

Date:	September 20, 2024		
Subject:	TK Connect App Multi-Factor Authentication		
Location:	: e-Tech Library		
Units:	TK Connect App		
Description:	Thermo King is committed to advanced cybersecurity measures to protect our partners, customers and the TK Connect App. As part of our ongoing cybersecurity initiatives, we are implementing changes and ask for your support.		

- cybersecurity initiatives, we are implementing changes and ask for your support. We are implementing Multi-Factor Authentication September 23, 2024. TK Connect App users will be required to provide additional authentication with a temporary one-time code sent to a separate device for a single login session.
- **Summary:** Multi-Factor Authentication (MFA) is an account login process that requires users to enter more information than just a password. Users are required to provide two pieces of evidence to verify their identity before gaining access to their TK Connect App account and application.

#### Procedure:

1. For new users, click Create Account.



2. Enter the Email Address and click on Submit. Click OK.



3. Click Continue.



4. For existing users, click Proceed to Login.



5. Enter credentials in respective fields. Click Customer Login.

12:12	• O LTE ∠ 277%
III TH	ERMO KING
Are you a Thermo King ci Sign in here. Username	ustomer?
Username	
Password	
Password	
N	No password?
C	ustomer Login
Are you a Trane Technok	ogies Employee?
E	mployee Login

6. Choose either SMS or Email for a 6-digit verification code. Confirm the authentication method and click Send verification code. The 6-digit verification code will be sent via SMS or Email.



Enter this code into the Thermo King prompt. Don't share this code with anyone.

7. Enter the 6-digit verification code and click Verify code. Once verification is completed, the user will be able to access the application, and their MFA session will be valid for 90 days. Users will not be asked for a secondary verification on any subsequent login attempt.

Enter the 6 Digit Code	Enter the 6 Digit Code A 6 digit verification code was texted to the Mobile Phone number associated with your TracKing account. Copy it and paste into the field below.	
A 6-digit verification code was sent to the email address associated with your TracKing account. Copy it and paste into the field below.		
950292	Enter Verification Code	
Verify code Didn't receive a code? Resend code	Verify code Didn't receive a code? Resend code	

#### Validation Constraints:

• Invalid username or invalid password.

Are you a Thermo King customer? Sign in here.	Are you a Thermo Kino customer?	
No account exists in TracKing for the specified username. If	Sign in here.	
you are a Trane Technologies Employee, use the Employee Login button.	Your password is incorrect.	
Usemame	Username	
testqabl@gmail.com	testqablr@gmail.com	
Password	Password	
No password?	No password?	
Customer Login	Customer Login	
Are you a Trane Technologies Employee?	Are you a Trane Technologies Employee?	
Employee Login	Employee Login	

• Wrong 6-digit verification code entered.

#### Enter the 6 Digit Code

You have a	entered the wron	g code
357126		
	Manife and a	

#### • No Password?

Click on No password? Enter the username. Click Continue.

The second second	
Password Neset	
(aprophy)	
Discourses	
Continue	

Confirm email address. Click Send verification code.

Confirm Your TracKing Email Address





Verification code received via email.



TracKing verification code: 754889 Enter this code into the Thermo King prompt. Don't share this code with anyone.

Enter the 6-digit verification code. Click Verify code.



After successful verification, create a new password. Click Continue.

#### Create a New Strong Password



Incorrect password.

If the provided password does not match with the password criteria, the following screen will display.



• Password mismatch.

If the provided password does not match with Confirm Password, the following screen will display.

same pas	sword in both fields and try again.
	as information is required.
New Passwon	đ
ssword must b more of the foll	e at least 8 characters long and contain 3 lowing:
ssword must b more of the foll *Uppercase i	e at least 8 characters long and contain 3 owing: etters
sword must b nore of the foll *Uppercase I *Lowercase I	e at least 8 characters long and contain 3 owing: etters etters
sword must b nore of the foll *Uppercase I *Lowercase I *Numbers	e at least 8 characters long and contain 3 lowing: etters etters



Your Tracking account password has been changed. If you did not initiate this change, notify your Tracking administrator.

## **User Registration:**

After successful user registration, a welcome email will be sent to the user to begin their application access.

For users that followed the Customer Login procedure, an email notification will be received.



For users that followed the Employee Login procedure, an email notification will be received.



## Employee Login:

If a user with TracKing application access has an employee email address as their Username (i.e., JohnSmith@tranetechnologies.com), they can utilize the Single Sign On functionality by clicking Employee Login.

Note: If the user does not have an employee email address, access the TracKing application using Customer Login.

TRANE	INANE	
Sign in	← asia.narravula@contractor tranetechnologies.com	
pomeone@example.com	Enter password	
Can't access your account?	Password	
	Forgot my password	
Next	Sign in	
🔍 Sign-in options		
	TRANE	
sia.narravula@contractor.tranetechnologies.com	asia.namavula@contractor.tranetechnologies.com	
erify your identity	Stay signed in?	
Text +XX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Do this to reduce the number of times you are asked to sign in.	
Call +XX X000000053	Don't show this again	
Ann information	No Yes	
kre your verification methods current? Check at ttps://wka.ms/infasetup		
Cancel		

# Multi-Factor Authentication (MFA) Preference:

Under Settings, users have the option to update their Email Address or Mobile Phone Number for verifying login credentials.

9:10 🕈		
=	Settings	
GENERAL		
Account	godobal718@esterace.com	>
Authenticati	on Preferences	>
Collect Analy	ytics Data	D
Data is collected personally ident	anonymously. We do not store ifiable information.	
ABOUT		
Version	1.4.	0
Feedback	TracKing@thermoking.com	>
Terms of Us	e	>
Copyright		>
	Delete Account	
	Log Out	

## **Delete Account:**

To delete an account, click on the hamburger menu and select settings. Click Delete Account. Click Ok.



## **APU Updates:**

• APUs List Screen

Click on the hamburger menu and select APUs to navigate to the APUs List Screen.

1122		♥⊿ 8 69%
≡ New	Customer Test- APUs	all 🗸
Sort 🗸	Q. Search	
Las	t Updated: 9/20/24 1:2	2 PM
Chennai_A	PU_02	I Connect
Engine Hours 74.3	Hours Until Service 0.0	

Click on Technician Tools under Unit Management APUs to navigate to Manage Units. Two options will display.

- o Scan APU Telematics Device Barcode
- o Enter APU Telematics Device Serial Number



After selecting, the next screen will display three options.

- o Deactivate Unit
- o Transfer Unit to a Different Customer
- o Edit Unit Details



• Deactivate/Activate Unit





Transfer Unit to a Different Customer



Edit Unit Details

12:03	(∰ ≎ III.
← Edit Detai	ls
APU Serial Number	HTG2340000
Telematics Device Serial Number	0708225049000007
Dealer	Test Dealer QA
Customer	Test_QA_webservice
APU Group	Apple test
APU Name	Chennai APU_02
Mode	
TracKing Mode	Quiet Mode
HMI Serial Number	
Notes	
Diesce encure that unit is outside with a	clear cell signal and
has been	Crean Cen Signal, and
APU Updated Success	fully