

## 1WEB002:

## How do I log into Web Tracker?

The video shows you the different ways you can access Web Tracker. Complete the activities in this workbook to develop fluency in this topic.

## Activity One

Open an FCL Sea Freight Shipment on Web Tracker, without using your Login credentials.

### **Record the Shipment and Container number of an FCL Sea Freight Shipment**

1. Go to **Operate > Forwarding > Shipments**.
2. Use the Search filters to locate an FCL Sea Freight Shipment:
  - a. **Container Mode:** FCL – Full Container Load
  - b. Click on the **Find** button
3. Highlight the required Shipment from the grid that has a Container packed on the **Packing** tab.
4. Record both the Shipment and Container numbers.

### **Open an FCL Sea Freight Shipment on Web Tracker using only the Shipment Number**

5. Open the **Web Tracker** main page.
6. At the bottom of the window enter:
  - a. **Shipment/House Bill Number:** enter the Shipment number from Step 4
7. Click on the **Find** button.
8. In the **Shipment** window review the Shipment information.

**Note:** when logged in using a Shipment Number you will only have access to the Shipment information page and its packed Containers.

9. Click on your web browser's back **Arrow** button to return to the **Web Tracker** main page.

### **Open an FCL Sea Freight Shipment on Web Tracker using only the Container Number**

10. Back in the **Web Tracker** main window, at the bottom of the window enter:
  - a. **Container Number:** enter Container Number from Step 4
11. Click on the **Find** button.

## Helpful Hints

### Recommended Learning Units:

- [1WEB003](#) shows you how to view Shipments in Web Tracker
- [1WEB020](#) explains how you can set up your own filters and manage results in the search grid within Web Tracker
- [1WEB006](#) runs through how to manage Containers

### Container Quick View Login:

Search for your Container registered in the Forwarding, Customs, CFS or Liner & Agency modules. Web Tracker will pull through the most current Container data, given Containers can be registered in the system multiple times. To populate the Container Quick View, from your System Registry go to **Web > Login and Quick View > Show Container Tracking View**. Place a **tick** in the **Override Default** box and select **Yes**.

If you are searching for either Shipment/House Bill/Direct Master Numbers and Container Number, the Shipment/House Bill/Direct Master Bill numbers will take precedence. If a Shipment/House Bill/Direct Master Number can't be found, Container details will be shown such as Container Type, Mode, Delivery/Pickup details, Load/Discharge Ports, Vessel and Voyage information and any linked Milestones.

### Mobile Device:

You can access Web Tracker through a Web Browser on a Mobile Device such as your mobile phone.

**Note:** there is no Mobile or APP versions of Web Tracker.

12. In the Container window review the Container information.

**Note:** when logged in using a Container Number you will only have to the Container information page.

You can search for **Direct Shipments** when the Consol Type is set to **DRT - Direct** and Standalone Declarations using the Master Bill Number. If more than one declaration is found, the search will display no result in order to protect the security of customer's information.

## Activity Two

Log into Web Tacker and access the Shipment from [Activity One](#).

### Log into Web Tacker and access a Shipment

1. Open the [Web Tracker](#) page.
2. In the first box enter:
  - a. **Company Code**
  - b. **E-mail**
  - c. **Password**
  - d. **Remember me:** tick

When the **Remember Me** box is ticked Web Tracker will remember the credentials entered for one month, unless the user logs out before this time.

3. Click on the **Login** button.
4. In the [Shipments](#) module use the Search filters to locate the Shipment from [Activity One](#) and click on the **Find** button.
5. In the grid locate the required Shipment and click on the **Shipment number** link.
6. In the [Shipment](#) window review the Shipment information.

### Log out of Web Tracker

7. Click on the [User menu](#) and select **Log Off**.
8. You will be logged out and returned to the [Web Tracker Login](#) page.

## Helpful Hints

### Web Tracker user name and password:

To obtain a user name and password for your Login Company refer to [1WEB001](#).

### Change login Company:

When in Web Tracker you can change the company you are logged in as by clicking on the [User](#) menu and selecting [Company](#).

**Note:** to prevent you having to log in each time you switch Companies, ensure each company's organization record has the same user names, and passwords recorded against it. For more information on the [Contacts](#) tab see [1COR051](#).

**Important:** you can only see invoices related to the Company Code you are logged in to. You can switch Companies by clicking on the [User](#) menu and selecting [Company](#). From here you can select other companies that your login has access to.

### Forgotten your Password?

Click on the [Forgot Your Password?](#) link, to request a Password reminder be emailed to you.

### Why does Web Tracker display a Configuration Error message?

When this error message displays this means that a home page has not been defined for the branch's company record. Go to [Maintain > User Admin > Branches > Company Info tab > Web Address](#) to configure Web Address details accordingly.