

DAIMLER TRUCK

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

Guide



Introduction

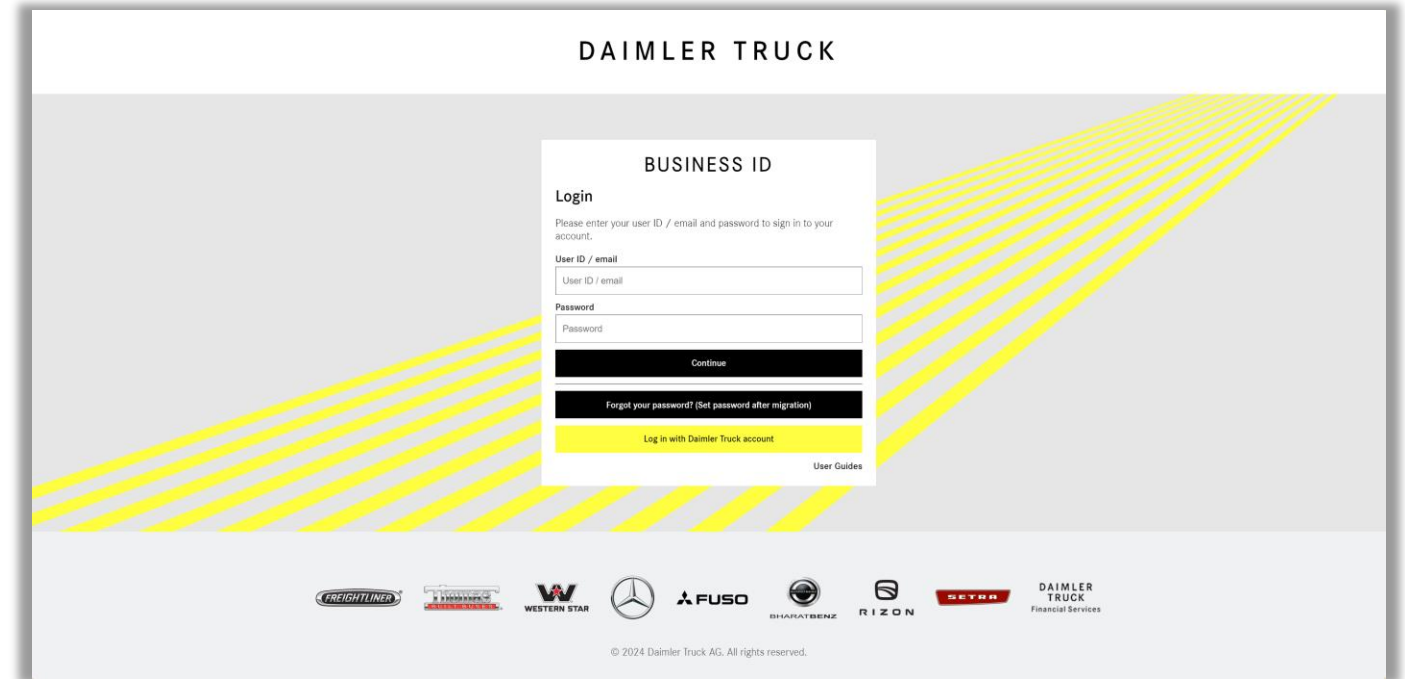
This guide provides information on how to reset your Multi-Factor Authentication (MFA) method used to log in to your application via Business ID if you do not have a Daimler Truck account (...@tbdir.net).

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 following guide:

[How to use the Self-Service Multi-Factor Authentication \(MFA\) reset](#)

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.

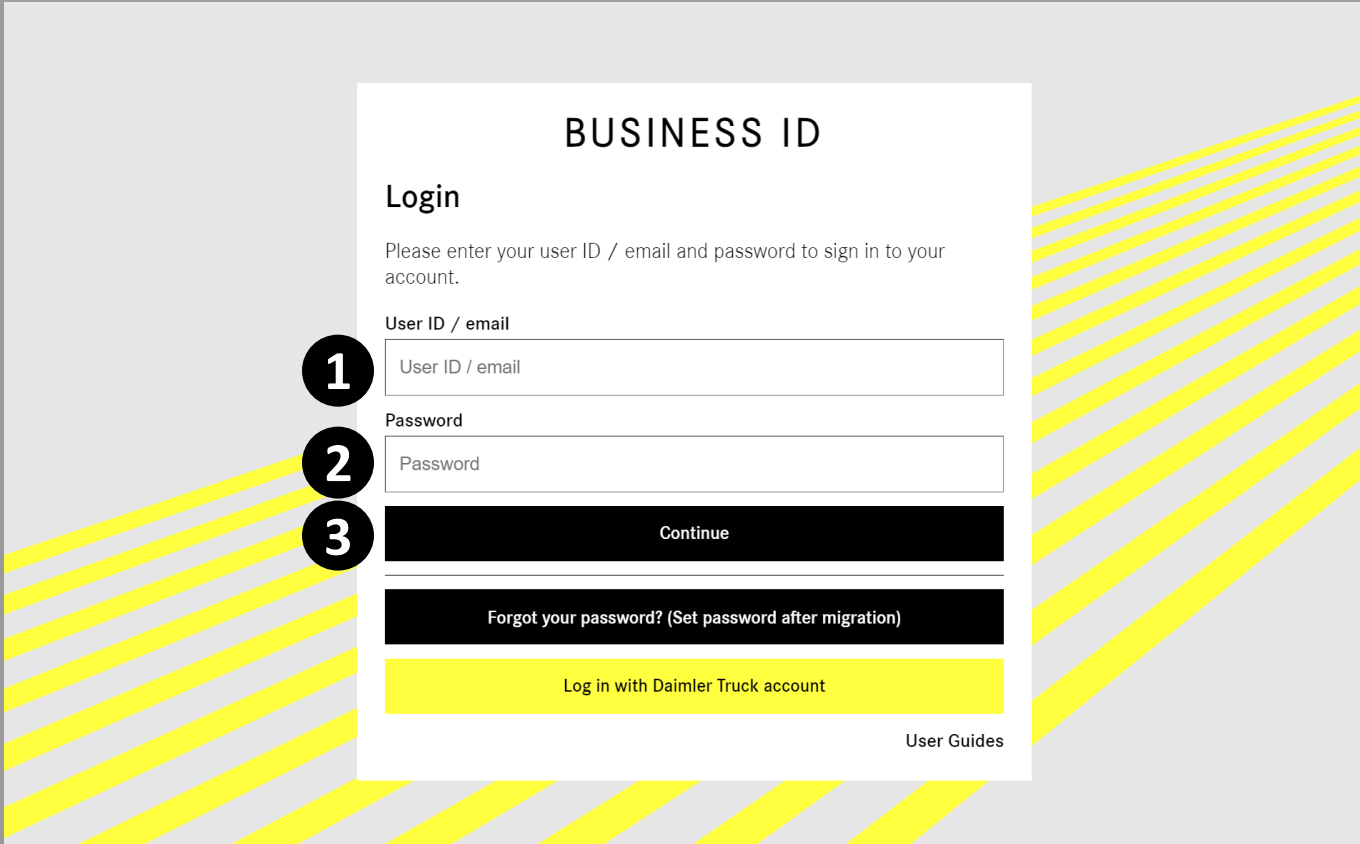


Step 2: Log in with your credentials

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

1. Enter your user ID or email address in the field "User ID / email".
2. Enter your password in the field "Password".
3. 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 [this guide](#).



BUSINESS ID

Login

Please enter your user ID / email and password to sign in to your account.

User ID / email

1 User ID / email

Password

2 Password

3 Continue

Forgot your password? (Set password after migration)

Log in with Daimler Truck account

User Guides

Step 3: Select Multi-Factor Authentication Method

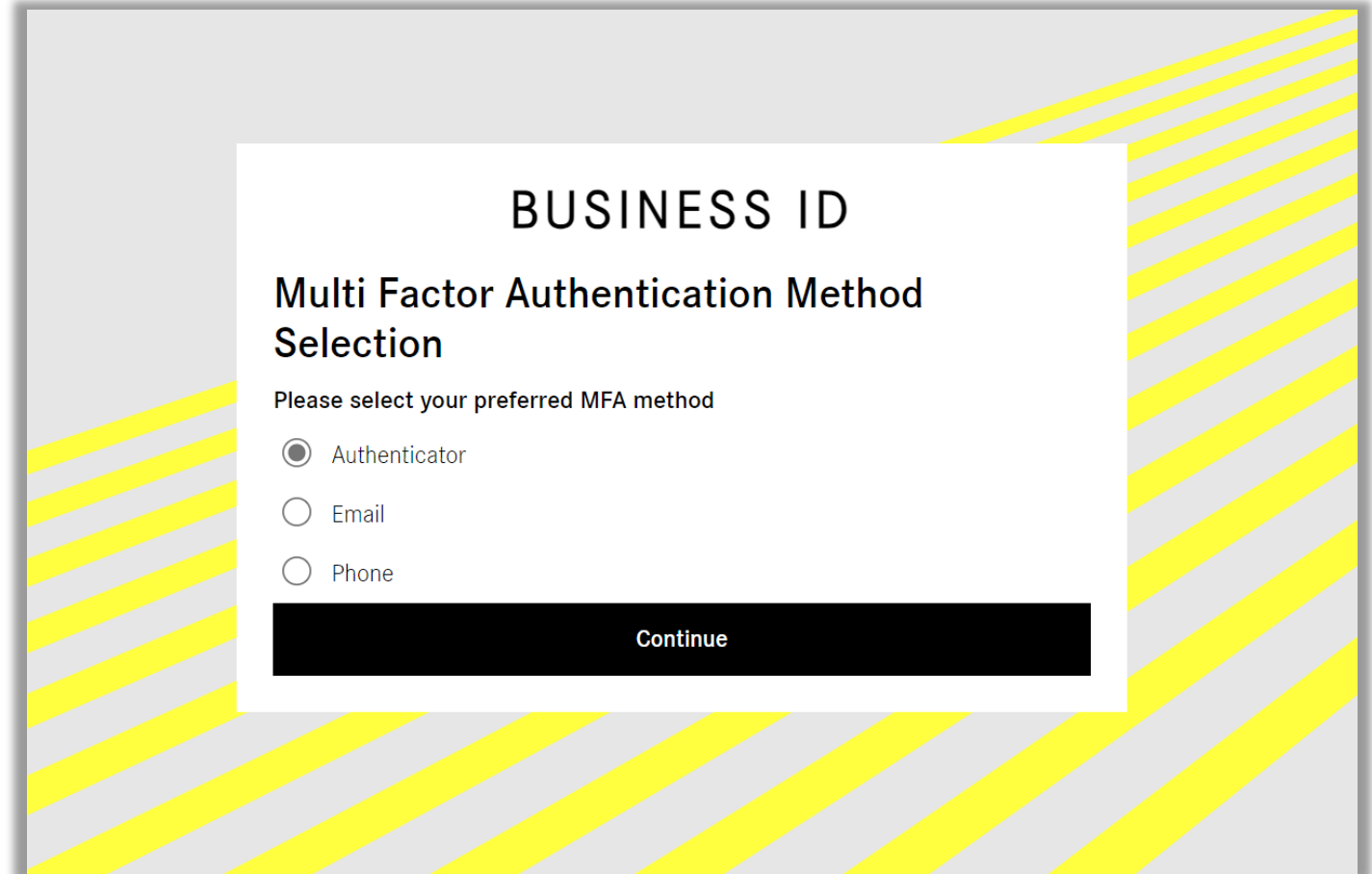
Select the method you want to use for Multi-Factor Authentication (MFA) and confirm by clicking "Continue".

Please note:

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

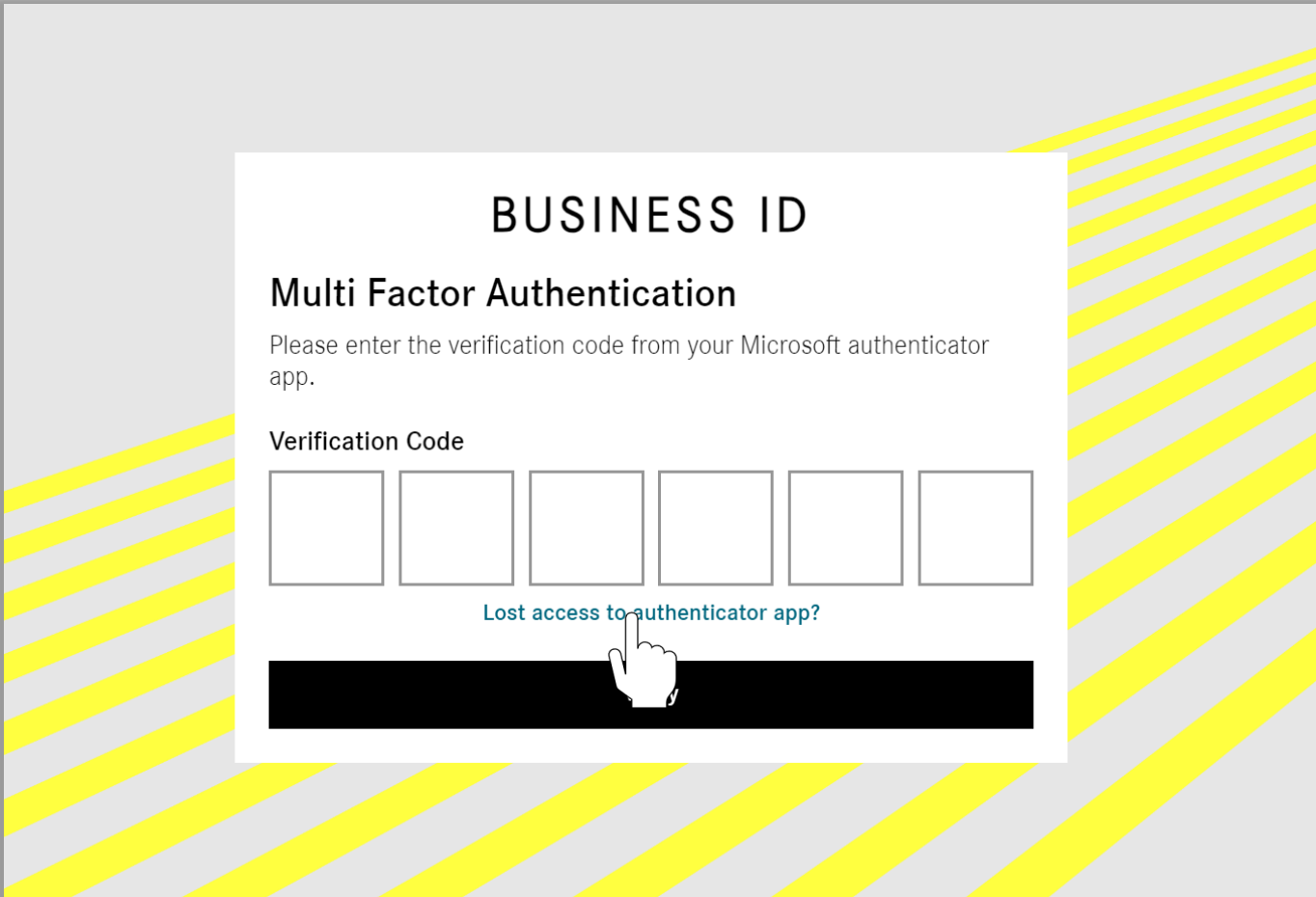
For "**Phone**" verification, select "Send Code" to receive a six-digit SMS code or "Call Me" to verify by pressing "#" during the incoming call. Your phone number must be registered.

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

A screenshot of a mobile application interface for selecting a Multi-Factor Authentication (MFA) method. The screen has a white background with a yellow and grey diagonal striped pattern on the sides. At the top, the text "BUSINESS ID" is displayed in a large, bold, black font. Below it, the title "Multi Factor Authentication Method Selection" is shown in a smaller, bold, black font. Underneath the title, the instruction "Please select your preferred MFA method" is written in a standard black font. There are three radio button options: "Authenticator" (which is selected), "Email", and "Phone". At the bottom of the screen, there is a black rectangular button with the word "Continue" written in white text.

Step 4: Initiate the MFA reset process

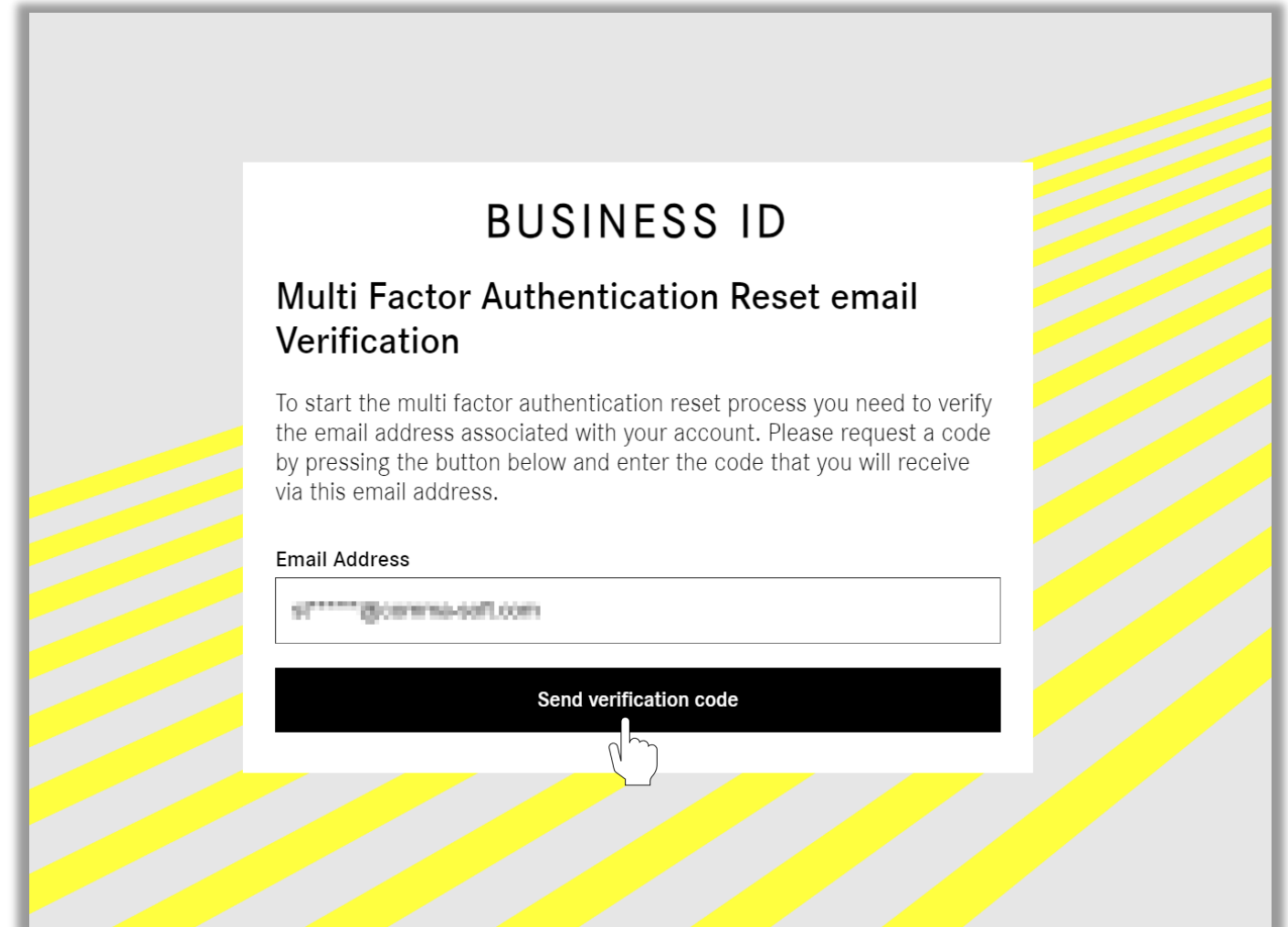
To initiate the MFA reset process, click "Lost access to authenticator app?".



The screenshot shows a white dialog box titled "BUSINESS ID" with the subtitle "Multi Factor Authentication". Below the subtitle, it says "Please enter the verification code from your Microsoft authenticator app." There is a "Verification Code" label above a row of six empty input boxes. Below the input boxes, there is a blue link that says "Lost access to authenticator app?". A white hand cursor is pointing at this link. At the bottom of the dialog box, there is a black rectangular area, likely a button or a placeholder for a logo.

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

*****@daimler-truck.com

Send verification code

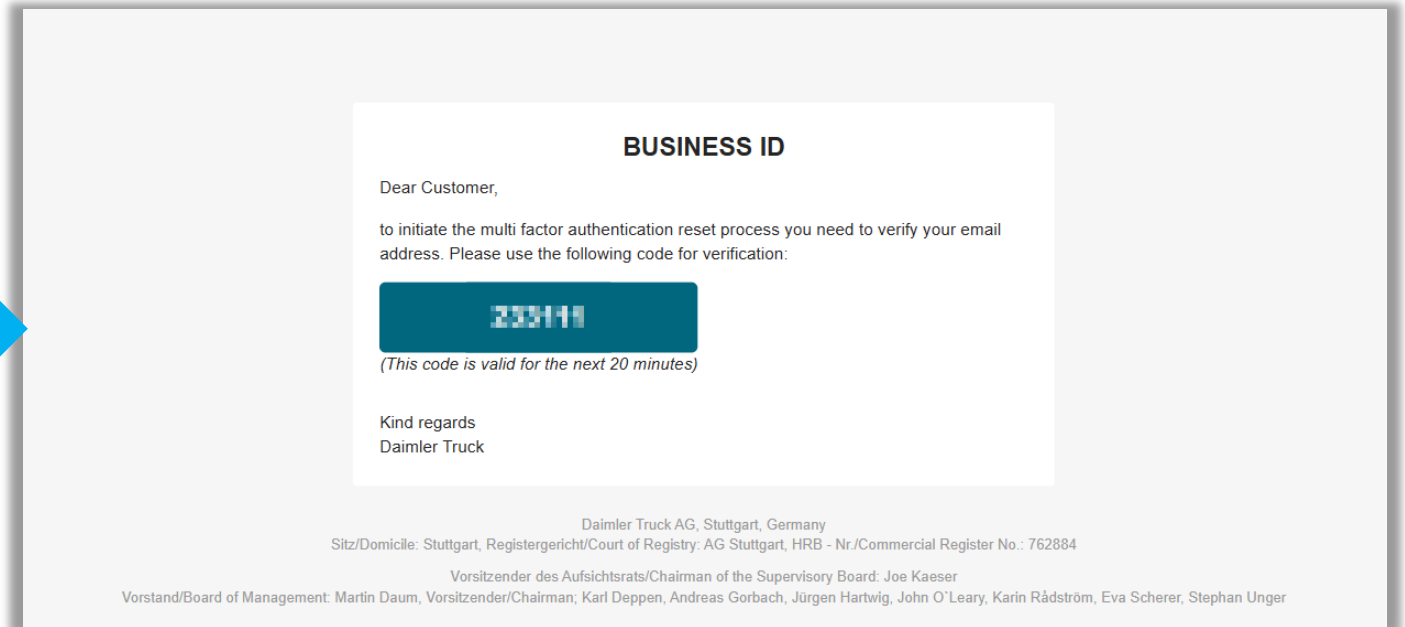
Step 6: Check your Email for the verification code

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

*****@camrus-soft.com

Verification Code

1 Verification Code

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



Key for manual entry: p0u0w1j9p4pl00d71a

Verification Code

2

3 Continue

Congratulations!

Congratulations! You have successfully reset your MFA method.