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
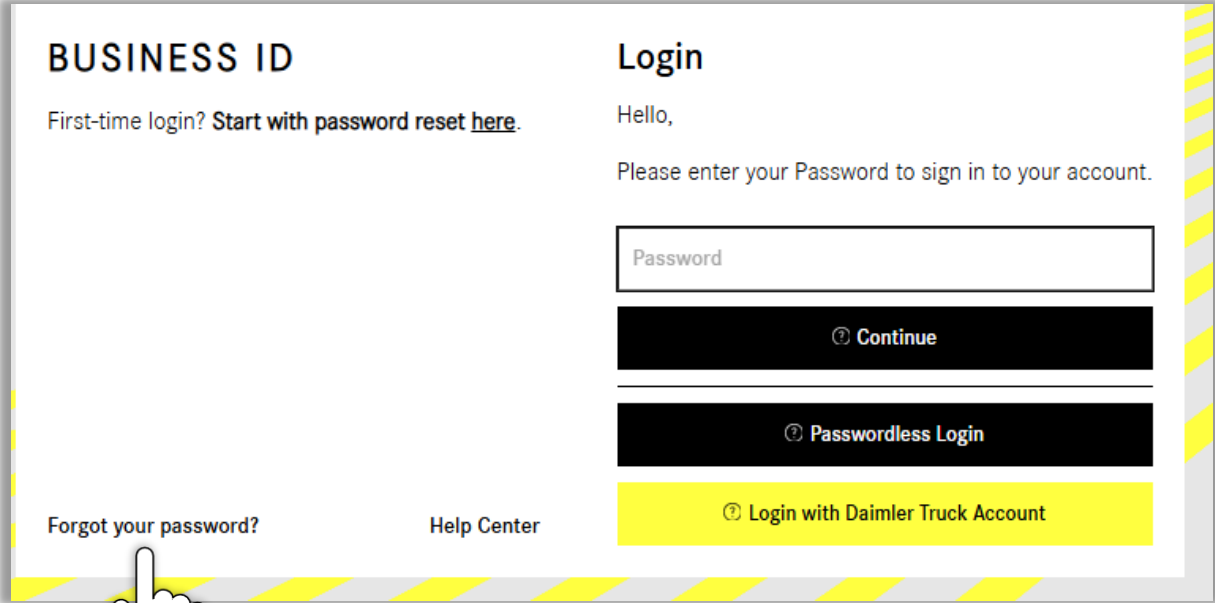
Log in to your application to be directed to the login page of the Daimler Truck Business ID portal.
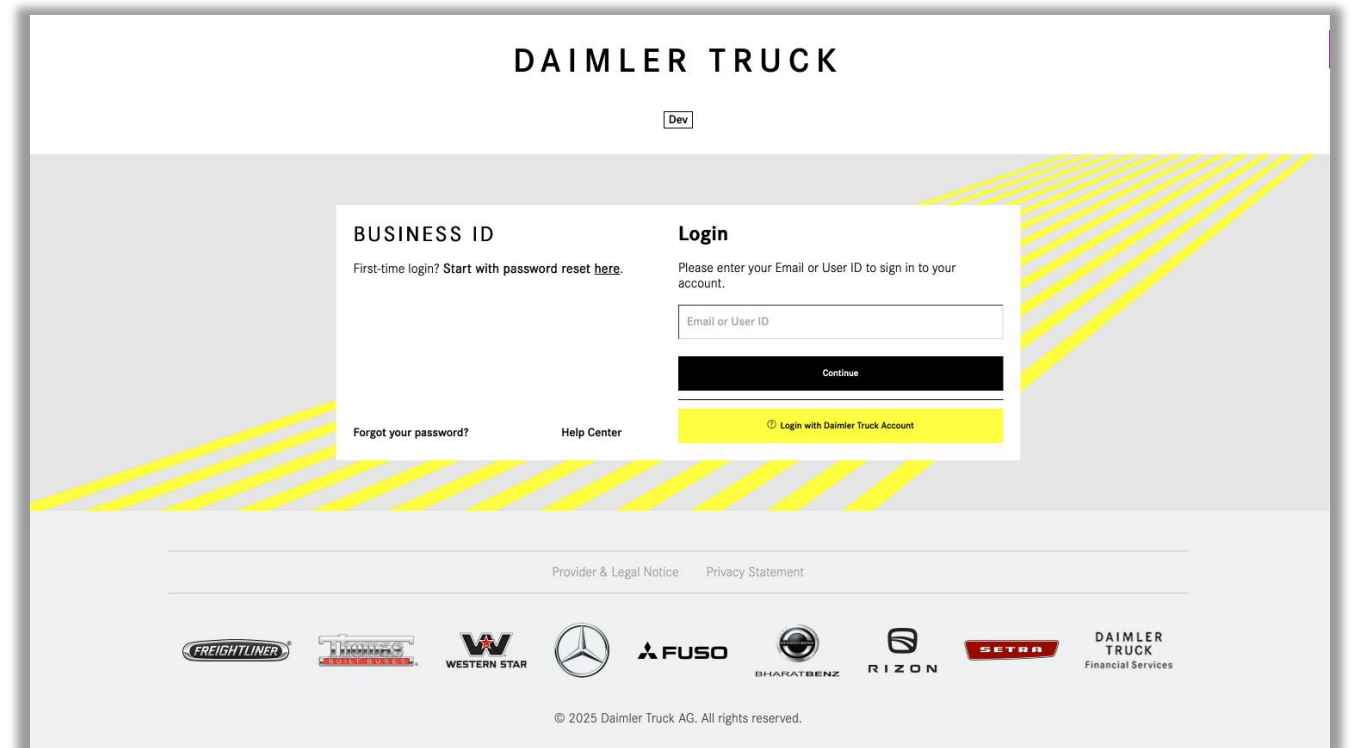
Step 2: Click "Forgot your password?"

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

Step 3: Enter your user ID or email

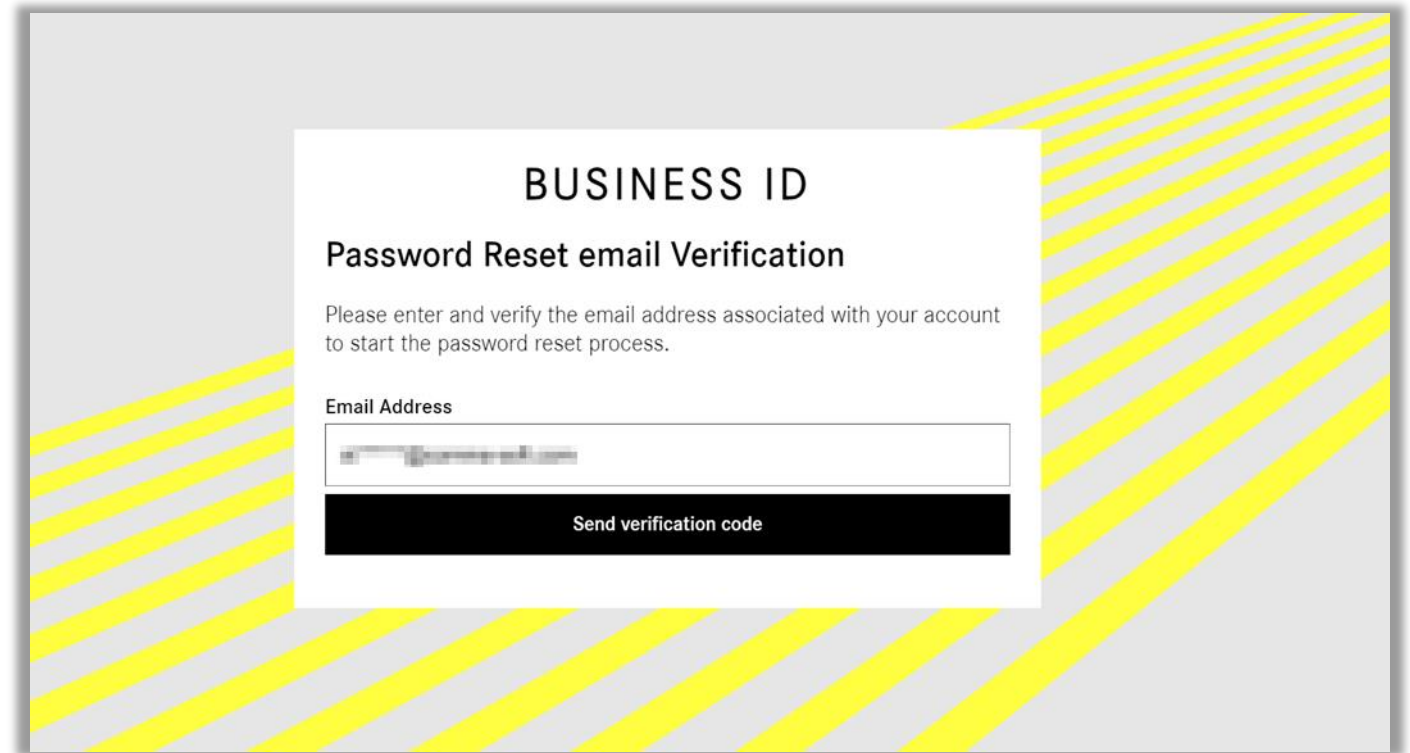Enter your User ID or email address that you used in the previous login system and click "Continue".

Step 4: Request a verification code

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

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).

BUSINESS ID

Dear Customer,

to initiate the password reset process you need to verify your email address. Please use the following code for verification:

(This code is valid for the next 20 minutes)

Kind regards
Daimler Truck

Daimler Truck AG, Stuttgart, Germany
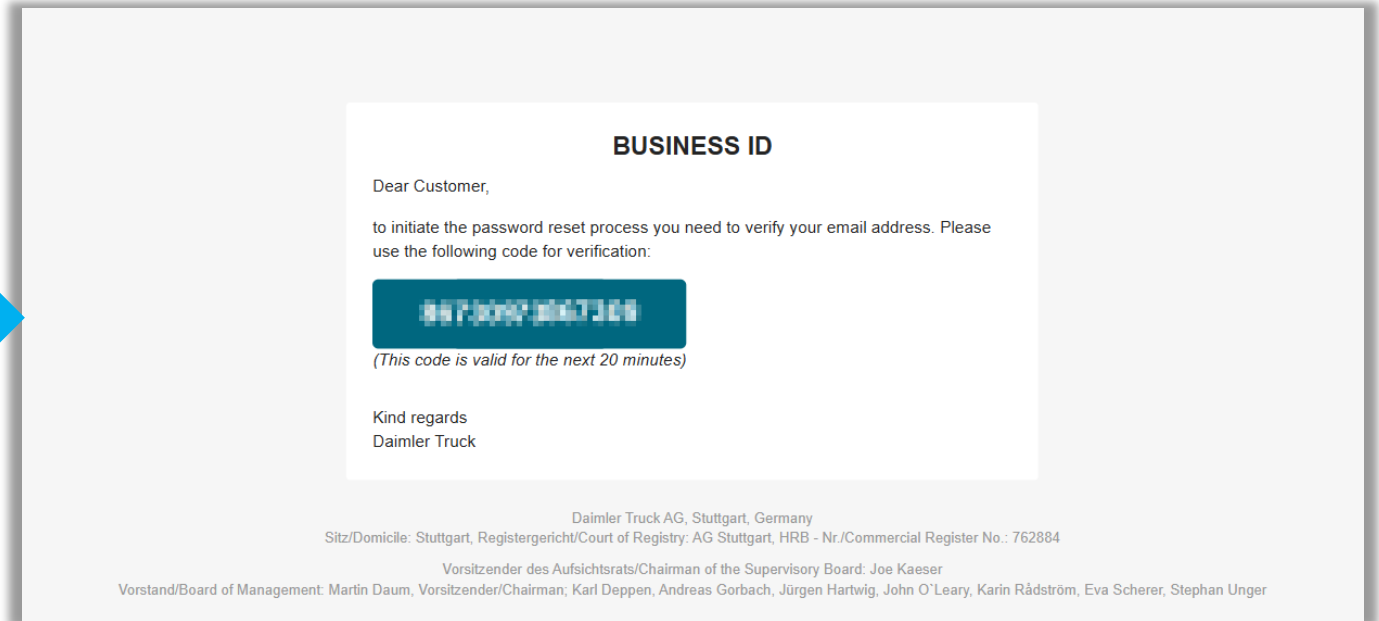Sitz/Domicile: Stuttgart, Registergericht/Court of Registry: AG Stuttgart, HRB - Nr./Commercial Register No.: 762884

Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Joe Kaeser
Vorstand/Board of Management: Martin Daum, Vorsitzender/Chairman; Karl Deppen, Andreas Gorbach, Jürgen Hartwig, John O`Leary, Karin Rådström, Eva Scherer, Stephan Unger

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.

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".

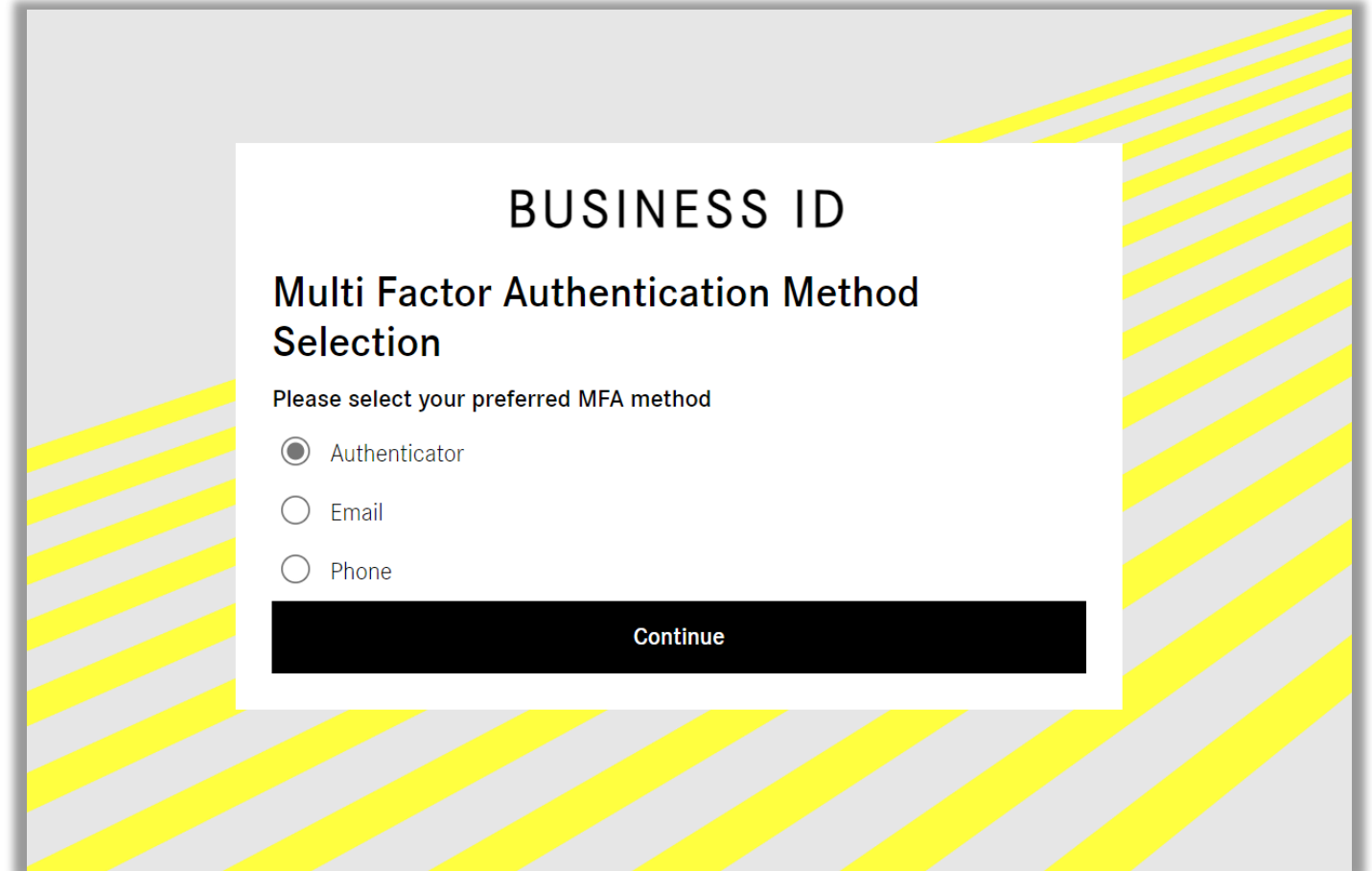# Step 8: Select Multi-Factor Authentication method

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.

BUSINESS ID

Multi Factor Authentication Method Selection

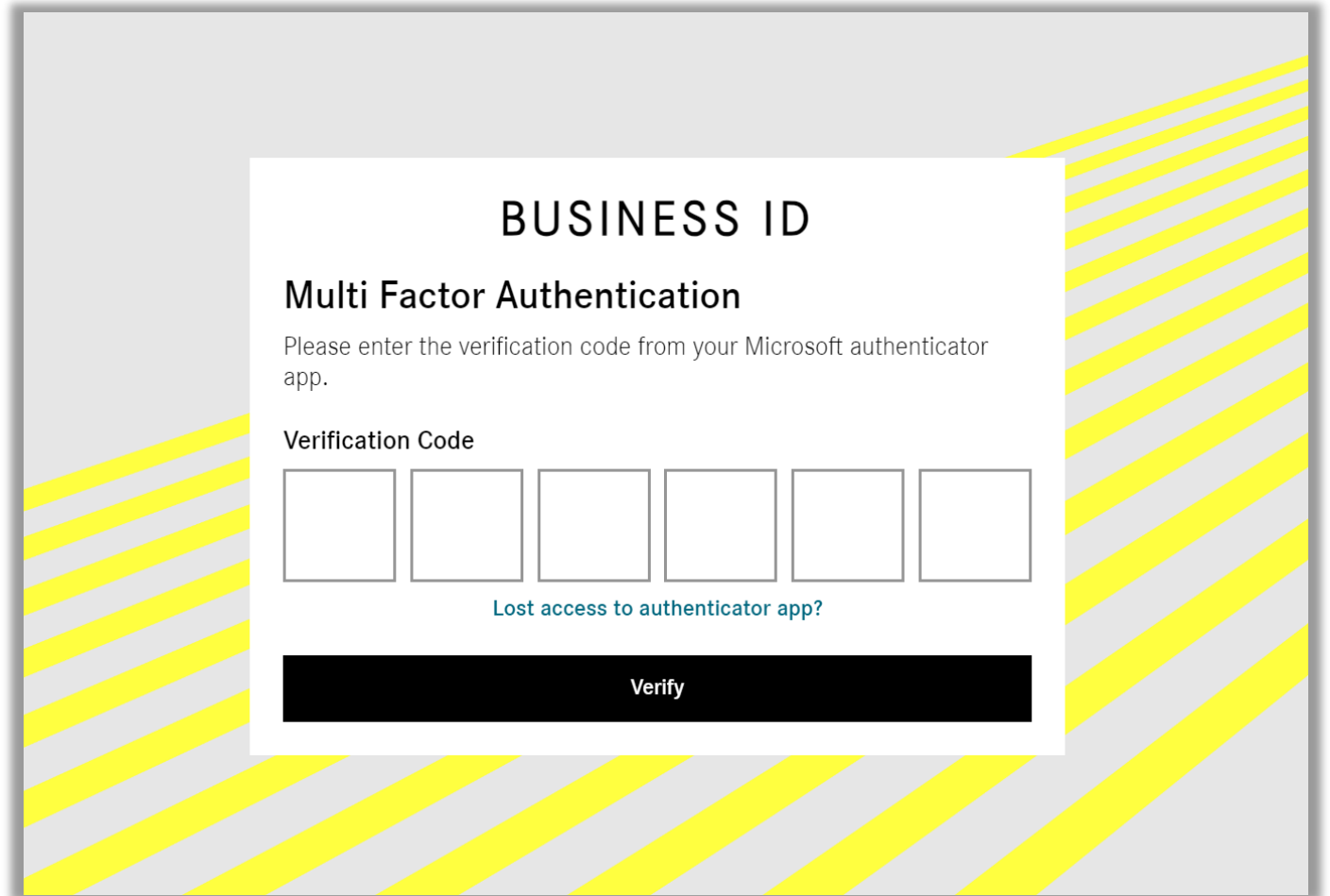Please select your preferred MFA method

- ● 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.

Congratulations!

Congratulations! You have successfully reset your password.