Customer Solutions

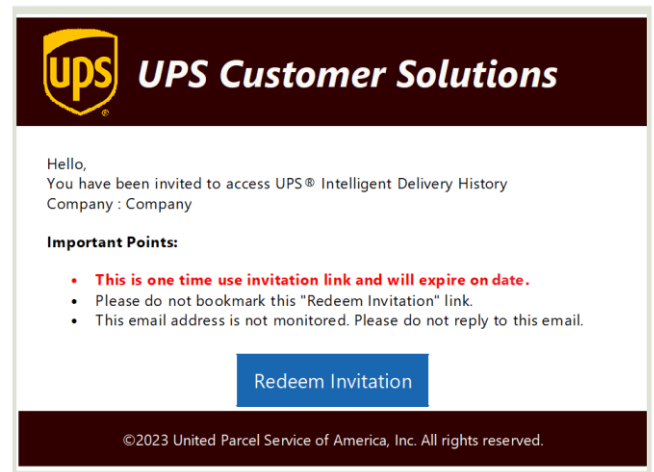# Authentication and Authorization Quick Start Guide

First-time User Log In

Customer Solutions Digital Platform log-in process has been improved with an authentication and authorization interface for all users. It requires access to a valid email address and inbox while following the steps.
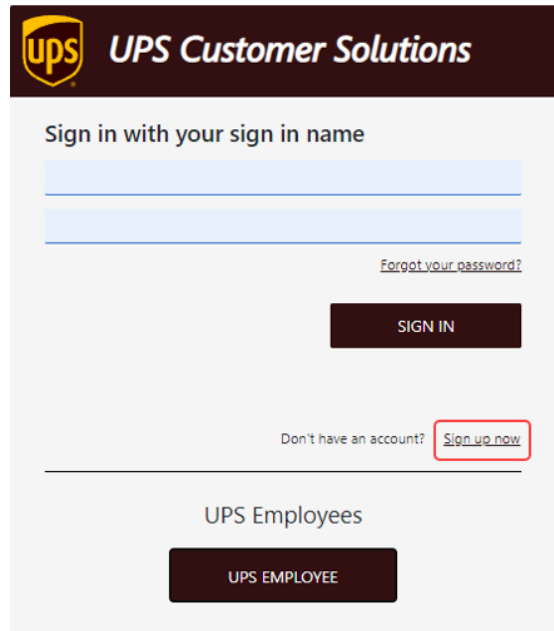
(1) **Invitation**
Once you receive the kickoff email with a redeemable invitation. Click on the Redeem Invitation on the UPS welcome email that reads "**UPS do not reply"** in the header.
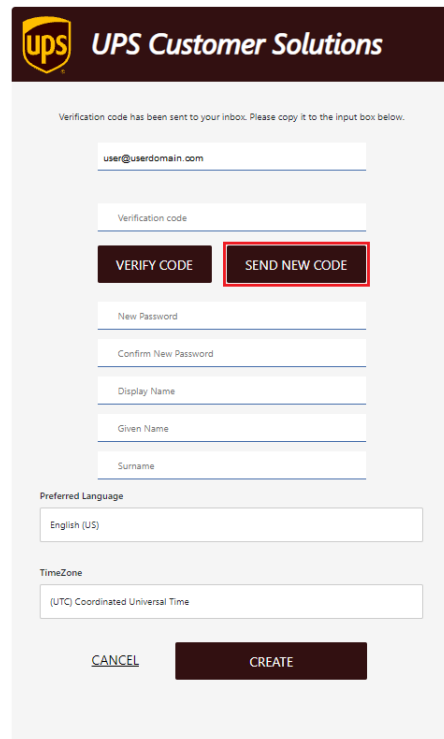
2

Sign up now
Click on **Sign up now** link from the login landing page.

3

Verification Code
Enter your email address and click **Send Verification Code**.

4 **Verification code**
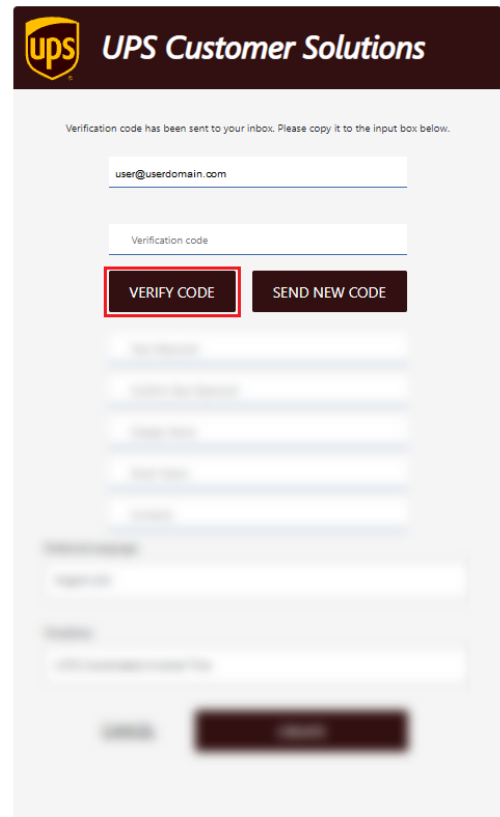
You will receive an email from Microsoft on behalf of UPS b2c. This email shows a code to be used on the login screen to verify your identity.
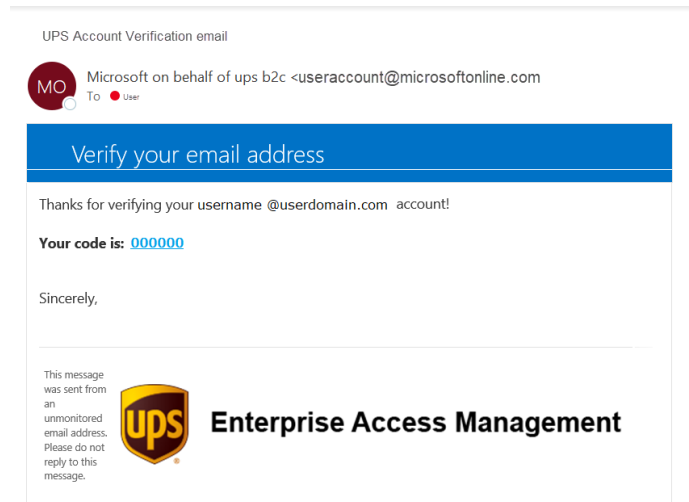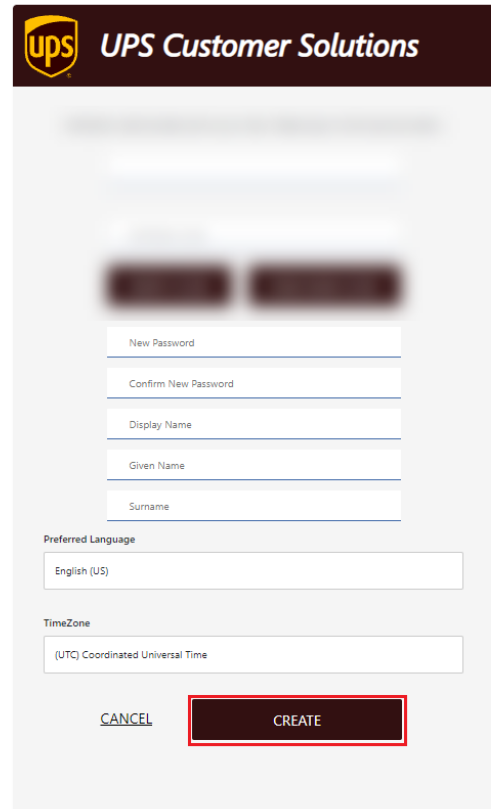

5 **Verify Code**

Enter the verification code and click Verify Code.

6 **User Identity information**
Enter a new password, confirm it, and enter your personal information including preferred language and time zone
Click Create.

UPS Customer Solutions

New Password

Confirm New Password

Display Name

Given Name

Surname

Preferred Language

English (US)

TimeZone

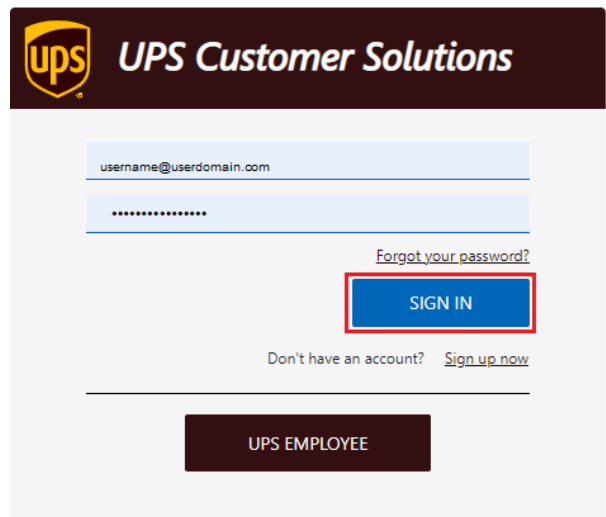(UTC) Coordinated Universal Time

CANCEL   CREATE

👍 **Congrats, you are now a user of the Customer Solutions Digital Platform!**

You can now access the affiliated solutions page. Use your email address and created password to log in.

💡 Keep your ID and password information secured.

UPS Customer Solutions

username@userdomain.com

••••••••••••••

Forgot your password?

SIGN IN

Don't have an account?   Sign up now

UPS EMPLOYEE

ℹ️ If you have any difficulties or questions, contact UPS® Customer Solutions at **psisupport@ups.com**.