

# The method of logging into your customer space is evolving for increased security!

Until now, you have been logging in using a historical identifier and a password provided by your agency, which you could modify.

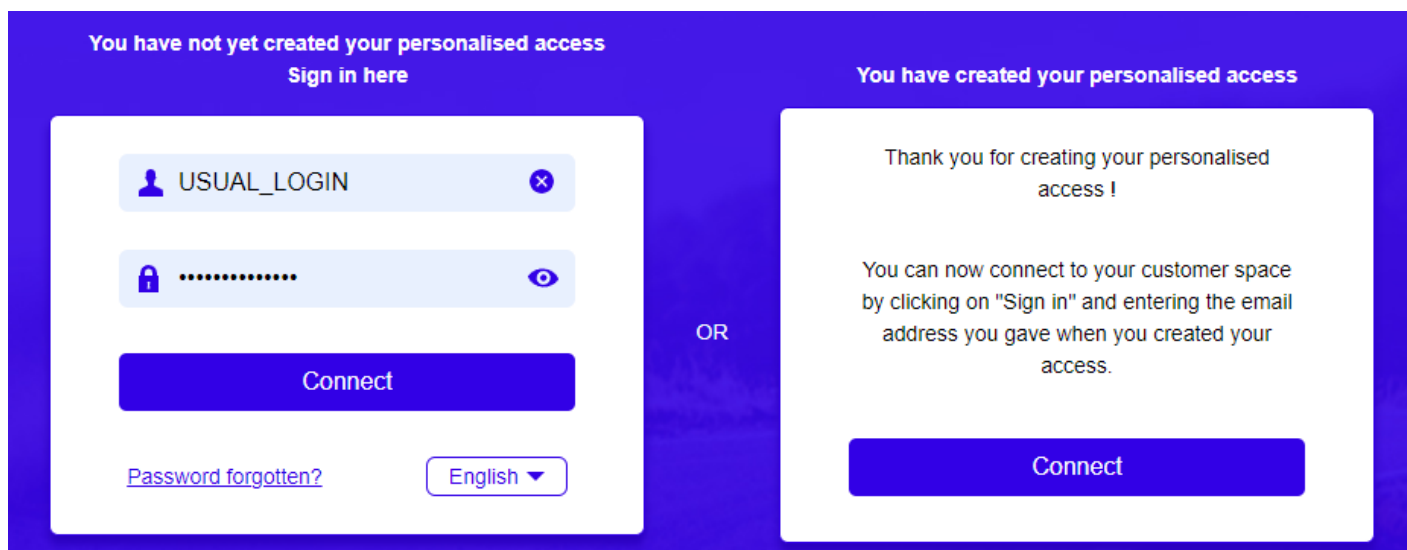
From now on, access to your customer space will be granted after creating a personalized account. The login identifier for this account must be an email address.

Here are 4 steps outlining everything you need to know about creating and using this login identifier.



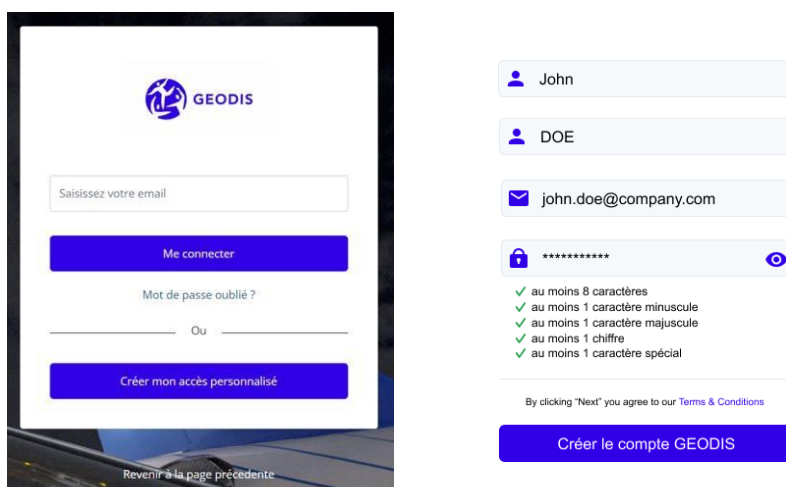
# 1 Create your personalized access From the login page of your customer space.

1. **On the left side of the login screen**, enter your historical credentials. Please note that they may be requested one last time after creating your personalized access to synchronize the accesses.



The screenshot shows two panels on a dark blue background. The left panel, titled "You have not yet created your personalised access Sign in here", contains a login form with fields for "USUAL\_LOGIN" and a password, a "Connect" button, and links for "Password forgotten?" and "English". The right panel, titled "You have created your personalised access", contains a "Thank you" message, instructions to connect using the email address provided, and a "Connect" button. The word "OR" is centered between the two panels.

2. Fill in your first name, last name, email address and password.



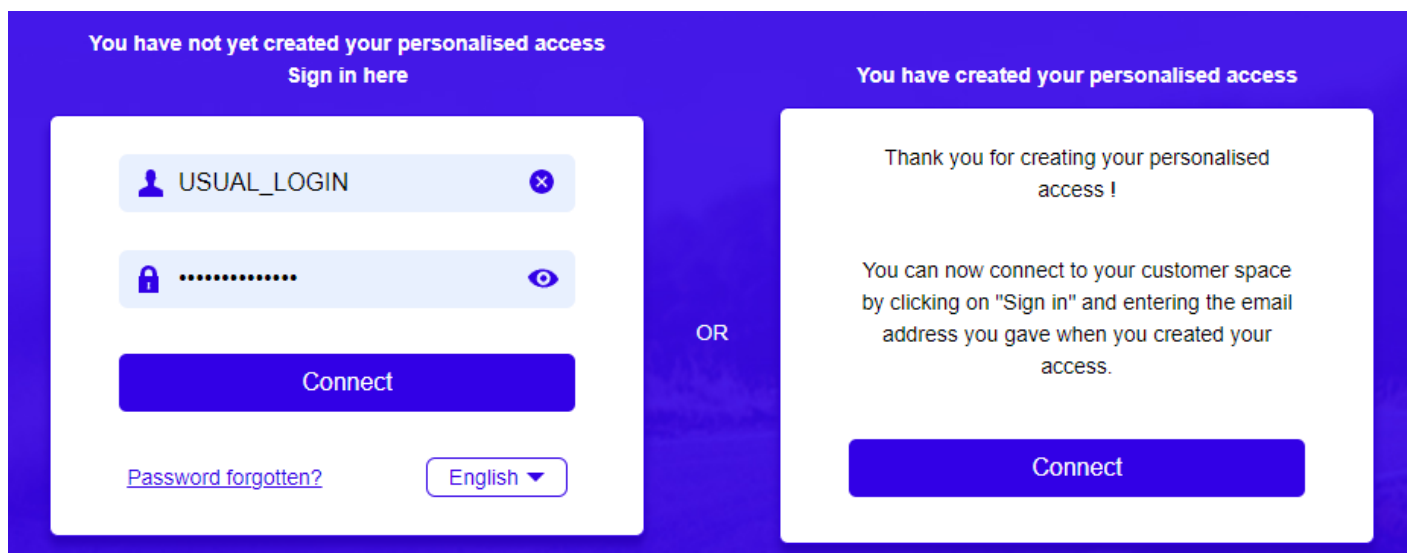
The screenshot shows the account creation page. On the left is a preview of the user interface with the GEODIS logo, an email input field, a "Me connecter" button, a "Mot de passe oublié ?" link, an "Ou" separator, and a "Créer mon accès personnalisé" button. On the right is the form for creating a new account, with fields for first name ("John"), last name ("DOE"), email ("john.doe@company.com"), and password. The password field includes a strength indicator with four green checkmarks: "au moins 8 caractères", "au moins 1 caractère minuscule", "au moins 1 caractère majuscule", "au moins 1 chiffre", and "au moins 1 caractère spécial". Below the password field is a checkbox for "By clicking 'Next' you agree to our Terms & Conditions" and a "Créer le compte GEODIS" button. A "Revenir à la page précédente" link is at the bottom of the preview.

3. A validation email will be sent to the provided email address. Click on the link in the email to validate your account.
4. If you have been logged out, you must enter your historical credentials one last time to synchronize your accesses.

It's done! your GEODIS personalized access has been created and you can use it to log in to your customer space!

## ② Log in to the customer space With your personalized access

1. On the right side of the screen, click on “Connect” using your new login identifier.



The screenshot displays two side-by-side panels on a dark blue background. The left panel, titled "You have not yet created your personalised access Sign in here", contains a login form with a text input field containing "USUAL\_LOGIN", a password field with masked characters, a "Connect" button, a "Password forgotten?" link, and a language dropdown menu set to "English". The right panel, titled "You have created your personalised access", contains a message: "Thank you for creating your personalised access ! You can now connect to your customer space by clicking on 'Sign in' and entering the email address you gave when you created your access." Below the message is a "Connect" button. The two panels are separated by the word "OR".

2. Enter the email address of your GEODIS account and click on “Connect”. You are automatically logged into your customer space with the same rights or functionalities.

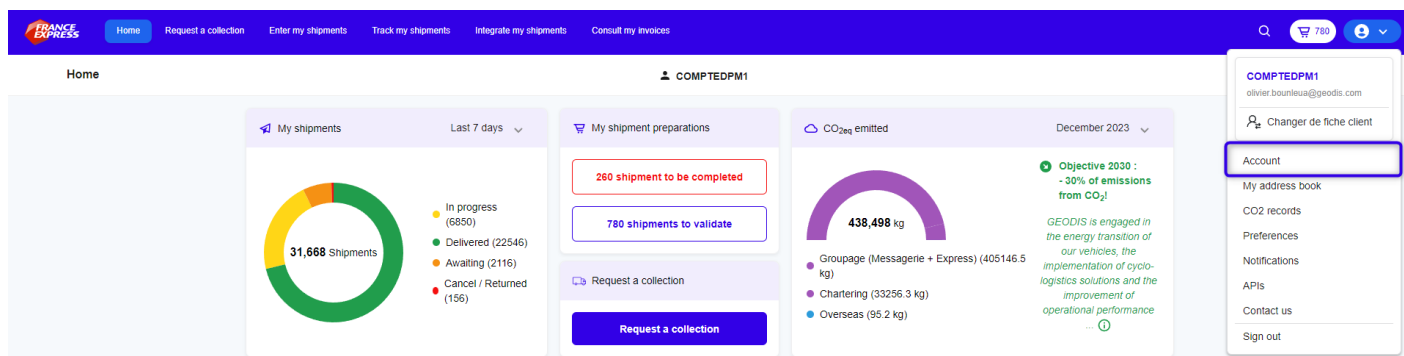


The screenshot shows the GEODIS login page. At the top is the GEODIS logo. Below it is a text input field labeled "Saisissez votre email". Underneath the input field is a blue button labeled "Me connecter". Below the button is a link "Mot de passe oublié?". Below that is a horizontal line with "Ou" in the center. At the bottom is another blue button labeled "Créer mon accès personnalisé". At the very bottom, there is a small link "Revenir à la page précédente".

If multiple individuals were using the same historical identifier to log into your customer space, we recommend opening a separate login identifier for each user. Simply register a new email address in your customer space.

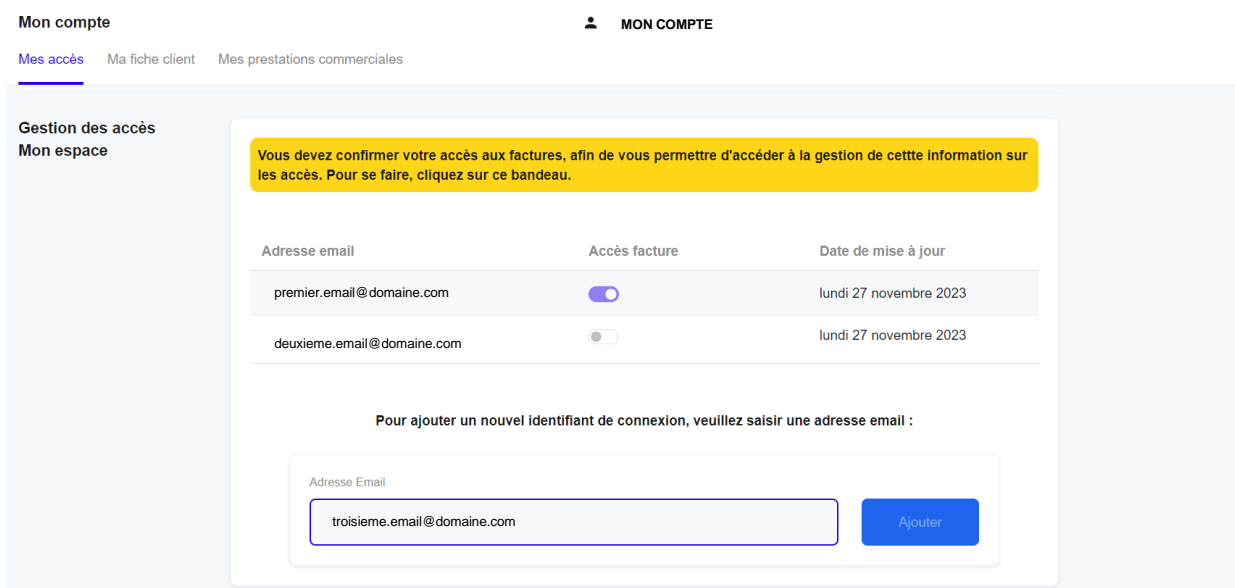
## ③ Manage the creation of additional login identifiers.

1. From your customer space, on the right menu, you can access the management of your account.



The screenshot shows the Geodis customer portal interface. The user is logged in as 'COMPTEDPM1'. The right-hand navigation menu is open, and the 'Account' option is highlighted with a red box. The main dashboard displays various metrics and actions related to shipments and CO2 emissions.

2. Simply enter the email address that will serve as the login identifier. Depending on your access, you can choose to add an invoice access or not.



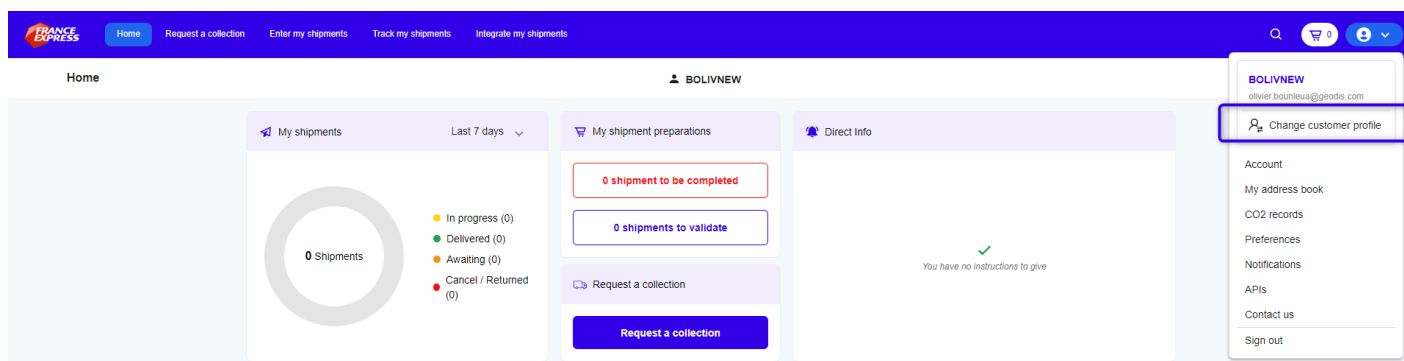
The screenshot shows the 'Mon compte' (My account) page. The 'Gestion des accès' (Access management) section is active. A yellow banner at the top indicates that the user must confirm their access to invoices. Below the banner, there is a table with columns for 'Adresse email', 'Accès facture', and 'Date de mise à jour'. Two email addresses are listed: 'premier.email@domaine.com' and 'deuxieme.email@domaine.com'. The 'Accès facture' column has toggle switches, with the first one turned on and the second one turned off. Below the table, there is a section for adding a new login identifier, with a text input field containing 'troisieme.email@domaine.com' and an 'Ajouter' button.

3. An email will be sent to the declared address to proceed to the account creation, as in step 1.

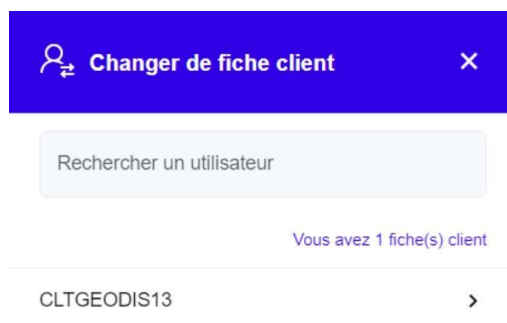
Your colleagues now have their own login credentials.

## ④ Manage your various customer profile from your login identifier

1. If you have multiple historical identifiers that allow access to multiple customer profiles, the new login method allows you to switch from one customer profile to another without having to log out and log back in.
2. In the “My account” menu, click on “Change customer profile”.



3. A window will display all the customers profiles linked to your identifier. Choose the customer profile you want to connect to and validate.



4. You have changed customer profile and can navigate on your environment as desired.



**You know everything about this new personalized access.**

**Your usual contacts remain at your disposal.**



**GEODIS**