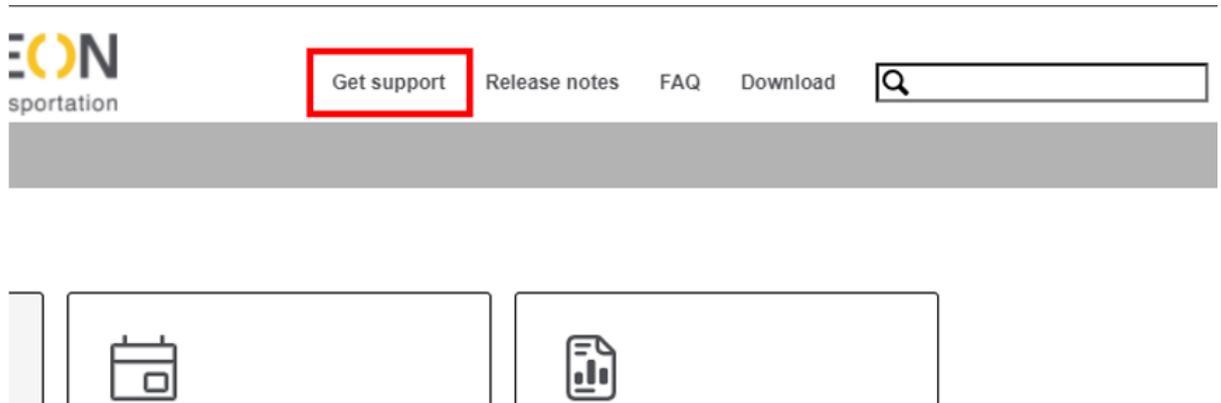


Transporeon Help Center System - manual

How can I log in?

If you are a user of one of the platforms, you have two options to login:

1. Via TRANSPOREON-Web – login to Transporeon as usually (<https://login.transporeon.com>) and click on the question mark in the upper right corner. You will be forwarded to our Online Help. Please click on “Get support” and you will be forwarded directly (no need to reenter again the login data) to our Help Center System.



2. Directly in Help Center System

- **With TRANSPOREON-Web Account:** Go to <https://support.transporeon.com/>
Select 'I have a Transporeon account'

**Welcome to our Help Center Portal.
Choose your way to log in:**

I have a Transporeon account.
I will use it to raise a support request

I do not have a Transporeon account yet.
I want to raise a support request

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Imprint Privacy Policy
[Login for TRANSPOREON employees](#)

You need to be logged in to TRANSPOREON with the same browser or type in your credentials in the window which will open next.

- **Without a TRANSPOREON-Web Account:** Select 'I do not have a Transporeon account yet'

Welcome to our Help Center Portal. Choose your way to log in:

I have a Transporeon account.
I will use it to raise a support request

I do not have a Transporeon account yet.
I want to raise a support request

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For this you need to have a Help Center account or create one – see point 2. (no login to TRANSPOREON needed).

How do I get an account?

If you are a user of one of the TRANSPOREON platforms , you automatically have access on the Help Center Portal. You can type in your e-mail address into the 'Username' field.

If you don't know your password, please click on 'Forgot password' and type in your e-mail address to receive a password-set link:

Log in

I do not have a Transporeon account yet. I want to raise a request.

I am here for the first time.

[Sign up for a new account](#)

I have been here before.

Use the email address and password you used to create an account.

I have a Transporeon account.

[I will use it to raise a support request](#)

 Keep me logged in[Forgot your password?](#)[Sign up for an account](#)

In case you do not use any of the TRANSPOREON platforms , you can still create an account on the Portal. To do that, please click on “Register as user” and fill in all fields.

Sign up for an account

Email

Please enter the word as shown below

ibrs

By signing up, you agree to the [Privacy Policy](#).

Sign Up [Back to login](#)

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Should a 'An account already exists for this email' message be displayed – this means that your e-mail address is known in our system already and you can just set a password via 'Forgot your password?' button.

What to do if I forgot my Help Center password?

In case, you forgot your password or login, please use option "Login with username and password".

Welcome to our Help Center Portal. Choose your way to log in:

I have a Transporeon account.
I will use it to raise a support request

I do not have a Transporeon account yet.
I want to raise a support request

Here you will be able to choose an option "Forgot your password?" which will allow you to regain missing data.

How to login?

Dear customer,

Please use **your e-mail address** as "Username".

If you don't know your password anymore click to the "Forgot your password?" link below.

Log in

Keep me logged in

[Forgot your password?](#)

How do I raise a request?

First, select the team you would like to contact.

Welcome to the Help Center

What do you need help with?



Search help

All portals

Popular

Customer Care

Welcome! How can we support you today?

Customer Services

Welcome! You can raise a Customer Services request from the options provided.

Accounting & Claims Management

Welcome! You can raise a Accounting & Claims Management request from the options provided.

Now, select the module and nature of your request:

Help Center

Customer Care

Welcome! How can we support you today?

What do you need help with?



[Search help](#)



Platform support

Use the form below to report an issue about Transporeon platform.



User management

Use the form below for requests for managing users in your company's account and/or set email notifications.



Log-in issue

Use the form below if you need assistance with logging in, or resetting your password.



Relationship management

Manage your carrier pool for Time Slot Management and Transport Execution



Technical issue

Use the form below to report a technical issue with a module, your interface, and/or connection.
(Data connection or transmission issues)



Change of company name

Use the form below to request changes in your company's data.

You can fill in the request form and click on 'Create'. Mandatory fields are marked with a red asterisk *



Help Center / Customer Care

Platform support

Attachment *(optional)*

📎 Drag and drop files, paste screenshots, or
browse

Language

English ▼

Business impact

None ▼

Company ID *(optional)*

Type to search | ▼

Provide your company ID, if available. Your company ID is a six-digit number.

Subject

Description *(optional)*

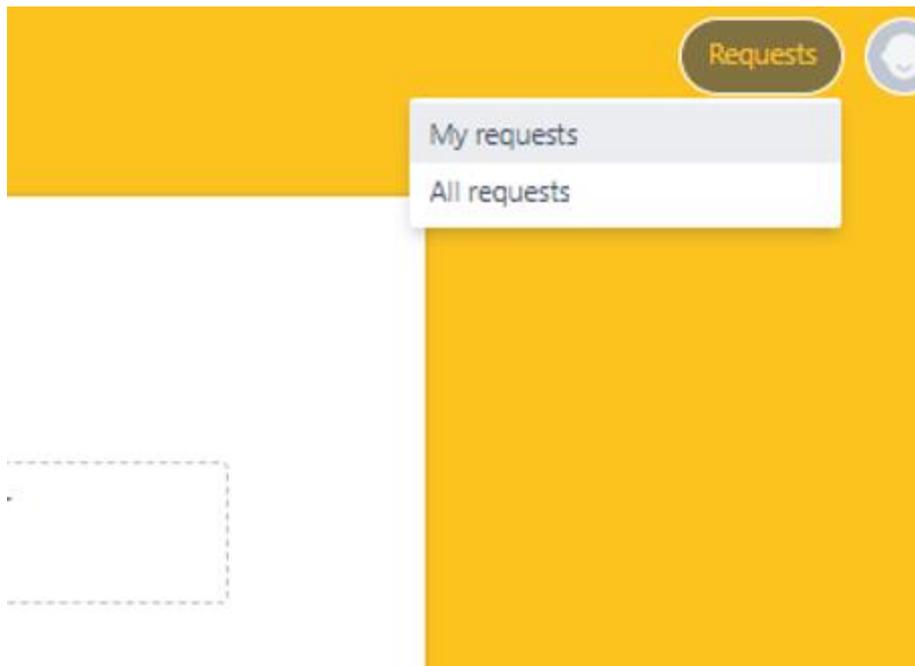
Aa ▼ | B I ... | ☰ ▼ | 📎 @ + ▼

Product/s: *

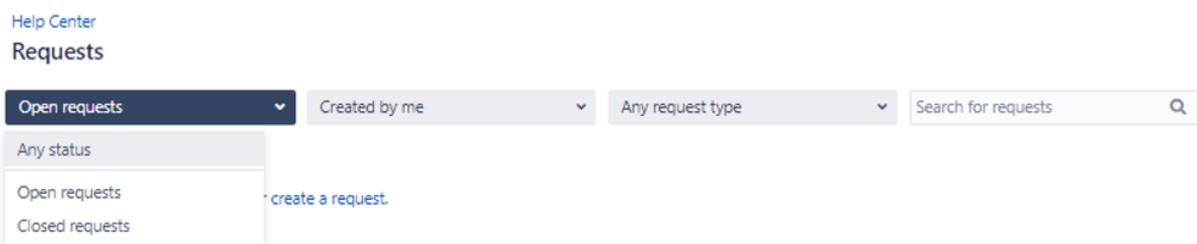
Select... ▼

How do I see my own requests?

You can see your own requests, by clicking on 'Requests' in the top-right corner.

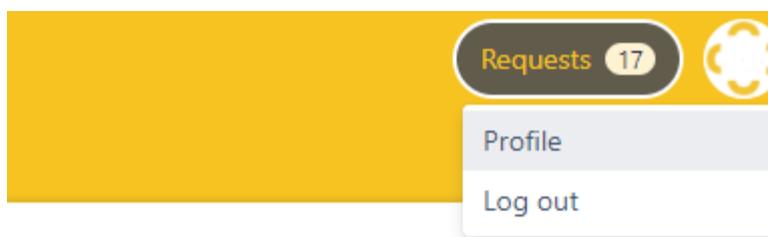


Please adjust the filters, to see your resolved tickets or ones where you're a participant of:



How do I change the language in portal?

Click on your profile picture in the top right corner and select 'Profile':



Here you can click on 'Edit your profile' and change your Language in 'Preferences'

Edit your profile

[Delete User Account](#)

You cannot edit your name, password or email address because they are stored in a read-only user directory.

Avatar



[Change avatar](#)

Preferences

Language

English (UK) ▼

Time zone

Default ▼

(GMT+01:00) Berlin ▼

[Save](#)

[Cancel](#)
