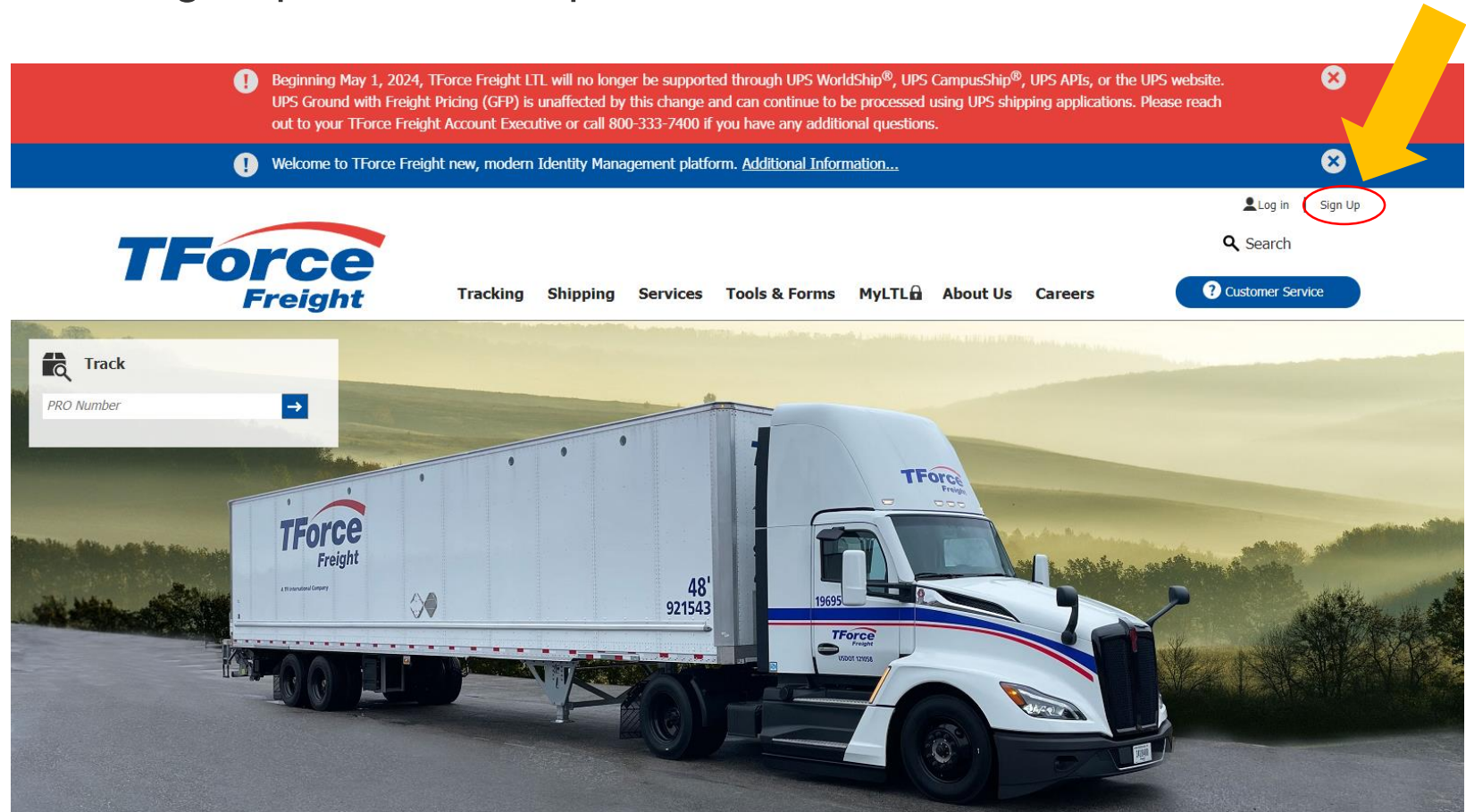


How to Register for MyLTL

Go to www.tforcefreight.com, click on “Sign Up” to start the process

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 which 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.

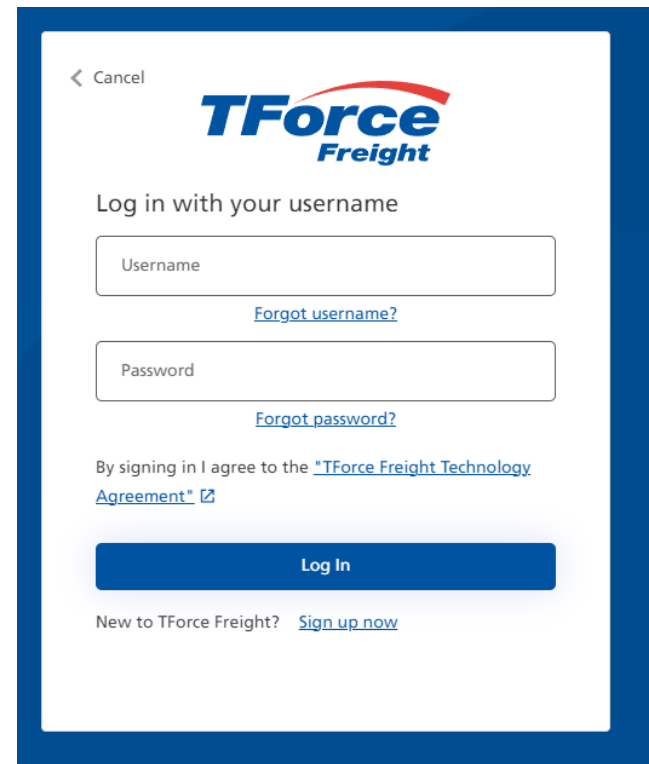
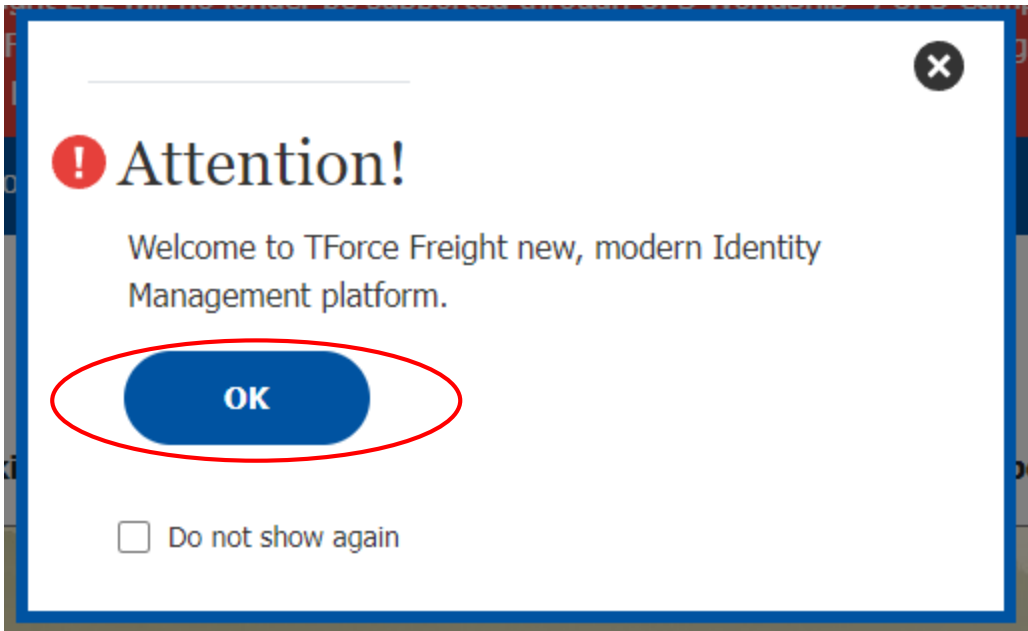


How to Register for MyLTL

After clicking “Log In” on www.tforcefreight.com, you’ll go to the new TForce Freight login page as shown below. Click on the **OK** button.

From this new 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 site for sign up and other services.

There will be 2 distinct categories of first time users on the new site: Migrated Users and New Users.



How to Register for MyLTL – Migrated Users

Migrated Users

If you have logged into MyLTL in the past two years then your existing MyLTL Username 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 and you will be taken through the recover password flow. A detailed overview of that flow is provided below.

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 pick-ups (Pickup), and View documents (View).

The screenshot displays the TForce Freight login interface. It features a 'Cancel' link at the top left, the TForce Freight logo, and the instruction 'Log in with your username'. There are two input fields: 'Username' and 'Password'. Below the 'Username' field is a blue link for 'Forgot username?'. Below the 'Password' field is a blue link for 'Forgot password?', which is highlighted with a red circle and a yellow arrow. Below the input fields is a line of text: 'By signing in I agree to the "TForce Freight Technology Agreement"'. At the bottom, there is a blue 'Log In' button and a link for 'New to TForce Freight? Sign up now'.

How to Register for MyLTL – New Users

New Users

If you have not logged into or enrolled in MyLTL in the past 2 years, your Username will not be automatically migrated and you will be considered a “New User.”

If you are a “New User”, then you will need to click on the “**Sign Up**” link from the site or from the Log In page.

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.

Sample Sign Up Form

How to Register for MyLTL – 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.

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](#)

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.

How to Register for MyLTL – Logging In for the First Time

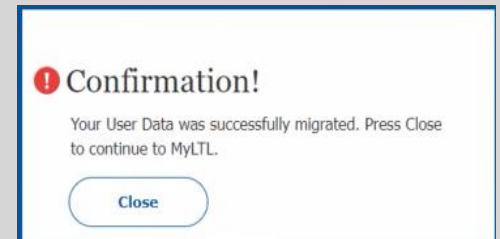
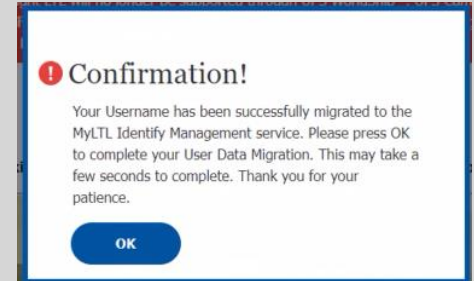
All users should click on the Login Link from www.tforcefreight.com, taking you to the new log in page.

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 Username 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. If you know that you’ve logged into MyLTL in the last 2 years, please call Customer Service to confirm that you need to Sign Up, as it could just be a username/password mismatch that we can fix.

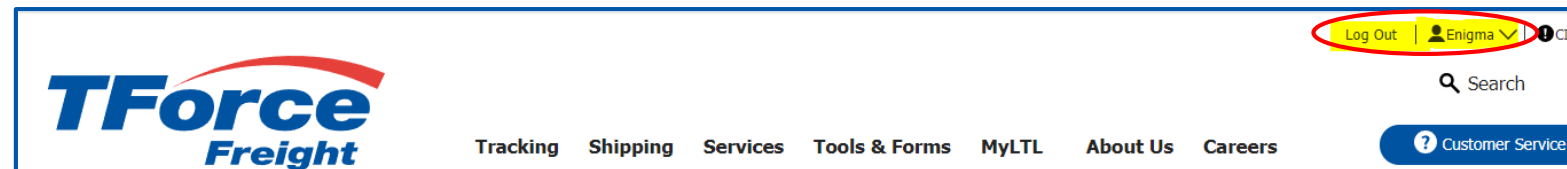
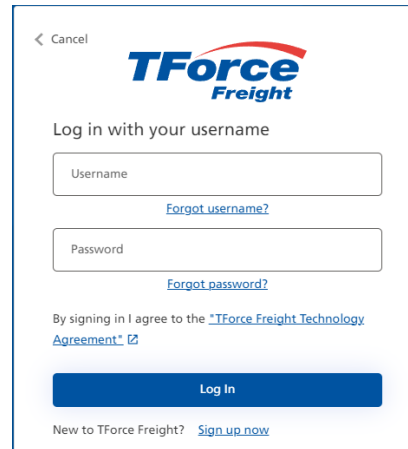
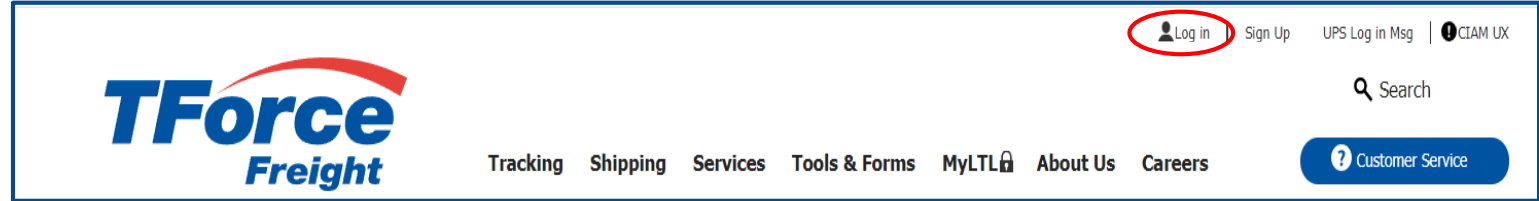
How to Register for MyLTL – Logging In After the First Time



Click on the Login Link from www.tforcefreight.com, taking you to the new log in page.

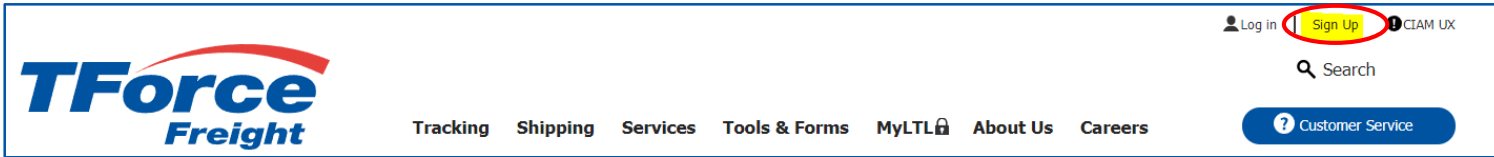
Key your Username and Password (rules provided) and press the Log In button. If you cannot remember your password, click on “**Forgot Password?**” (See [Password Recover Flow](#)). If you cannot remember your Username, click on “**Forgot Username?**” (See [Recover Username Flow](#)).

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 **Log Out Button** to return to the www.tforcefreight.com public home page.



How to Register for MyLTL – Sign Up Flow

Click on “**Sign Up**” link on 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 here.



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

The sign-up form includes the following fields and options:

- Email Address*** (text input)
- Send verification code** (button)
- Log In*** (text input)
- Password*** (text input)
- Confirm Password*** (text input)
- First Name*** (text input)
- Last Name*** (text input)
- Company*** (text input)
- Address*** (text input)
- Country*** (dropdown menu, currently showing United States)
- Address*** (text input)
- Country*** (dropdown menu, currently showing United States)
- Address*** (text input)
- Country*** (dropdown menu, currently showing United States)
- ZIP Code*** (text input)
- City*** (text input)
- State*** (dropdown menu)
- Phone*** (text input)
- Job Title*** (dropdown menu)
- PRO Number** (text input)
- Locations to View** (text input)
- User Type*** (dropdown menu, currently showing End User)
- Send Email Updates** (checkbox)
- Cancel** (button)
- Create** (button)

How to Register for MyLTL – Sign Up Flow

Follow these basic steps:

- 1)** 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](#).
- 2)** Press the **Send Verification Code** button and a one-time, short expiration, token will be sent to your registered email. If you do not receive the code or key the code in time, please press **Send New Code**.
- 3)** 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.
- 4)** 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. After completing this form you are automatically enrolled and ready to be approved.
- 5)** 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.
- 6)** After filling out all required fields, press the **Create** button. If you do not immediately return to www.tforcefreight.com, please scroll up the form to see any possible errors. Please correct and try again. If there are no errors, your User Name will be inserted into our system and you will return to MyLTL as a logged in user.

How to Register for MyLTL – Password Recovery Flow

Click on “**Log In**” link on www.tforcefreight.com to view the Log Page.

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

Key the 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.

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](#)



Cancel

TForce Freight

Reset Password

Username

Verification is necessary. Please click Send button.

Registered Email Address

Send verification code

Continue



Microsoft on behalf of TForce Freight <msc@tforcefreight.com> sent this message

TForce Freight account email verification code

Message is From an External Sender

Verify your email

Thanks for verifying your!

Your code is: **579082**

Sincerely,
TForce Freight

Cancel

TForce Freight

Reset Password

Username

Verification code has been sent to your inbox. Please copy it to the input box below.

Registered Email Address

Verification code

Verify code **Send new code**

Continue

How to Register for MyLTL – Password Recovery Flow

You will be shown the following page with your email address (our test account is hidden for security reasons). Press the **Continue** button to view the Reset Password page.

The image shows two screenshots of the TForce Freight password recovery process. The left screenshot is titled 'Reset Password' and includes a 'Username' field with the placeholder 'YourUserName', a message 'E-mail address verified. You can now continue.', and a 'Registered Email Address' field. There are two buttons: 'Change e-mail' and 'Continue', with the 'Continue' button circled in red. The right screenshot is titled 'Recover Username' and includes a 'New Password*' field, a 'Confirm New Password*' field, and a 'Reset' button.

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.

If after receiving you email and clicking on Reset you receive the below error, there is likely a mismatch between your Username and Email provides. Please call [Customer Service](#) and they can assist. If they cannot find your Username in the system, they may ask you to Sign Up.

Reset Password

An account could not be found for the provided user ID.

How to Register for MyLTL – 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 Username**.

The screenshot shows the TForce Freight login interface. At the top left is a '< Cancel' link. The TForce Freight logo is centered. Below it, the text 'Log in with your username' is displayed. There are two input fields: 'Username' and 'Password'. A red circle highlights the 'Forgot username?' link located below the Username field. Below the Password field is a 'Forgot password?' link. At the bottom, there is a 'Log In' button and a link for 'New to TForce Freight? Sign up now'.

From the Recover Username form 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 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 first screenshot shows the 'Recover Username' screen. It features the TForce Freight logo and the title 'Recover Username'. Below the title is a 'Registered Email Address' input field. A blue 'Send verification code' button is positioned below the input field. A light blue 'Continue' button is at the bottom of the screen.

The second screenshot shows the next step in the process. It also has the TForce Freight logo and 'Recover Username' title. A message states: 'Verification code has been sent. Please copy it to the input box below.' Below this is another 'Registered Email Address' input field. Underneath is a 'Verification Code*' input field. Two buttons are present: a blue 'Verify code' button and a blue 'Send new code' button. A light blue 'Continue' button is at the bottom.

How to Register for MyLTL – UPS Ground with Freight Pricing

The first time you do a UPS Ground with Freight Pricing Rate, you will have to add your UPS accounts and give us permission to make calls on your behalf. This is a one-time process, once signed up you will rate and ship as you always have.

Steps to Register and Call

Browse to the Rating request page (<https://www.tforcefreight.com/ltl/myltl/RateEstimate>) and choose “**UPS Ground with Freight Pricing**” as Freight Service as shown below. The below banner will be shown if you have not already added your small pack accounts. You can also do this by browsing to the User Accounts page <https://www.tforcefreight.com/ltl/myltl/UPSGroundwithFreightPricingUserAccount>) or by choosing MyLTL User Accounts menu option. Click on the **Add UPS Account** button to go to the user accounts page.

The screenshot shows the TForce Freight website's Rate Estimate form. The form includes the following fields and options:

- Origin:** United States (dropdown), 23224 RICHMOND, VA (text input), Select other city (link)
- Destination:** United States (dropdown), 92101 SAN DIEGO, CA (text input), Select other city (link)
- Shipping Date:** 04/17/2024 (calendar icon)
- Relation to Shipper:** Shipper (dropdown)
- Payment Term:** Prepaid (radio button), Collect (radio button)
- Freight Service:** UPS Ground with Freight Pricing (dropdown)
- Shipment contains hazardous materials:** No (radio button)
- Residential:** Residential

A red banner at the bottom of the form contains the text: "No UPS small pack number found in your user account. Please click Red button to add your small pack number to your user account. you will be redirected to User Account page." A red circle highlights the "Add UPS Account" button, and a yellow arrow points to it from the right.

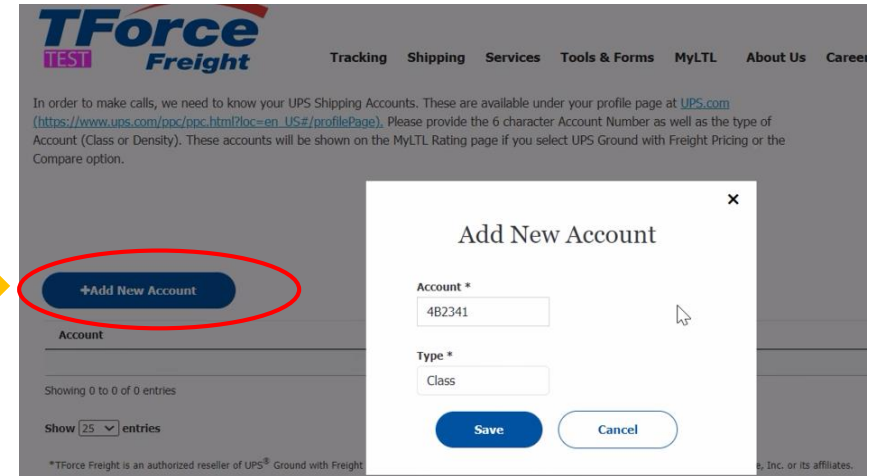
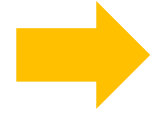
Below the banner, a green message says "New Service Added - UPS Ground with Freight Pricing".

At the bottom, there are checkboxes for "UPS carbon neutral - Offset the environmental impact of your shipment" and "Weekend Commercial Delivery" (Weekend Commercial delivery is not available for this shipment).

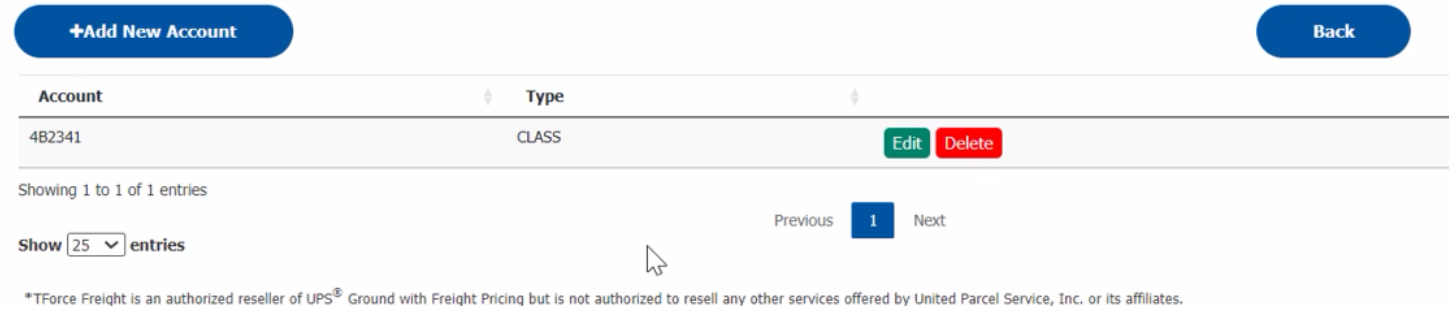
How to Register for MyLTL – UPS Ground with Freight Pricing - Continued

Steps to Register and Call

From the User Accounts page you can manage your small package accounts using the below grid. To add a new account click on the **Add New Account** button. From the New Account page, key your 6 character small pack account and choose type of Class, Density or Other and press the **Save** button. Press cancel if you do not want to save your account.



As shown here, your account will be added to the below grid. *If you need to change an account click on the **Edit** button on the same row as the account. Click on **Delete** button if you want to remove your account.* You can add as many accounts as needed. Please note these accounts will show up in the drop list on the Rating request page.



How to Register for MyLTL – UPS Ground with Freight Pricing - Continued

Steps to Register and Call

Once accounts have been added, you can click on the back button to return to the Rating request page and again choose the UPS Ground with Freight Pricing freight service option. You can also navigate using Shipping menu page. Now that you have at least one account, we will check to see if you have already “granted” permission for us to call the UPS API on our behalf. If you have not, the “Grant” banner will be shown. Click on the **Grant** button to browse to the UPS authentication flow.

From the UPS Log In page key your My UPS Username. This is the name you signed up with at UPS.com and are able to manage your small package accounts. It is likely the name you used for MyLTL prior to the move to the TForce Freight Log In. While you may have used the same Username for both the prior and new log in experiences, it is not a requirement. Please key the Username associated with your UPS accounts, then click the agreement checkbox and press the **Continue** button to view the Password page.

The screenshot shows a 'Freight Service' dropdown menu with 'UPS Ground with Freight Pricing' selected. Below it is a blue banner with white text: 'To use UPS Ground with Freight Pricing you need to grant TForce Freight permission to make calls on your behalf. Press "Grant" to be forwarded to a UPS.com log in. From there you will key your UPS.com credentials associated with your GFP Accounts..'. A red oval highlights a red 'Grant' button on the right side of the banner. A yellow arrow points down to this button. Below the banner is a green notification: 'New Service Added – UPS® Ground with Freight Pricing'. At the bottom, a grey bar contains the text 'UPS® Ground with Freight Pricing*'.

Log In

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

By continuing, I agree to the [UPS Technology Agreement](#) and authorize **TForce Freight GFP** to access data associated with my UPS.com username listed above, including UPS shipping account numbers, contact information, rates, and package tracking status.

 [Forgot Username/Password](#)

How to Register for MyLTL – UPS Ground with Freight Pricing - Continued

Steps to Register and Call

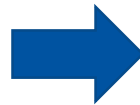
From the Password page, view “Welcome back” to make sure you have correctly keyed your UPS Username. Then key the password associated with your UPS Username. When UPS authenticates the Username and Password combination, you will automatically return to the TForce Freight Rating request page. You have been automatically registered you and you are now ready to begin both Rating and Shipping with UPS Ground with Freight Pricing. As mentioned earlier, the accounts you have added are shown in the “Select Account” list and you will both rate and ship just as you did in the legacy version. Unless your UPS access expires, you will not have to repeat the Grant. Additionally, only you can remove or manage your accounts.

Password

Welcome back, YourUPSUsername!

Log In >

[Forgot Username/Password](#)



New Service Added – UPS® Ground with Freight Pricing ⓘ

UPS® Ground with Freight Pricing*

Select Account *

UPS carbon neutral - Offset the environmental impact of your shipment

Weekend Commercial Delivery Weekend Commercial delivery is not available for this shipment

[Reset Packages](#)

Type	Packages *	Per Package (lbs)*	Length (in)	Width (in)	Height (in)	NMFC-Sub	Class *	Options
1	<input type="text" value="10"/>	<input type="text" value="22"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="50"/>	<input type="button" value="Show"/> Reset

Totals	Total Packages	Total Weight
	<input type="text" value="10"/>	<input type="text" value="220"/>

[+ Add New Package Type](#)

[Get Rate](#)

[Reset](#)

TForce Freight 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**

Thank you!

We hope you now feel comfortable and confident in using MyLTL to quote your LTL and GFP shipments and look forward to providing you with great service!