

DAIMLER TRUCK

How to reset your password used to log in to your application via
Business ID

Guide



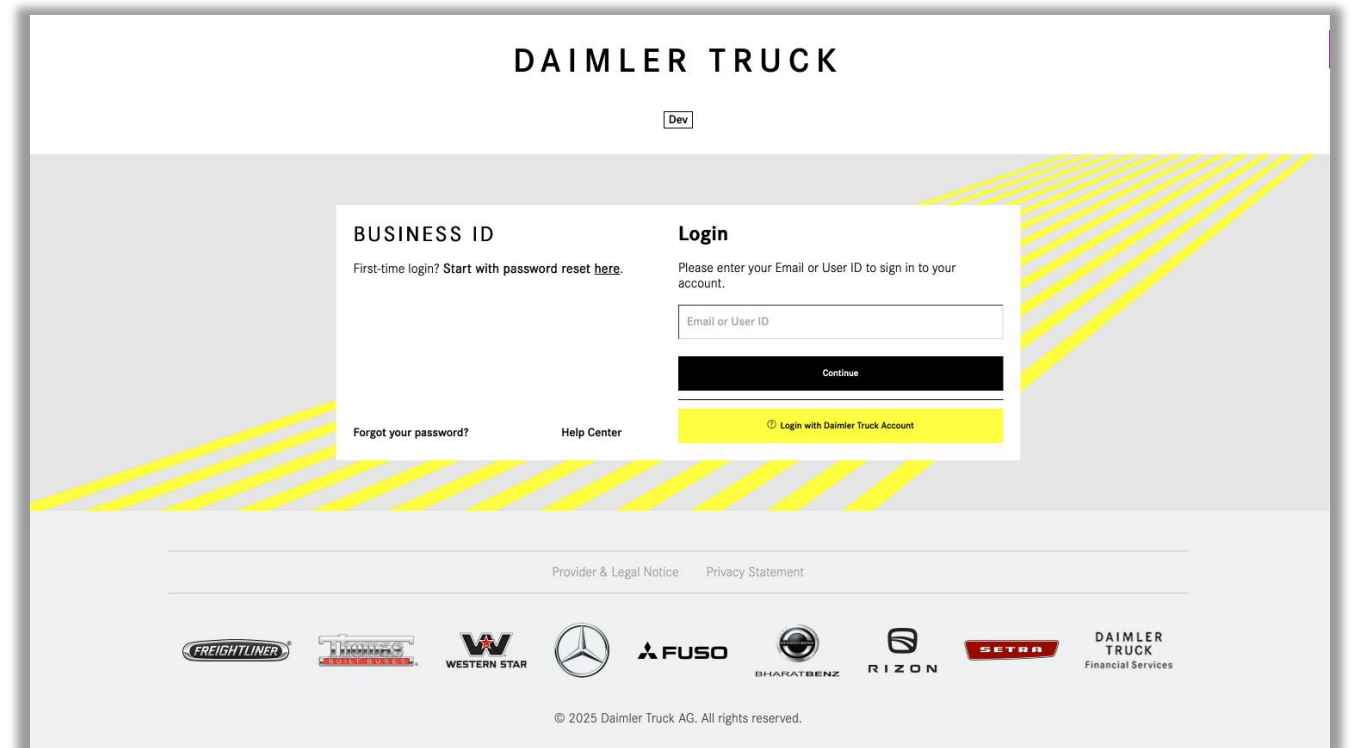
Introduction

This guide provides information on how to reset your password 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 password using the corresponding guide in the SharePoint.

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

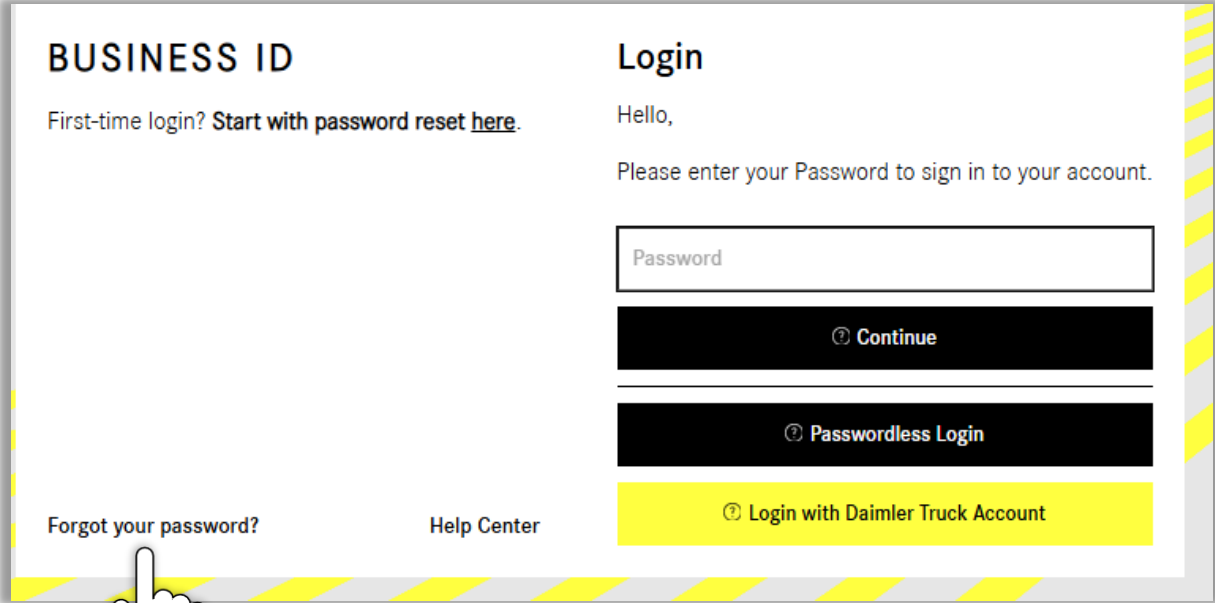
Log in to your application to be directed to the login page of the Daimler Truck Business ID portal.



Step 2: Click "Forgot your password?"

If you do not have a Daimler Truck account (...@tbdir.net) please click "Forgot your password?" at the bottom left.

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



The screenshot shows the Business ID login interface. On the left, under the heading "BUSINESS ID", there is a link "First-time login? Start with password reset [here](#)." On the right, under the heading "Login", there is a greeting "Hello," followed by the instruction "Please enter your Password to sign in to your account." Below this is a password input field labeled "Password". Underneath the field are three buttons: a black "Continue" button, a black "Passwordless Login" button, and a yellow "Login with Daimler Truck Account" button. At the bottom left of the login area, there is a link "Forgot your password?". A hand icon is pointing to this link. To the right of the "Forgot your password?" link is a "Help Center" link. The entire interface is framed by a yellow and grey striped border.

BUSINESS ID

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

Login

Hello,

Please enter your Password to sign in to your account.

Password

[Continue](#)

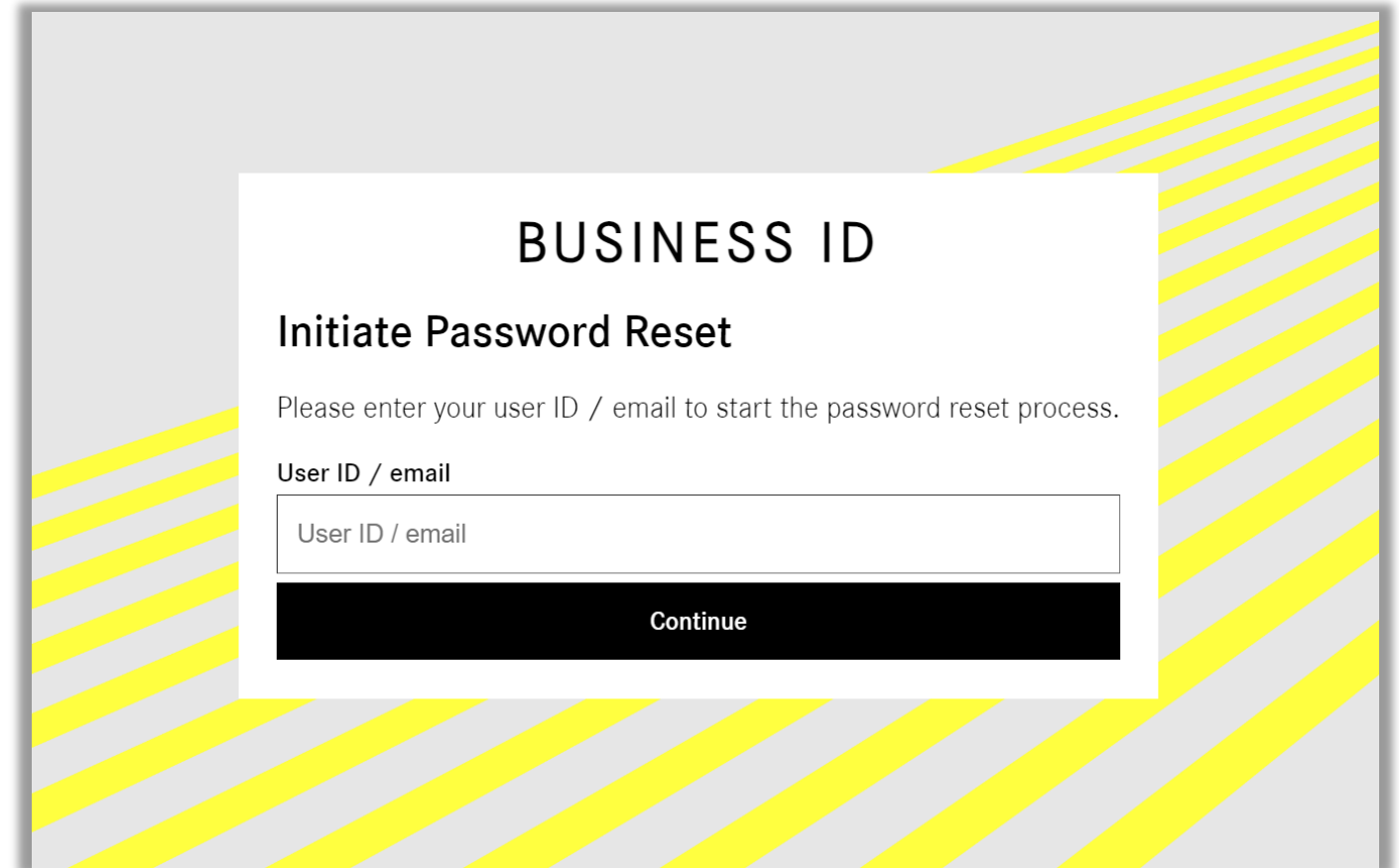
[Passwordless Login](#)

[Login with Daimler Truck Account](#)

[Forgot your password?](#) [Help Center](#)

Step 3: Enter your user ID or email

Enter your User ID or email address that you used in the previous login system and click "Continue".

A screenshot of a web interface for initiating a password reset. The background is light gray with yellow and gray diagonal stripes on the right side. A white rectangular box is centered on the screen. Inside the box, the text "BUSINESS ID" is at the top in bold. Below it is "Initiate Password Reset" in bold. Then, a line of text says "Please enter your user ID / email to start the password reset process." Below that is the label "User ID / email" followed by a text input field containing the placeholder text "User ID / email". At the bottom of the box is a black button with the word "Continue" in white.

BUSINESS ID

Initiate Password Reset

Please enter your user ID / email to start the password reset process.

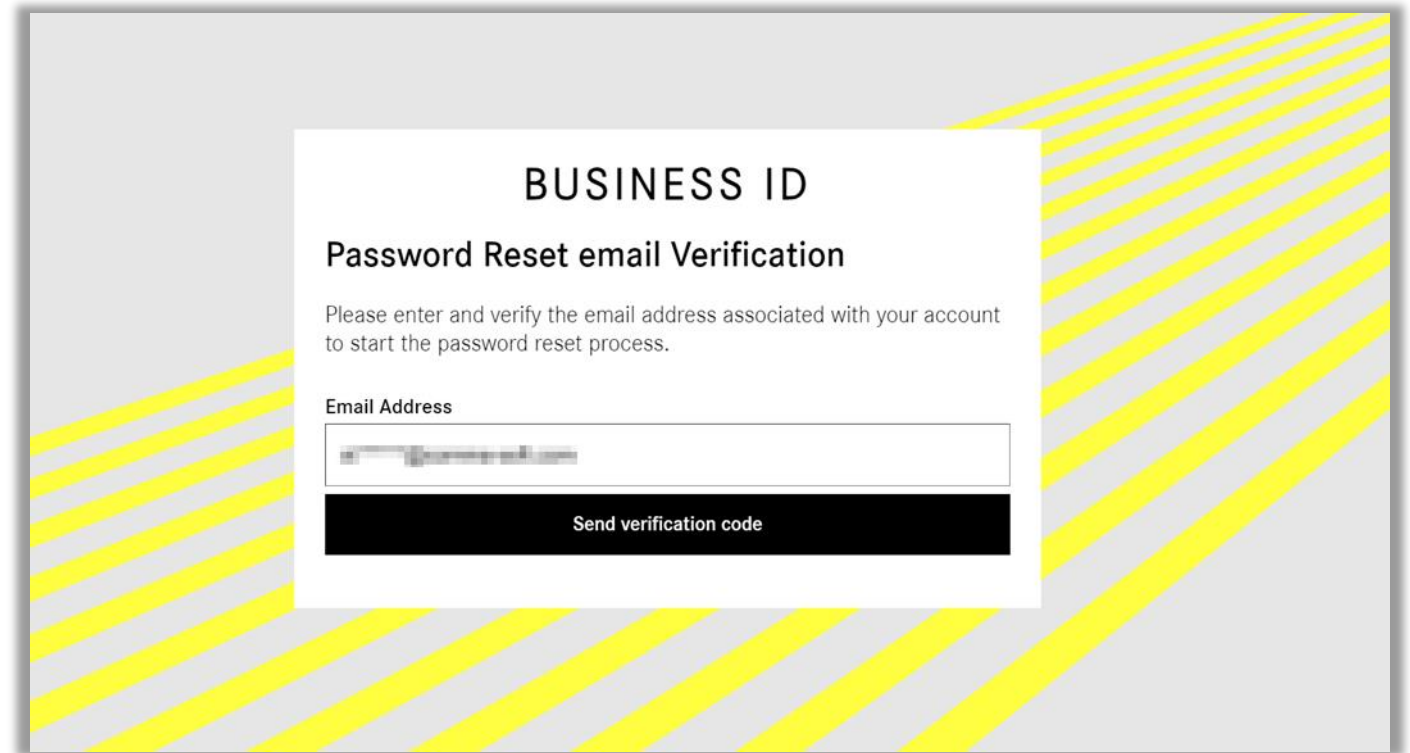
User ID / email

User ID / email

Continue

Step 4: Request a verification code

Click "Send verification code" to request a verification code. The code is sent to the displayed email address.

A screenshot of a web interface for requesting a verification code. The background is light gray with yellow diagonal stripes. A white rectangular box is centered on the screen. Inside the box, the text "BUSINESS ID" is at the top in bold. Below it is "Password Reset email Verification". A paragraph of text says "Please enter and verify the email address associated with your account to start the password reset process." Below this is a label "Email Address" followed by a text input field containing a blurred email address. At the bottom of the box is a black button with the text "Send verification code" in white.

BUSINESS ID

Password Reset email Verification


Please enter and verify the email address associated with your account to start the password reset process.

Email Address

Send verification code

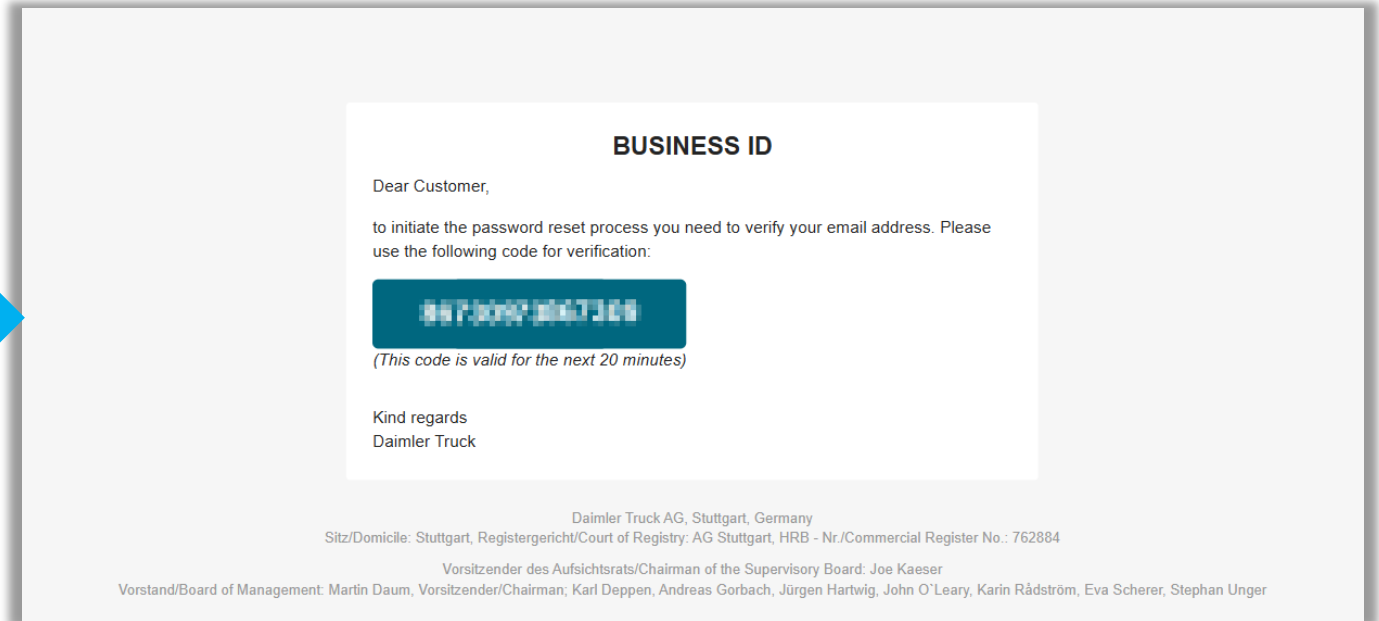
Step 5: Check your email for the verification code

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 6: 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

Password Reset email Verification

Please enter and verify the email address associated with your account to start the password reset process.

Email Address

*****@comma-sof.com

Verification Code

Verification Code

1

2

Verify code

Send new verification code

Step 7: Enter a new password

After verifying the code, you will be directed to the Password Reset page.

1. Enter your new password in the field "Password".

Please note: Your password needs to meet specified criteria and has to include:

- One number,
- One lowercase character,
- One uppercase character,
- One special character,
- 8 characters minimum.

2. Click "Continue".

BUSINESS ID

Password Reset

Please enter a new password for your Daimler Truck Business ID account that fulfills the listed criteria and press 'Continue' to save the new password.

Password Show password ☐

1 Password

Weak

One Number
One lowercase character
One uppercase character
One special character
8 characters minimum

2 Continue

Step 8: Select Multi-Factor Authentication method

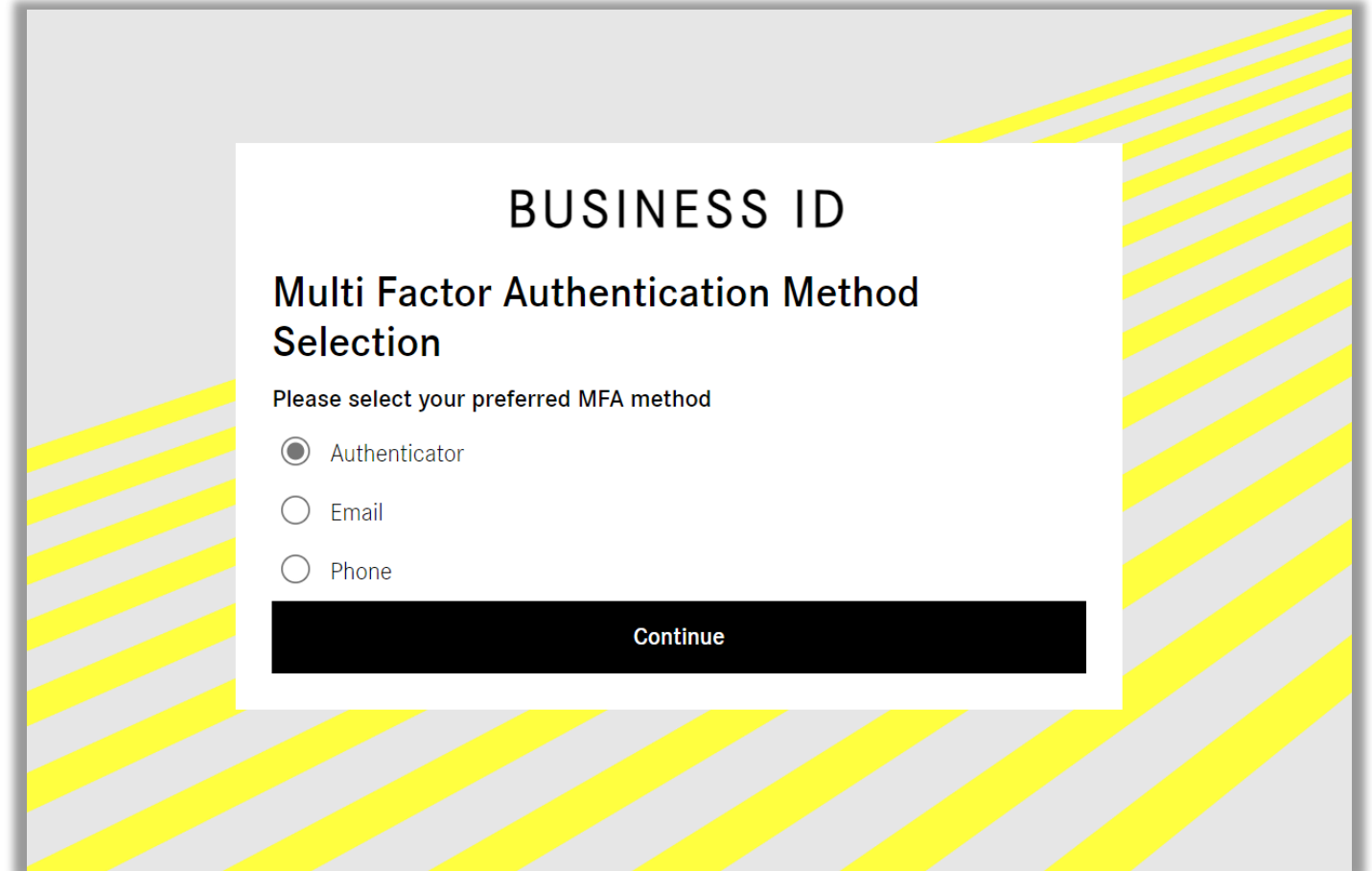
Select the method you want to use for Multi-Factor Authentication (MFA) and confirm by clicking "Continue".

Please note:

We recommend "**Authenticator**" with the Microsoft Authenticator App. Hence, this guide covers this option. More information is given in the Multi-Factor Authentication reset guide.

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 entire screen is a grey and yellow diagonal striped pattern.

BUSINESS ID

Multi Factor Authentication Method Selection

Please select your preferred MFA method

☒ Authenticator

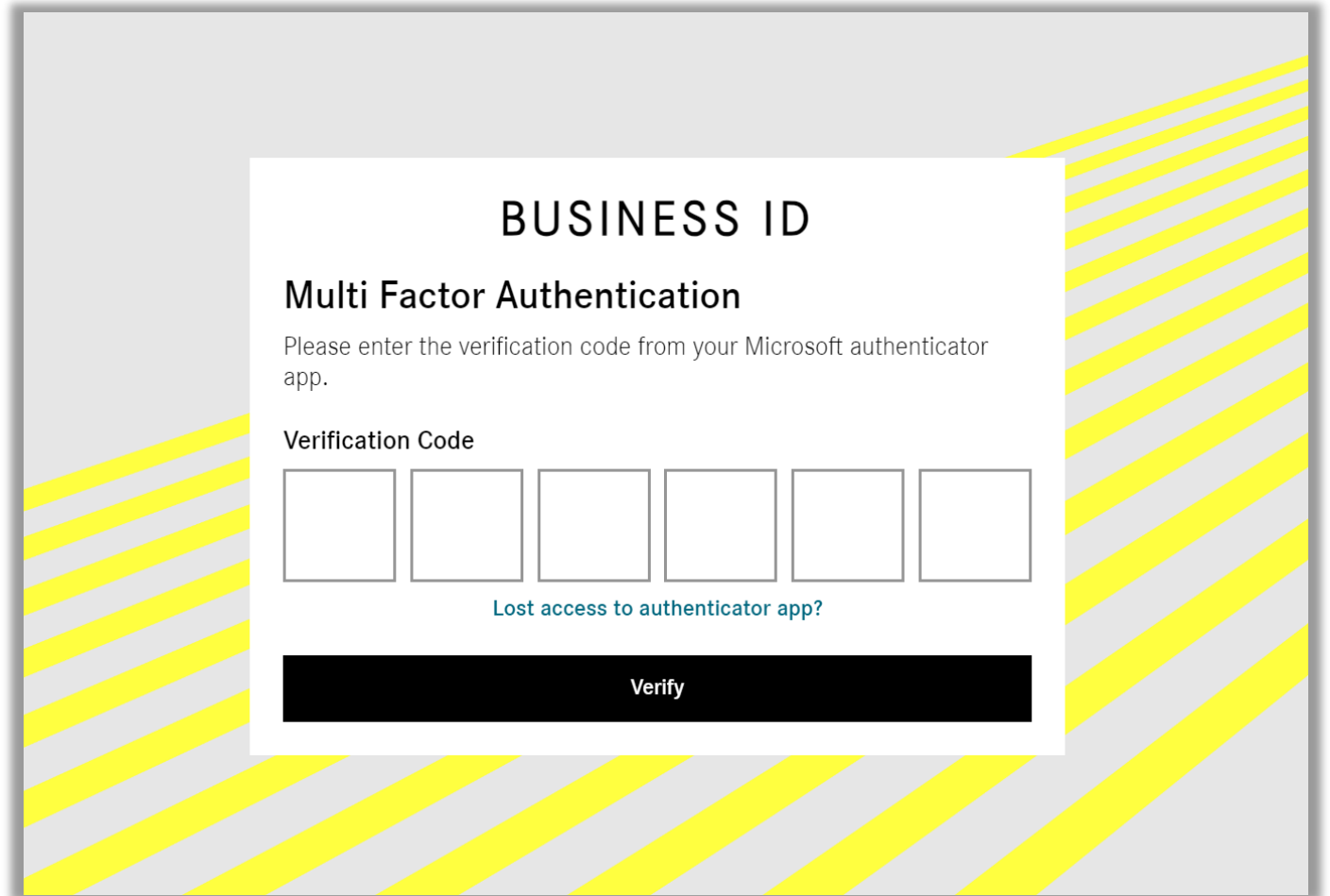
☐ Email

☐ Phone

Continue

Step 9: Enter your Multi-Factor Authentication Code

Enter your Multi-Factor Authentication code shown in the MFA App on your mobile device and click "Verify" to log in.

The screenshot shows a login interface for 'BUSINESS ID'. The title 'BUSINESS ID' is at the top in bold. Below it is the section 'Multi Factor Authentication' with a subtitle 'Please enter the verification code from your Microsoft authenticator app.' Underneath is the label 'Verification Code' followed by six empty square input boxes. A link 'Lost access to authenticator app?' is positioned below the input boxes. At the bottom is a large black button with the word 'Verify' in white. The background of the entire screen features a pattern of yellow and grey diagonal stripes.

BUSINESS ID

Multi Factor Authentication

Please enter the verification code from your Microsoft authenticator app.

Verification Code

[Lost access to authenticator app?](#)

Verify

Congratulations!

Congratulations! You have successfully
reset your password.