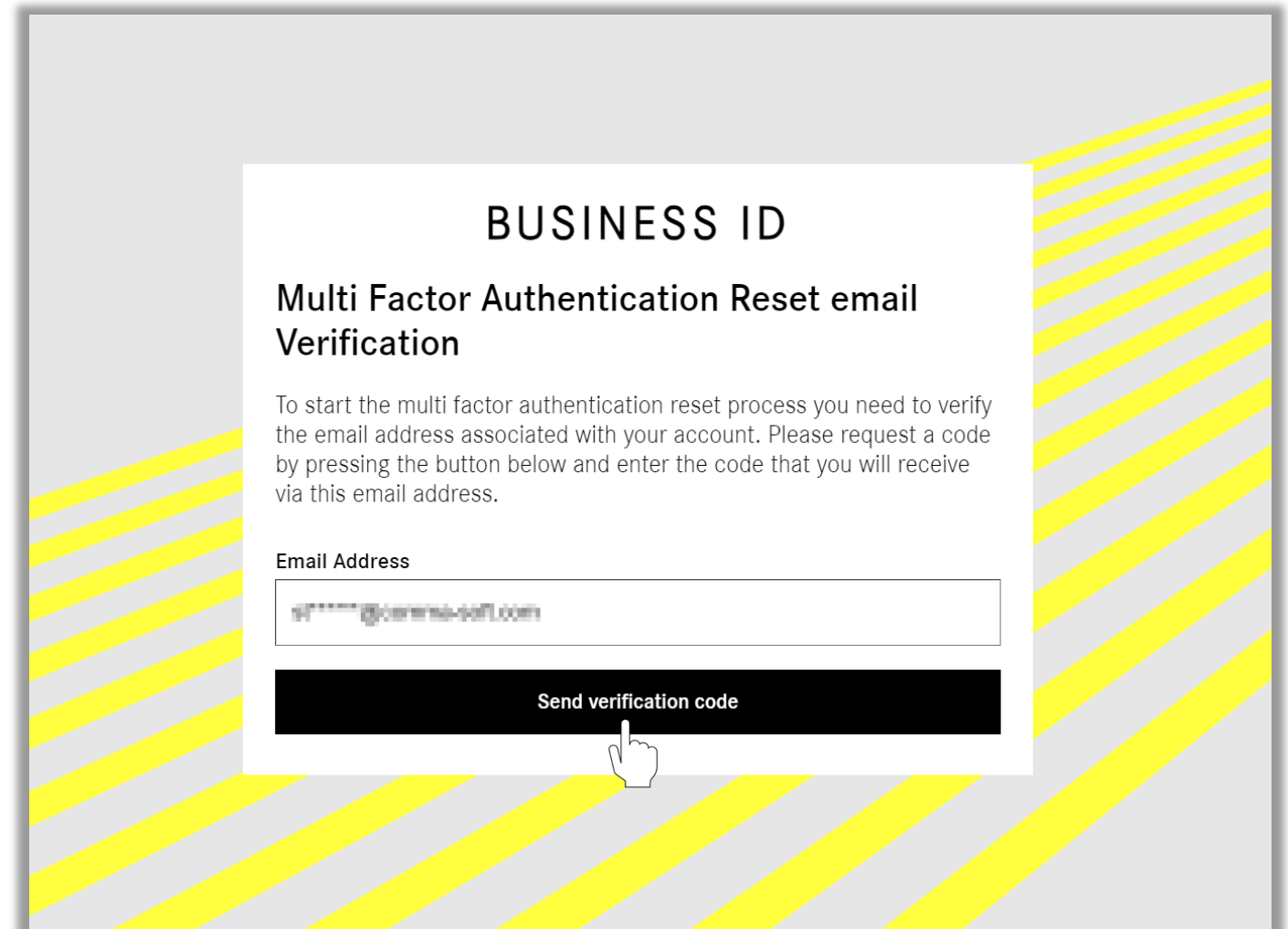
Please enter the verification code from your Microsoft authenticator app.

Verification Code

[Lost access to authenticator app?](#)

Step 5: Request a code to verify your email

Click "Send verification code".



BUSINESS ID

Multi Factor Authentication Reset email Verification


To start the multi factor authentication reset process you need to verify the email address associated with your account. Please request a code by pressing the button below and enter the code that you will receive via this email address.

Email Address

Send verification code

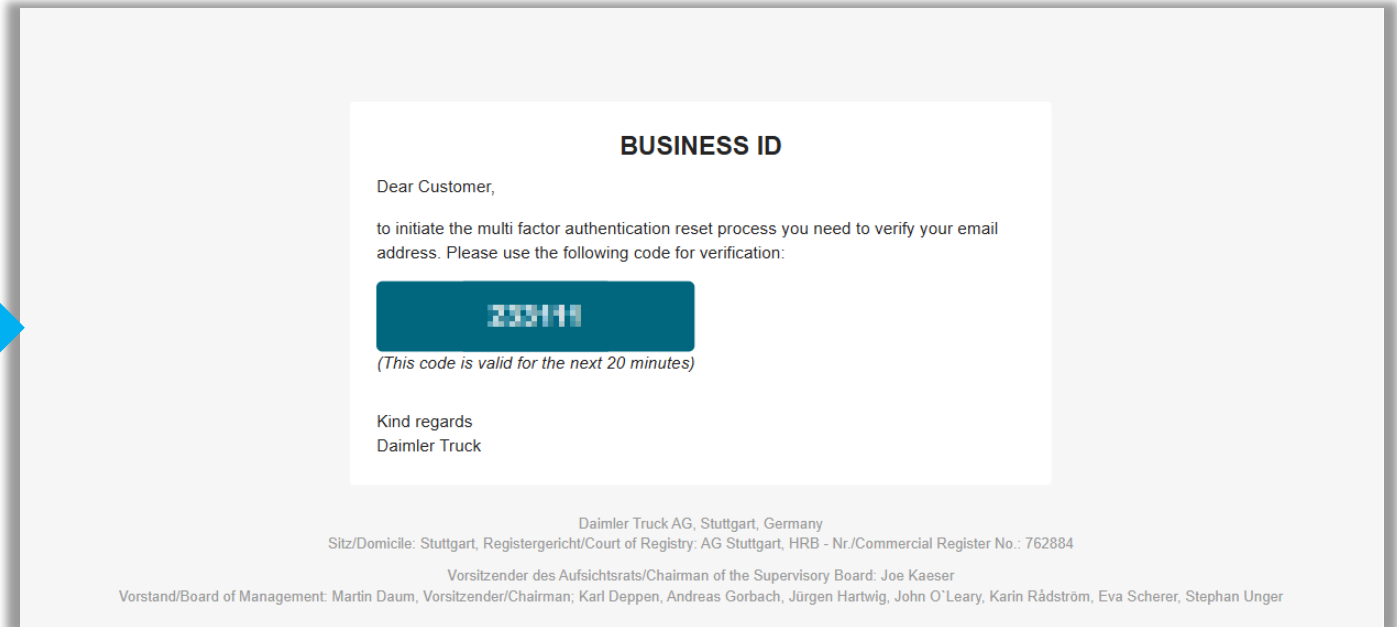
Step 6: Check your Email for the verification code

Open your email inbox and locate the email from Daimler Truck Business ID containing the verification code.

If you did not receive an email with a verification code, please check your spam folder as well. 

Please note:

The verification code sent to you is valid only for a short period (typically around 20 minutes).



Step 7: Enter the verification code

1. Enter the verification code you received in your email in the "Verification Code" field.
2. Click "Verify code" to proceed with the password reset process.

BUSINESS ID

Multi Factor Authentication Reset email Verification

To start the multi factor authentication reset process you need to verify the email address associated with your account. Please request a code by pressing the button below and enter the code that you will receive via this email address.

Email Address

Verification Code

1

2

Verify code

Send new verification code

Step 8: Enter the verification code

Once your verification code is confirmed, you will be forwarded to the MFA setup page.

1. Open your preferred MFA application with your mobile device and either scan the QR code or manually enter the key below the QR code.
2. Your MFA application will generate a verification code. Enter this verification code in the designated field.
3. Click "Continue" to finish the MFA reset.



Tip:

- If you do not have an MFA application, please download it to your mobile device. The "[Microsoft Authenticator](#)" app is recommended. You can find step-by-step instructions [here](#).


BUSINESS ID

Multi Factor Authentication Setup

Please [click here](#) to download and install Microsoft Authenticator app.

To proceed you need to scan the following QR Code with your Microsoft authenticator app and enter one of the resulting codes in the fields below to verify the setup.

1



Example

Key for manual entry: [provisioningkey](#)

Verification Code

2

3

Continue

Congratulations!

Congratulations! You have successfully reset your MFA method.