



# Frequently Asked Questions

INTTRA Portal Access:  
<https://www.ship.intra.com>

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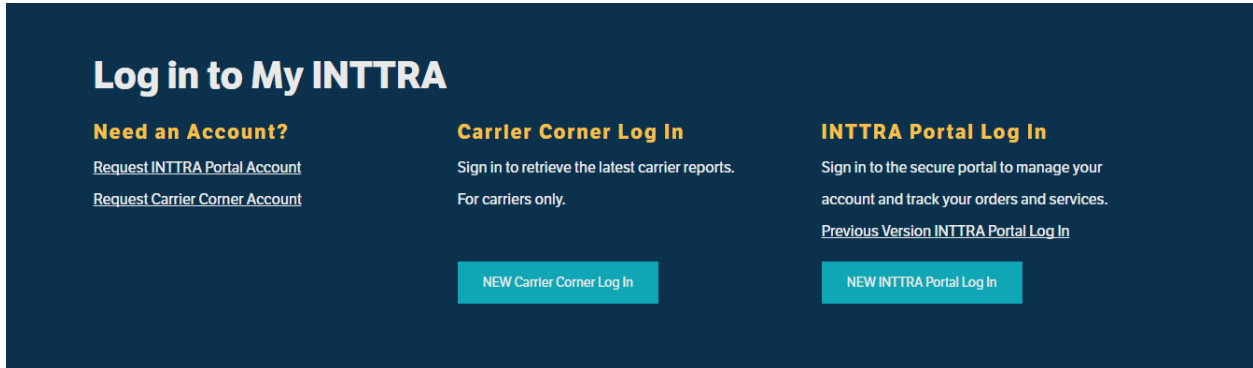
1. User Account Registration
2. Browser Compatibility
3. Templates
4. Support



## Frequently Asked Questions

### 1. How do I access the new INTTRA Portal?

- There are 2 ways to access the new INTTRA portal.
  - i. Users can go to [www.inttra.com](http://www.inttra.com) and select the Log into my INTTRA upper right hand side of the home page



- ii. Click on the button that says INTTRA Portal Login
- You can also access the site directly by visiting <https://www.ship.inttra.com>. Please bookmark this page for future reference.

### 2. I already have an INTTRA ID, do I need to register again?

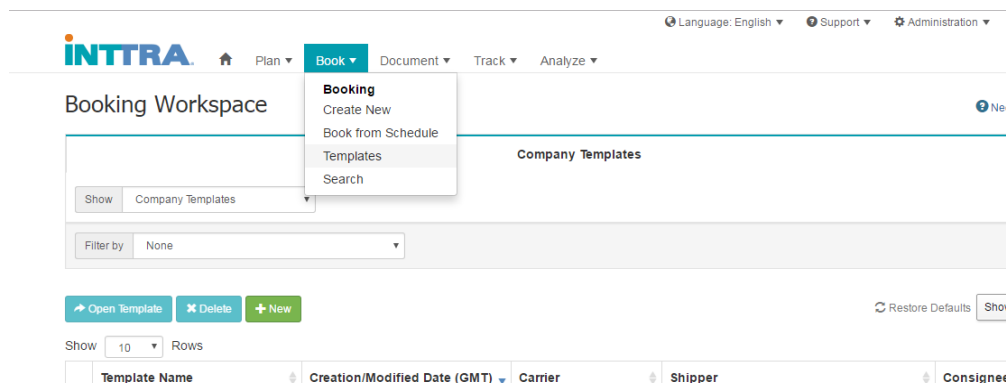
- No you do not have to register again. Simply log in with your existing User ID and password.

### 3. I'm currently using a browser that is not compatible with the new portal. Which browser version should I be using to access the new portal?

- Google Chrome Version 48.0.2564 and above
- Mozilla Firefox Version 48.0.2 and above
- Microsoft Internet Explorer Version 9 and above
- Microsoft Edge



4. **I currently use templates and drafts to submit my Booking and Shipping Instructions faster. Will my saved templates still be available in the new portal under my account?** Yes, your existing templates are all available under the **Book** menu and choose Templates. Please reference the below screenshot:



5. **I'm currently experiencing failures when submitting my Shipping Instructions in the new Portal UI.**

- This issue is related to browser compatibility with Internet Explorer 8. Users will be required to upgrade their browsers to the latest IE version in order to avoid this issue going forward.

6. **I received an error alert in my recent Booking or SI submission stating fields were blank or missing information.**

- This issue is related to browser compatibility with Internet Explorer 8. Users will be required to upgrade their browsers to the latest IE version in order to avoid this issue going forward.

7. **Will I need to be trained on the new portal?**

- No training will be required. The characteristics of the new portal will be similar to the old portal. Thousands of customers are already using the new portal user interface to submit eVGM web submissions.

Other new functions include:

- New Ocean Schedules integrated with new Container Booking requests
- New Shipping Instructions
- New Web Bills of Lading
- New Container Tracking interface
- And more!..

You can access helpful user guides for the new interface [here](#).

8. **Will I still have access to the old Portal?**

- No, you will automatically be redirected to [ship.intra.com](https://www.ship.intra.com/) even if you access through the previous link. You may also want to bookmark the new site link <https://www.ship.intra.com/> for faster access.

