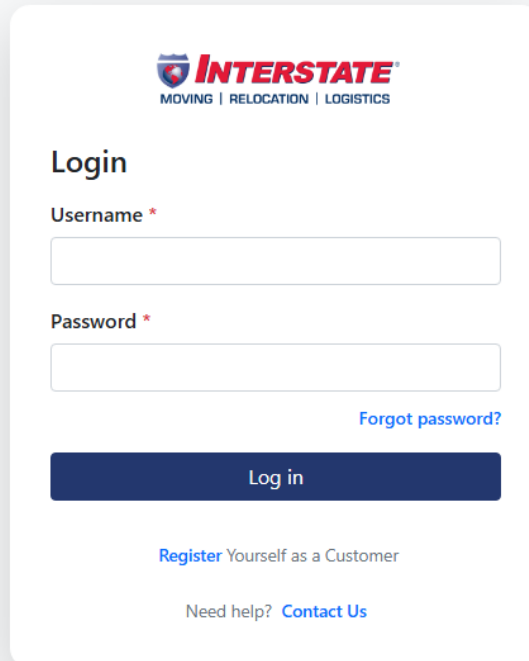


Customer Registration and Log-In Procedure

Registration as Customer:

1. On your first visit to one of our Customer websites you will be prompted to log in. However, you must register first. Navigate to below the Blue Log in Button and click **Register Yourself as a Vendor Admin:**



The screenshot shows a login form for Interstate. At the top is the Interstate logo with the text 'MOVING | RELOCATION | LOGISTICS'. Below the logo is the heading 'Login'. There are two input fields: 'Username *' and 'Password *'. To the right of the password field is a link that says 'Forgot password?'. Below the input fields is a dark blue button with the text 'Log in'. At the bottom of the form, there is a link that says 'Register Yourself as a Customer' and a link that says 'Need help? Contact Us'.

2. Complete the mandatory registration form:
 - a. **Registration Number:** The unique registration number assigned to your shipment.
 - b. **First Name & Last Name:** Your legal names.
 - c. **Email & Password:** Set your desired credentials.
 - i. Email will be your username
 - ii. Set your desired password
 1. **Password Policy Requirements:**
 - a. Must be at least 8 characters in length.

- b. Must contain at least one non-alphanumeric character (e.g., !, @, #, \$, %).
- c. Must contain at least one uppercase letter ('A'-'Z').
- d. Must contain at least one lowercase letter ('a'-'z').

d. **Phone Number:** Cell phone number.

3. Click **Sign Up**.



Customer Signup

Registration Number *

Email *

First Name *

Last Name *

Password *

Confirm Password *

Phone Number *

Sign up

Need [help?](#)

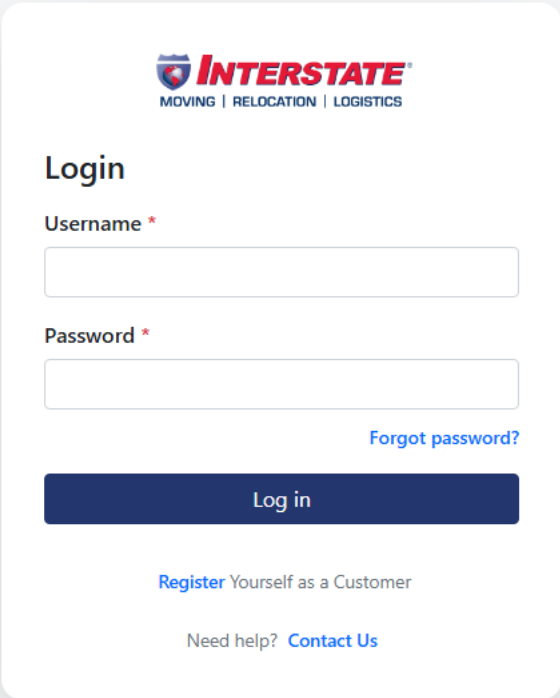
Already have an account? [Back to Login](#)

4. **Notice:** Your account is placed in a pending state. You cannot sign in until an Interstate Administrator explicitly approves your request.

- a. You will receive an email once your account is approved
- b. Once received you will be able to sign in using your username (email address) and password

Logging in as a Customer:

1. Open your supported web browser and navigate to the desired website.
 - a. You are only required to log in the first time you visit our website for the day, not each time you visit our website throughout the day unless your browser is closed
 - i. If the browser gets closed, you will be prompted to log back in
2. The system presents the primary Login window displaying the Interstate logo.
3. Click into the **Email** field and enter your registered Email Address (e.g., `name@email.com`). This field is mandatory.
4. Click on the **Password** field and enter your secure password. The text will be masked to protect against shoulder-surfing.
5. Click the **Log-in** button.



INTERSTATE
MOVING | RELOCATION | LOGISTICS

Login

Username *

Password *

[Forgot password?](#)

Log in

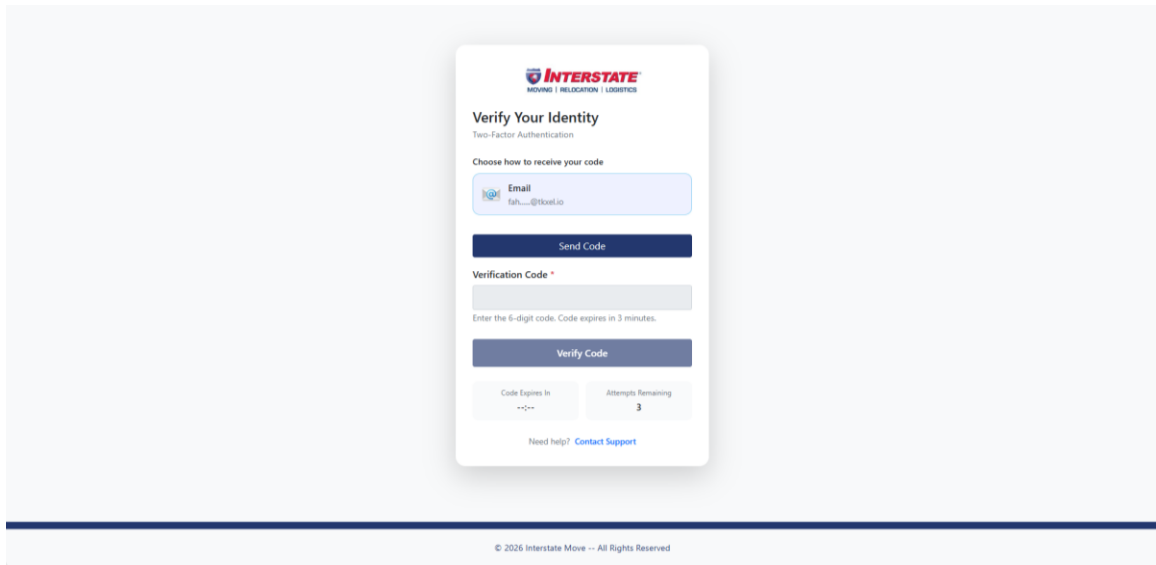
[Register Yourself as a Customer](#)

Need help? [Contact Us](#)

6. The "Verify Your Identity" screen will appear, asking you to choose how to receive your code.
7. Select either the **Email** or **Phone** option.
8. Click the **Send Code** button.

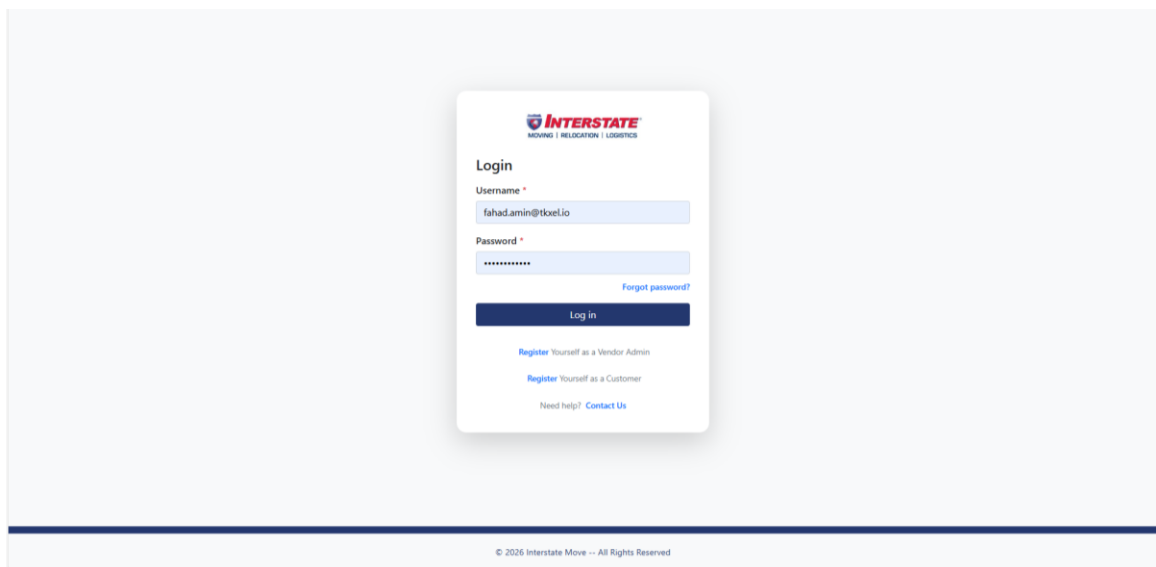
The screenshot shows the Interstate Two-Factor Authentication interface. At the top is the Interstate logo with the tagline 'MOVING | RELOCATION | LOGISTICS'. Below the logo is the heading 'Verify Your Identity' and the sub-heading 'Two-Factor Authentication'. A section titled 'Choose how to receive your code' offers two options: 'Email' (with a placeholder 'kay.....@gmail.com') and 'SMS' (with a placeholder '+1-***-***-3053'). A 'Send Code' button is positioned below these options. Underneath is a 'Verification Code *' input field with a placeholder and the instruction 'Enter the 6-digit code. Code expires in 3 minutes.' Below the input field is a 'Verify Code' button. At the bottom, there are two status indicators: 'Code Expires In --:--' and 'Attempts Remaining 3'. A link for 'Need help? Contact Support' is located at the very bottom.

9. Access your email inbox or SMS application to retrieve the generated 6-digit code.
 - a. **Warning:** The OTP code is time-sensitive and expires in exactly 3 minutes.
10. Enter the 6-digit code into the **Verification Code** input field.
11. Click **Verify Code**.
 - a. **Security Lockout Policy:** The system enforces a strict brute-force prevention protocol. You are granted a maximum of 3 attempts to enter the correct code. After 3 invalid attempts, your account will be locked immediately. You must contact your system administrator to have it manually unlocked.

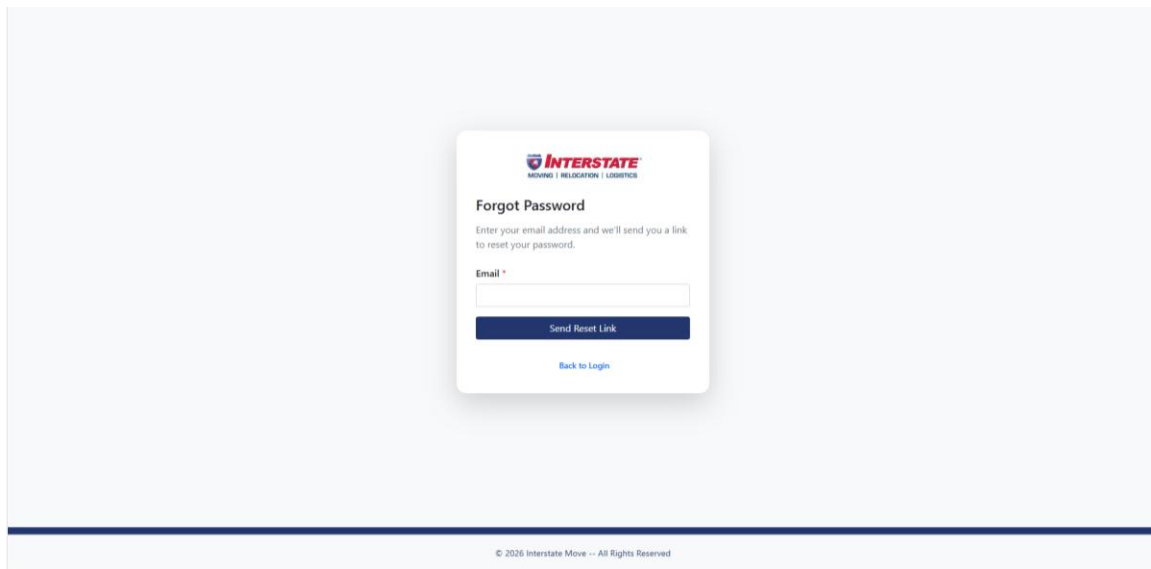


Password Recovery:

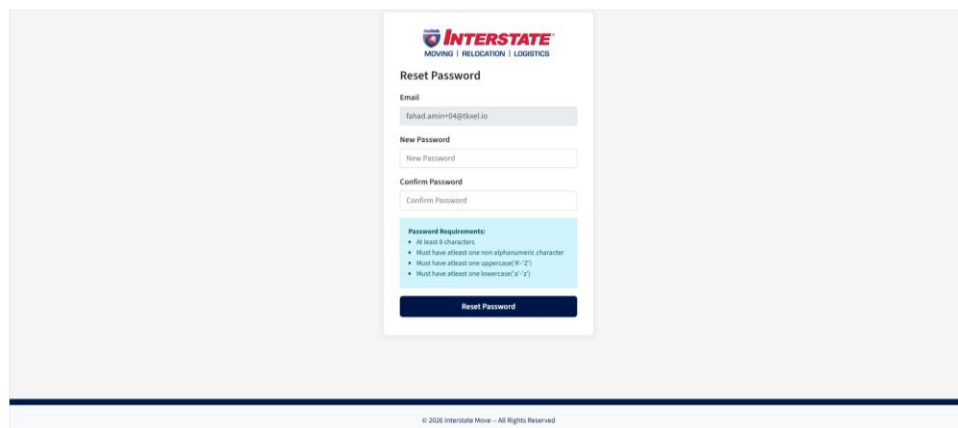
1. On the main login screen, locate and click the blue **Forgot password.**



2. You will be redirected to the Forgot Password screen. Enter your registered email address.
3. Click the **Send Reset Link** button.



4. The system will direct you to a "Check Your Email" confirmation screen displaying a green checkmark. This screen advises you to check your spam folder if you do not see the email.
 - a. **Link Expiry Notice:** As per enterprise policy, the secure reset link expires in exactly 1 hour and is for one time use only. You cannot request a new link until the current one expires or is used.
5. Click the link in your email to open the secure **Reset Password** interface.
6. Type a **New Password** and re-enter it in the **Confirm Password** field.
 - a. **Password Policy Requirements:**
 - i. Must be at least 8 characters in length.
 - ii. Must contain at least one non-alphanumeric character (e.g., !, @, #, \$, %).
 - iii. Must contain at least one uppercase letter ('A'-'Z').
 - iv. Must contain at least one lowercase letter ('a'-'z').



7. Click the **Reset Password** button.
8. A "Password reset successfully" prompt will appear. Click **Sign in** to return to the login screen and authenticate with your new credentials.



Password reset successfully

You can now sign in with your username and your new password.

[Sign in](#)