



HOW TO

Register

**Change
password**

**Change
email
address**

**Change
company
details**

**Remove
other users**

Register (1/2)

- 1 Open our [Login](#) page and click on the **Not yet registered** link:

Please Log in

E-mail Address

Password [Forgot your password?](#)

Log in

[Not yet registered?](#)

Hapag-Lloyd employee? [Log in here](#)

- 2 Fill in your name and company details and then on **Continue** to proceed.

Register Account

First Name

Last Name

Phone Number

Company Name

Street Address / Number

City

Postal / ZIP Code

Country

Continue

[Cancel](#)

- 3 Insert your E-Mail Address and click on **Send verification code**

E-mail Address

Send verification code

- 4 Check your email inbox for an email from us with the Verification Code. Insert the code and click on **Verify Code**

Verification code has been sent. Please copy it to the input box below.
E-mail Address

Secondary Verification Code

Check your email box and paste the code you recieved and click Verify code

Verify code

[Send new code](#)

Register (2/2)

5 Proceed with filling the Registration form

Account Type

Customer of Hapag-Lloyd Vendor of Hapag-Lloyd

User Role

Getting rate quotations and purchasing of transport ser ▾

Password

.....

Confirm Password

.....

I have read and agree to the [Privacy Terms](#) and [Terms of Use](#) of the website.

Yes, I would like to receive communication from Hapag-Lloyd (including product, rate and service updates).

Continue

Cancel

Account Type:

Customer = request rates and manage your shipments online or
Vendor = Depots, Trucker or Creating Gate Moves

User Role: Let us know your role. Are you involved in Purchasing/Sales, Booking, Documentation, Import or Handling the entire shipping process?

Password:

The password must have at least 3 of the following:

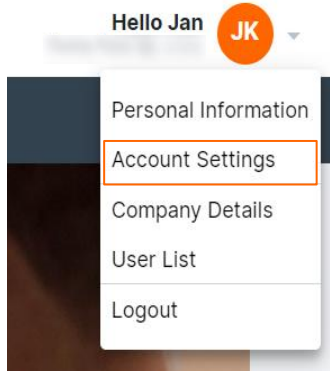
- a lowercase letter
- an uppercase letter
- a digit
- a symbol

6

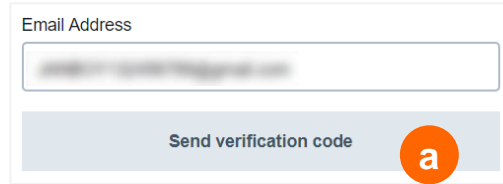
Complete the Registration by clicking on **Continue**

Change password

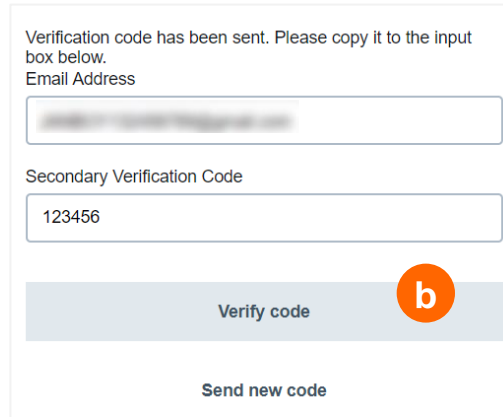
1 Open the Account Settings



2 To change your password, you must first verify your email address:

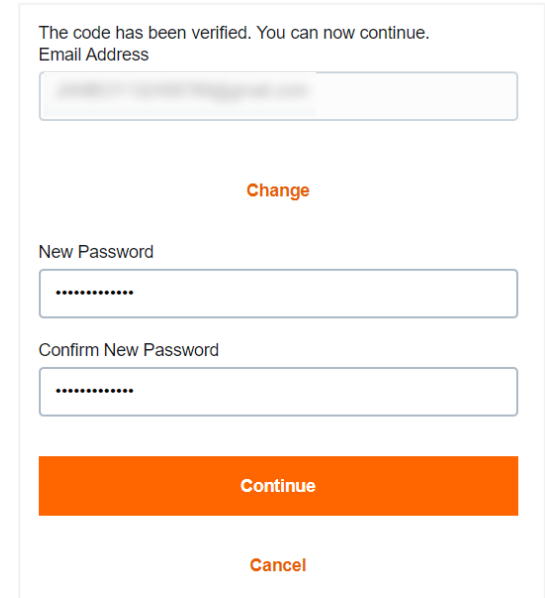


A screenshot of a form titled "Email Address" with a text input field containing a blurred email address. Below the input field is a large orange button labeled "Send verification code" with a small orange circle containing the letter "a" to its right.



A screenshot of a form titled "Verification code has been sent. Please copy it to the input box below." It contains two input fields: "Email Address" (blurred) and "Secondary Verification Code" (containing "123456"). Below the input fields is a large orange button labeled "Verify code" with a small orange circle containing the letter "b" to its right. At the bottom of the form is a link labeled "Send new code".

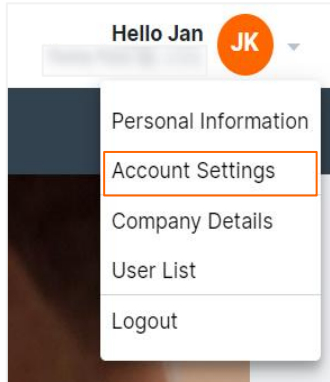
3 ...and then you can insert your new password and confirm by clicking on Continue:



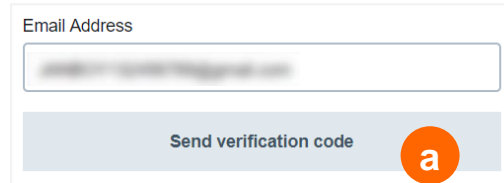
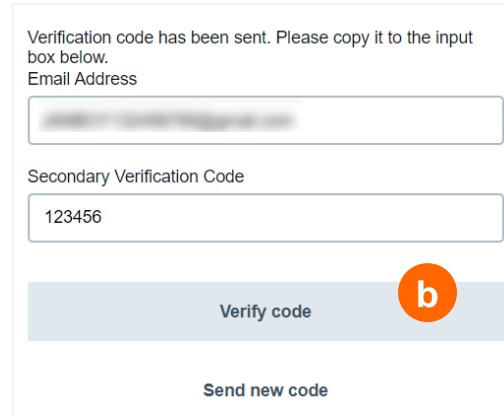
A screenshot of a form titled "The code has been verified. You can now continue." It contains an "Email Address" input field (blurred). Below the input field is a large orange button labeled "Change". Underneath the "Change" button are two input fields: "New Password" and "Confirm New Password", both containing masked characters (dots). At the bottom of the form is a large orange button labeled "Continue" and a smaller orange button labeled "Cancel".

Change email address

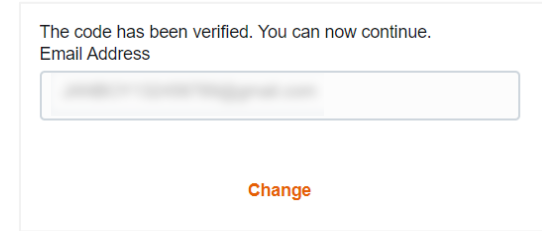
1 Open the Account Settings



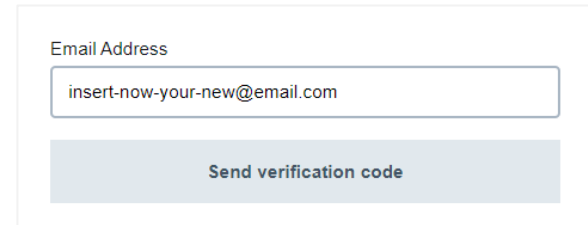
2 To change your email address, you must first verify your current email address:

A screenshot of a form titled "Email Address". It contains a text input field with a blurred email address. Below the input field is a blue button labeled "Send verification code" with a small orange circle containing the letter "a" next to it.A screenshot of a form titled "Verification code has been sent. Please copy it to the input box below." It contains two text input fields: "Email Address" (with a blurred email) and "Secondary Verification Code" (with the number "123456"). Below the input fields is a blue button labeled "Verify code" with a small orange circle containing the letter "b" next to it. At the bottom of the form is a link labeled "Send new code".

3 Click on **Change** to update your email address:

A screenshot of a confirmation message: "The code has been verified. You can now continue." Below this is a text input field with a blurred email address. At the bottom of the form is a blue button labeled "Change".

4 Insert your new email address and verify your new email with another code:

A screenshot of a form titled "Email Address". It contains a text input field with the email address "insert-now-your-new@email.com". Below the input field is a blue button labeled "Send verification code".

5 Use for your next login, your new email address. Please also note that the same email cannot be used for more than one web account.

Change company details

In case of any changes regarding your Company Details please contact your [local office](#).

Hapag-Lloyd We're hiring! Hello Jan JK

Home | Services & Information | Our Company | **Online Business Suite**

Quote | Schedule | Book | Documentation | Track | Import | Navigator

Company Details [About this app](#)

Company Name

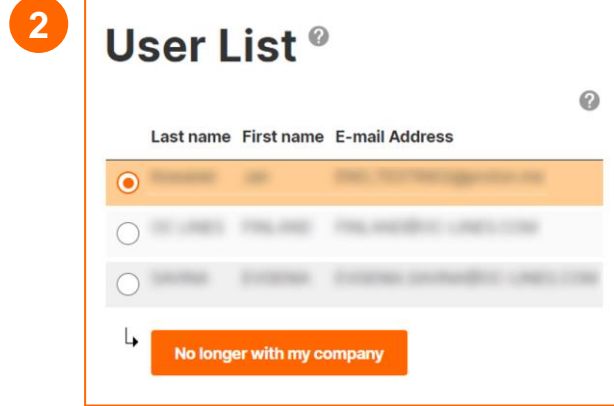
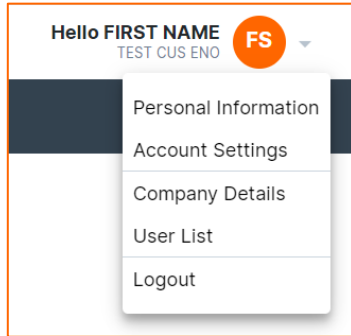
In case of any changes regarding your Company Details please [contact us](#).

Personal Information
Account Settings
Company Details
User list
Logout

Remove other users

- 1 Has a colleague retired or left the company and his/her user access should be revoked?

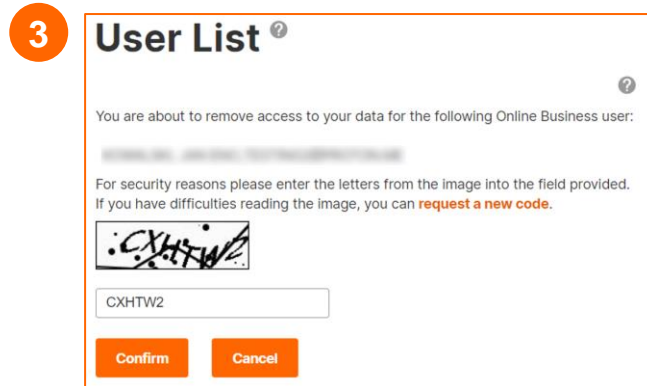
Open the **User List** from the top right menu.



Select a user and click on **No longer with my company** if that user is no longer employed with your company.

If there are more than 10 entries, you can view the additional entries by clicking on **Next**

If you do not see a list, you are either not linked to any organisation yet or there are no more users within your organisation.



Insert the letters from the image and click on **Confirm** to remove the user finally.