

DAIMLER TRUCK

How to reset your Multi-Factor Authentication method in Business ID Guide



Introduction

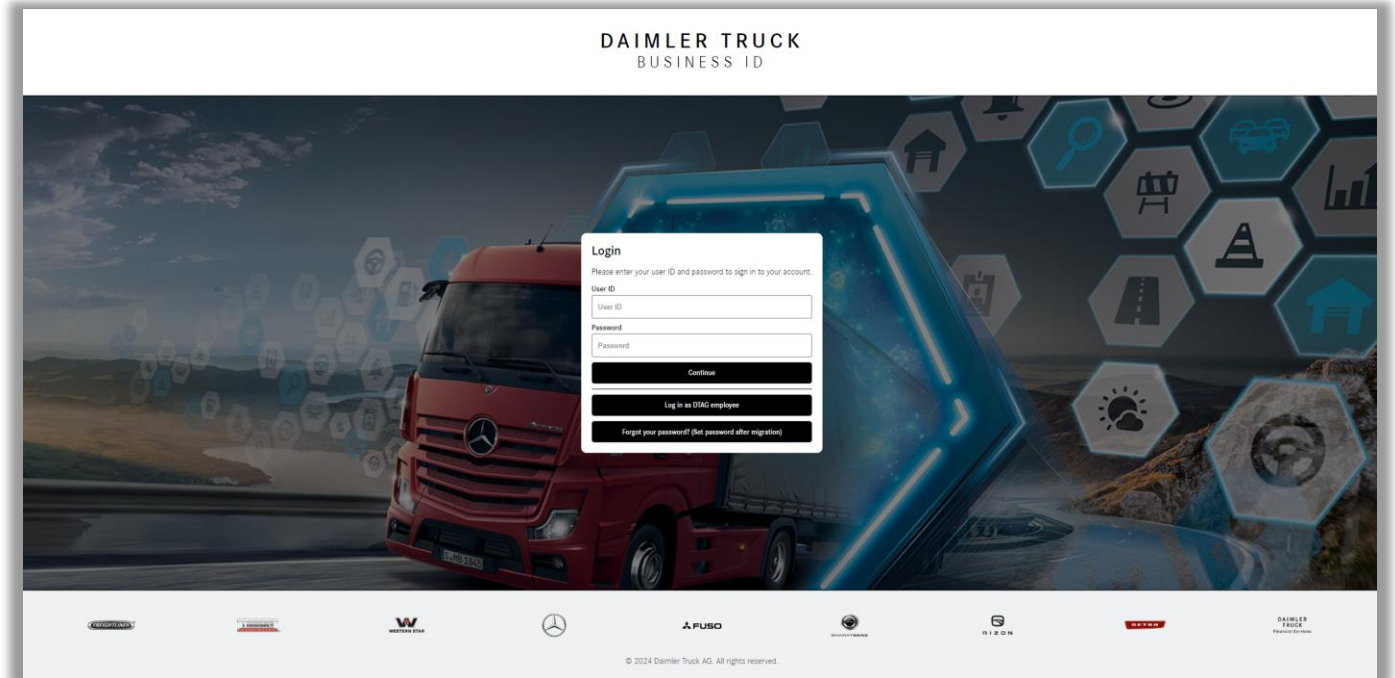
This guide provides information on how to reset your Multi-Factor Authentication (MFA) method in Business ID if you neither are an internal Daimler Truck Employee nor have an @tbdir.net account.

Please note: Internal Daimler Truck employees and users with an @tbdir.net account please use the Daimler Truck login "Log in as DTAG employee". You can reset your MFA method using the following guide:

[How to use the Self-Service Multi-Factor Authentication \(MFA\) reset](#)

Step 1: Navigate to the Daimler Truck Business ID login page

Log in to your application to be directed to the login page of the Daimler Truck Business ID portal.

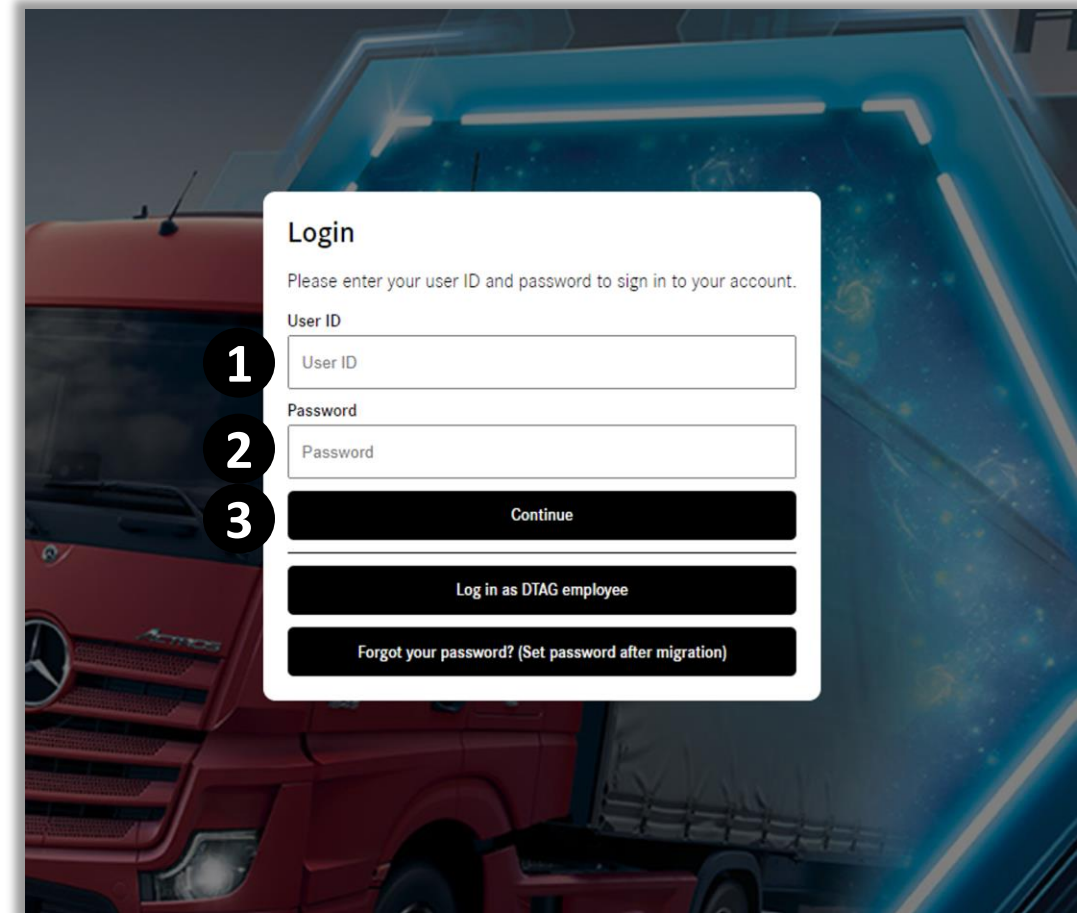


Step 2: Log in with your credentials

If you are not an internal Daimler Truck employee or if you do not have an @tbdir.net account, please:

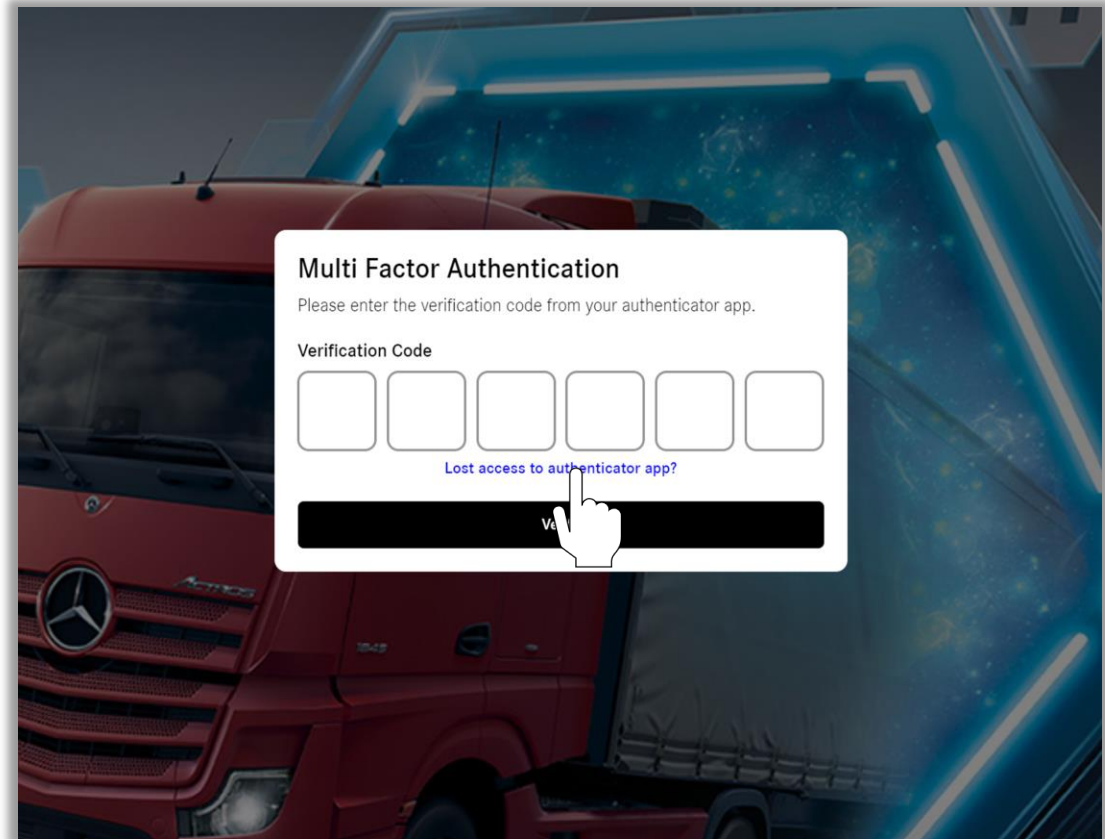
1. Enter your user ID or email address in the field "User ID".
2. Enter your password in the field "Password".
3. Click "Continue".

Please note: If you are an internal Daimler Truck employee or have an @tbdir.net account, please click "Log in as DTAG employee". You can reset your MFA method using [this guide](#).



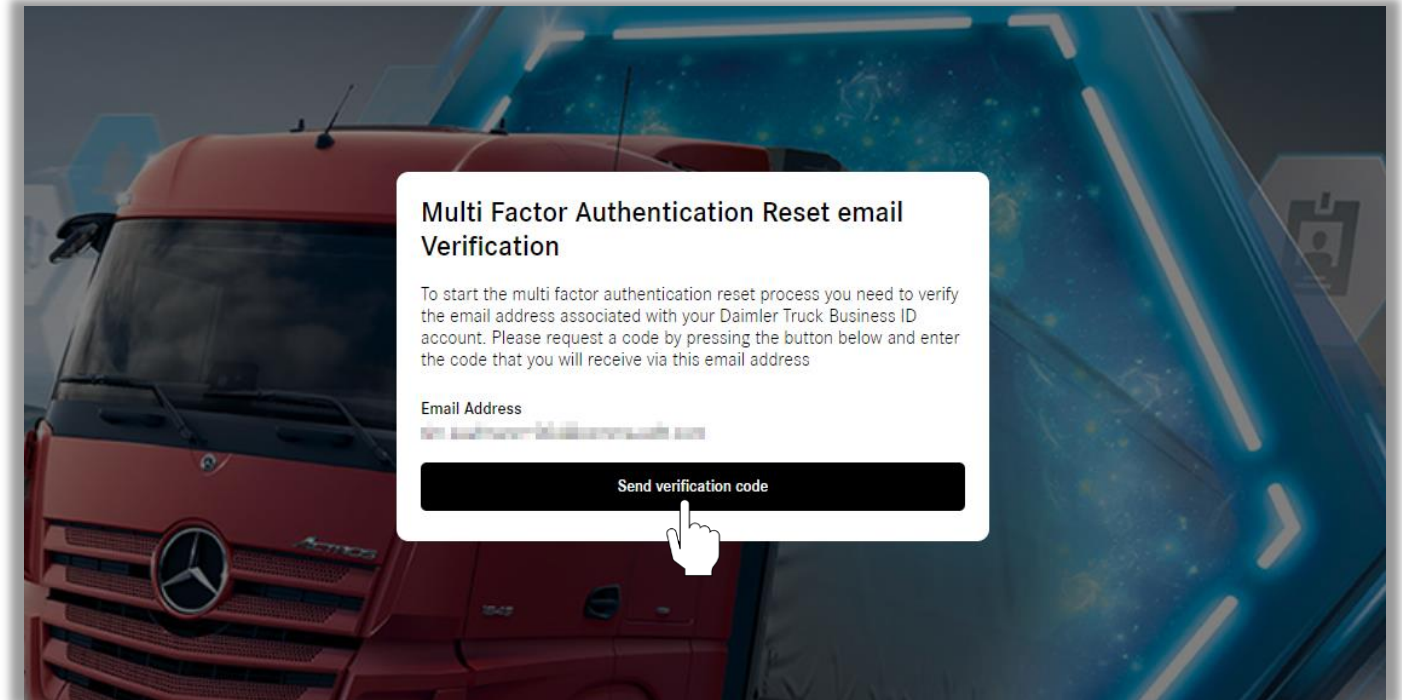
Step 3: Initiate the MFA reset process

To initiate the MFA reset process, click "Lost access to authenticator app?".



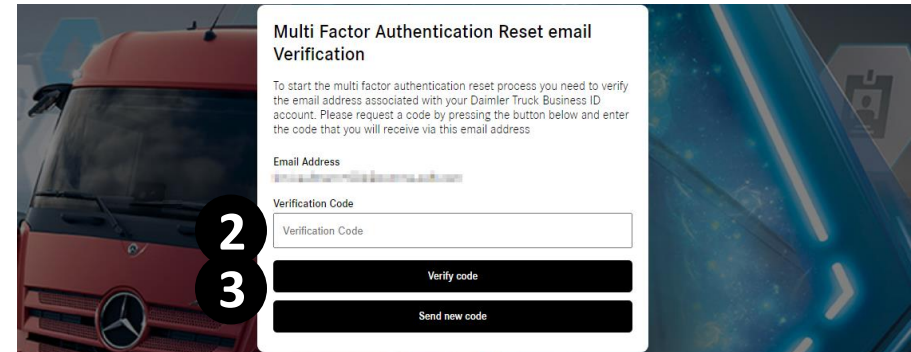
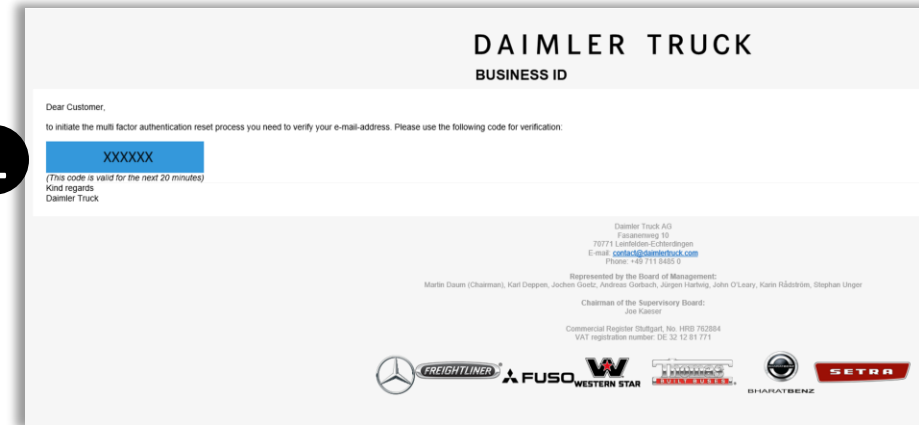
Step 4: Request a code to verify your email

Click "Send verification code".



Step 5: Verify your email address


1. Check your email inbox for the verification email and open it. Copy the verification code from the email you received.
2. On the login page in your browser enter the verification code in the field "Verification Code".
3. Click "Verify code".



Step 6: Enter the Verification Code

Once your verification code is confirmed, you will be forwarded to the MFA setup page.

1. Open your preferred MFA application with your mobile device and either scan the QR code or manually enter the key below the QR code.
2. Your MFA application will generate a verification code. Enter this verification code in the designated field.
3. Click "Continue" to finish the MFA reset.

 Tip: If you do not have an MFA application, please download it to your mobile device. The "Microsoft Authenticator" app is recommended.



Congratulations!

Congratulations! You have successfully reset your MFA method.