

Introduction

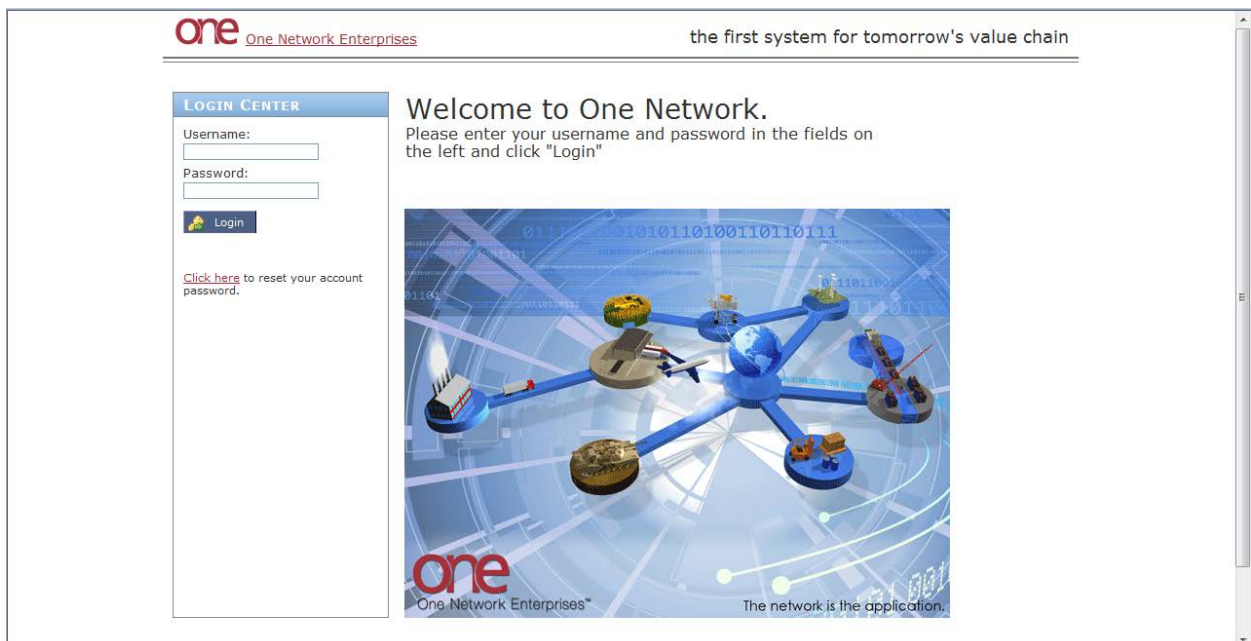
This document provides a quick guide for Carriers and Vendors explaining how to reset or change your password in the One Network system.

If you enter an incorrect password three consecutive times, the One Network system will lock your user account, and you will then need to reset your password.

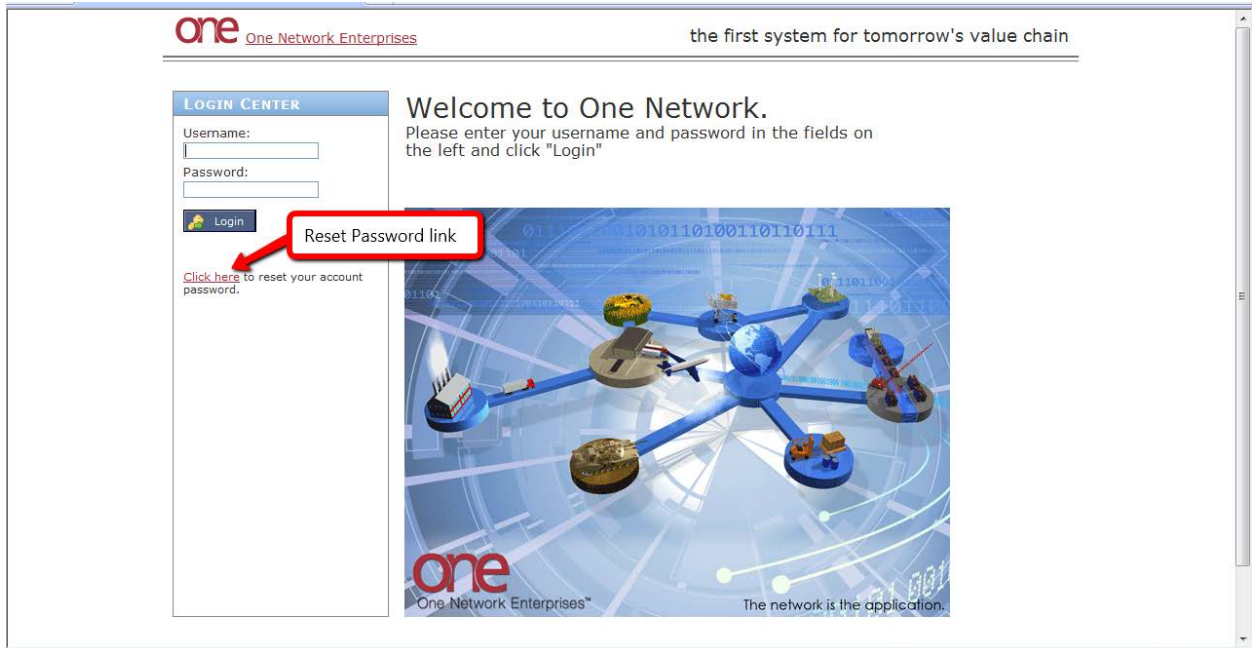
Note - Three consecutive times means three times in a row – for example, if you are on the **Login** screen and you enter your password incorrectly two times; if you then enter it incorrectly the next time (even if you close the **Login** screen and come back to it at a later time), your user account will be locked.

Resetting Your Password

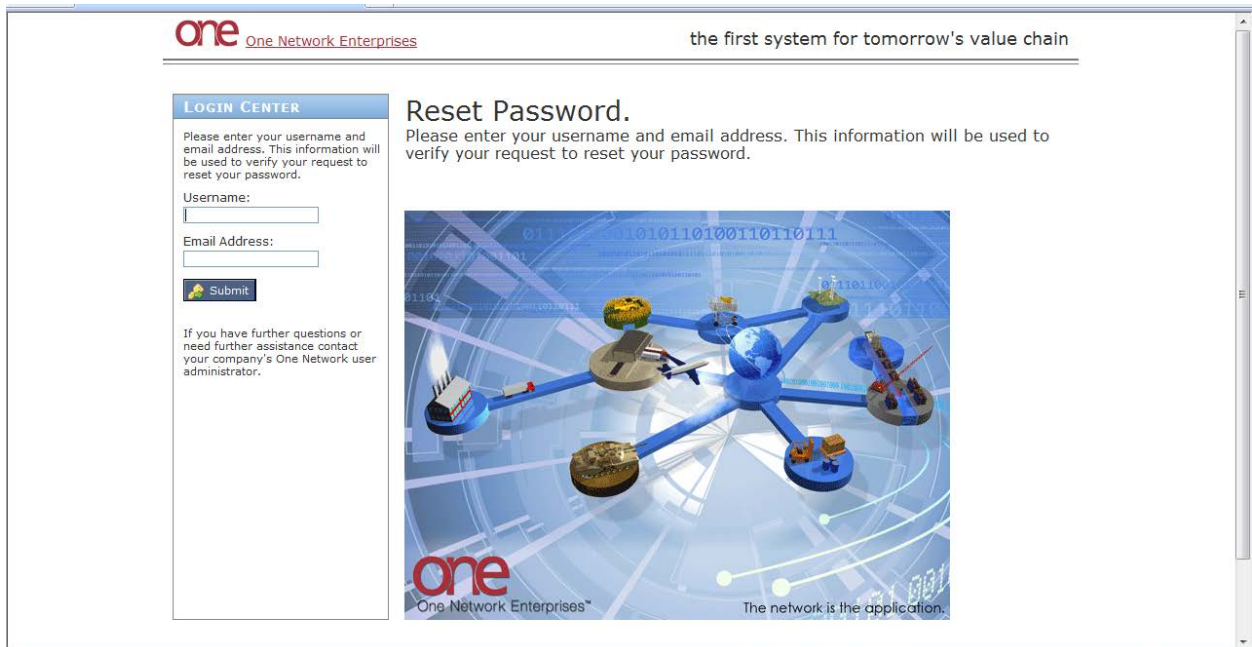
1. Open an Internet Explorer (IE) browser window.
2. In the IE window, enter the following URL and press the **Enter** key on your keyboard:
 - <https://logon.onenetwork.com>
3. After entering this URL, you will be taken to the **Login** screen for the One Network system:



- To reset or change your password, select the “Click here” link under the **Login** button that states “Click here to reset your account password.”



- The **Reset Password** screen will be displayed.



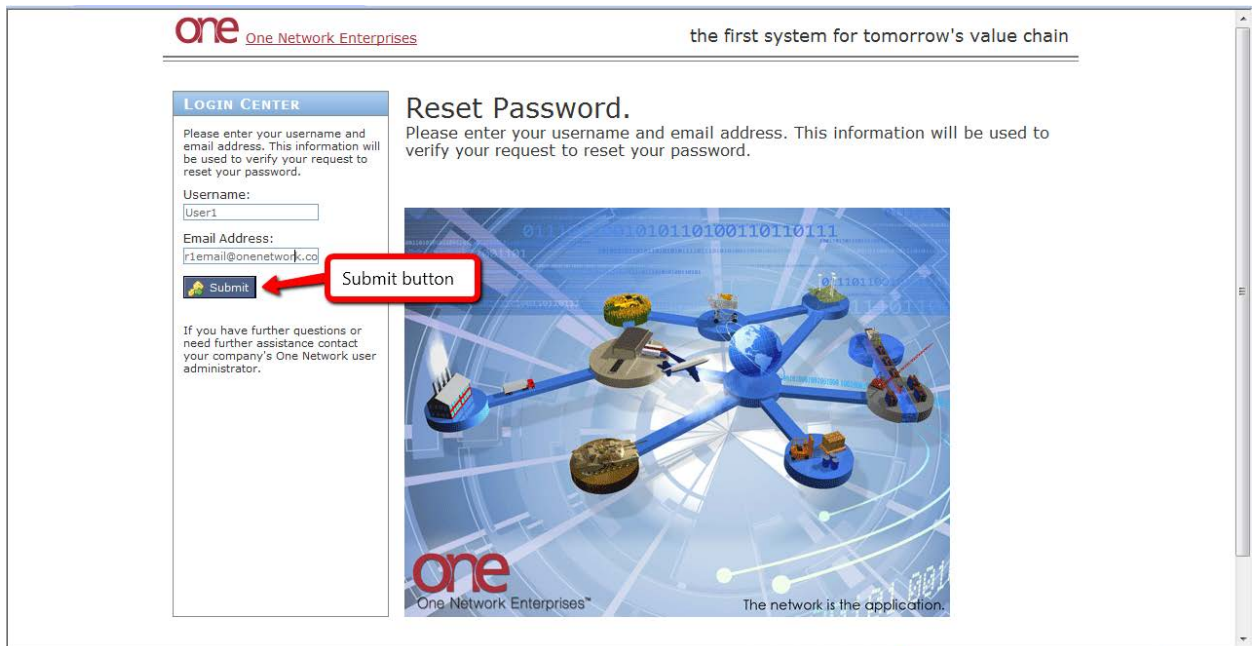
6. Enter your username in the **Username** field and enter your email in the **Email Address** field.

Important Note - The email address must match the one associated with this username.

Note – the **Username** field is case sensitive so make sure you enter the value in this field using the proper upper and lower case.

7. After entering your username and email address, press the **Submit** button.

Important Note – if you receive an error message stating “This is not a valid account”, please confirm you entered your username and email address correctly. The **Username** field is case sensitive so make sure you enter the value in this field using the proper upper and lower case. Please contact the administrator user for your company if you are having issues with your email address and they can verify it in the system .



8. After entering the correct username and email address and pressing the **Submit** button, you will see a message on the **Login** screen stating your password has been reset.

The message states: "Your account has been reset and an email has been sent to you. You must use the new password contained in the email to login to One Network Enterprises. The email may take a few minutes to arrive."



9. You should now receive an email to the email address that you entered. This email will contain your new system-generated password.

10. Go back to the **Login** screen for the One Network system and enter your username and enter this new password in the **Password** field and press the **Login** button.

It may be easiest if you copy this new password from the email and paste it in the **Password** field rather than trying to type in this new password.

Note – both the **Username** and **Password** fields are case sensitive on the **Login** screen so make sure you enter values in these fields using proper upper and lower case.

11. After logging in with this new system-generated password, you will be taken to the **Change Password** screen in order for you to create a new password for you to use.

In the **Current Password** field, enter the new system-generated password that you just used to login (i.e. the one that was sent in the email). In the **New Password** and **Confirm New Password** fields, enter your new desired password.

Note - Your new password must be between 8 and 15 characters long and must contain at least one each of the following: alpha (a-z, A-Z), numeric (0-9) and special character (!, #, \$, etc). Do not use spaces in your password. An example of a password that meets these criteria would be: Johnathan#9.

After entering your current password and new password, press the **Submit** button.

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LOGIN CENTER

- * Current Password:
- * New Password:
- * Confirm New Password:

Change Password.

Your password must be updated for security reasons. Create a new password between 8 and 15 characters long containing at least one each of the following: alpha (a-z, A-Z), numeric (0-9), and special (!, #, \$, etc). Do not use spaces. Select a password that will be difficult to guess but easy for you to remember.

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12. You will be logged in and taken to the main One Network system screen.

The screenshot displays the One Network system dashboard. At the top, there is a navigation bar with the 'one' logo, a home icon, a star icon, a refresh icon, and a user profile icon. The user is identified as 'Welcome: QACarrier'. Below the navigation bar, there are tabs for 'Transportation', 'Scheduling', 'Financials', 'Reports', 'Contract Mgmt', 'Administration', and 'Tools'. A search bar is located on the right side of the dashboard, labeled '... by Shipment No'. The main content area is divided into two panels: 'Alert Summary' and 'Shipment State Summary Report'. The 'Alert Summary' panel contains a table with columns for 'Alert Name', 'New Alerts', and 'Total Alerts'. The 'Shipment State Summary Report' panel contains a table with columns for 'State' and 'Count'. Both panels have an 'Export to CSV' button at the bottom.

Alert Name	New Alerts	Total Alerts
DP Load Cancelled	6	6
DP Mvmt updated	29	29
Delivery Appt Alert	9	9
GH Shipment Tender Alert	3	3
GH Tender Jeopardy Alert	1	1
KK-Confirmed-Production-OneB	80	80
KK-Prod-Mvmt-Cancelled-OneB	6	6
KK-Prod-Ship-Cancelled-OneB	6	6
KK-Tendered-Carrier-OneB	3	3
Movement Tendered Alert	3	3

State	Count
Tendered	0
Confirmed	50
Pick Ready	0
Intransit	1
Delivery Ready	0
Received	0
Multi Modal	0

13. Once you want to login again, you must now use the new password you have just created.