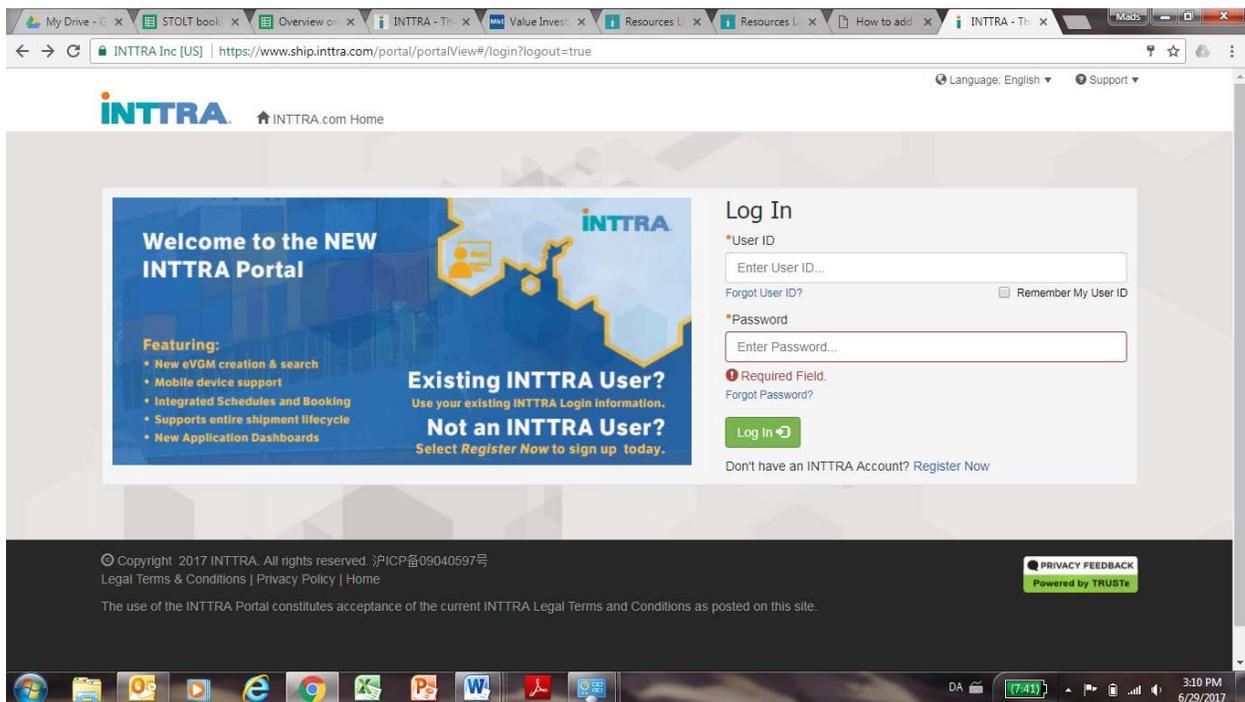




How to recreate your user ID if you have forgotten/lost it

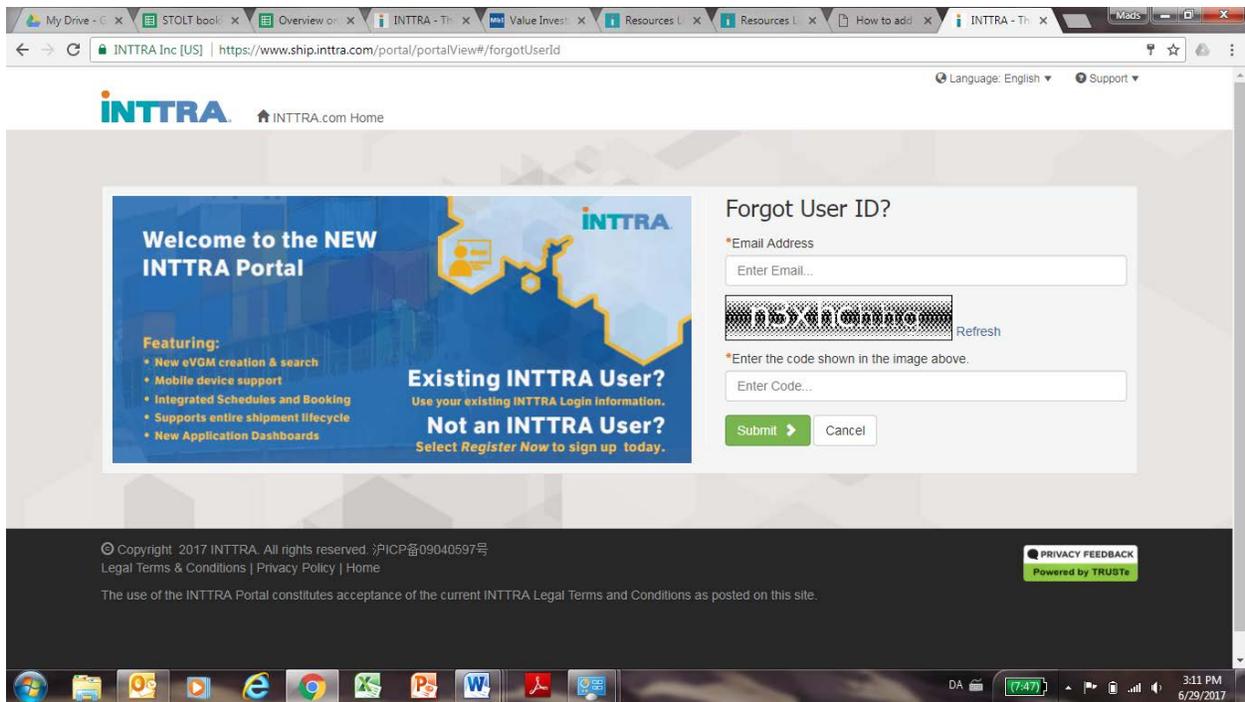
Step 1: go to Ship.intra.com and press "Forgot User ID?"



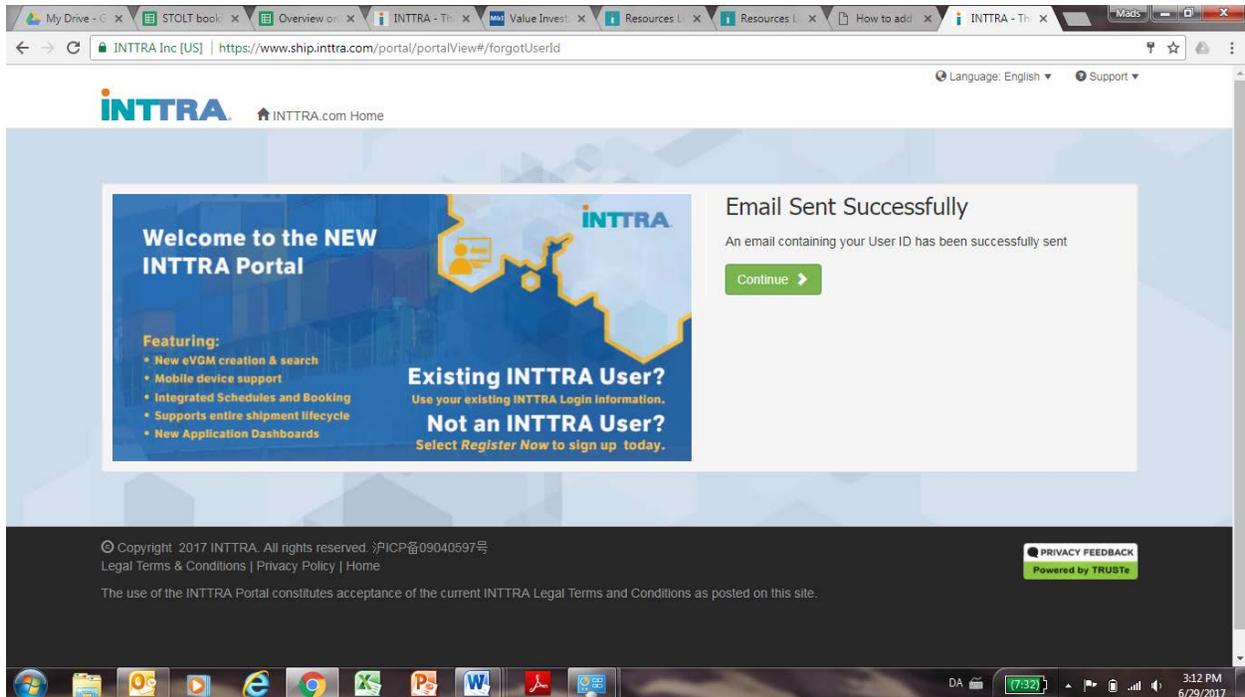
The screenshot shows the INTTRA login page. On the left, a blue banner reads "Welcome to the NEW INTTRA Portal" and lists features: "New eVGM creation & search", "Mobile device support", "Integrated Schedules and Booking", "Supports entire shipment lifecycle", and "New Application Dashboards". It also asks "Existing INTTRA User?" and "Not an INTTRA User?". The main "Log In" section has a "User ID" field with a "Forgot User ID?" link and a "Remember My User ID" checkbox. Below is a "Password" field with a "Required Field" error message and a "Forgot Password?" link. A "Log In" button is at the bottom of the form. The footer includes copyright text and a "PRIVACY FEEDBACK" button.

Step 2: enter your email address and enter the code shown on your screen.





Step 3: an email will now be sent to your email address with your User ID.



Step 4: use your user ID to log in to INTRA. If you have forgotten your password please refer to the user guide on how to create a new password.

