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. 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.
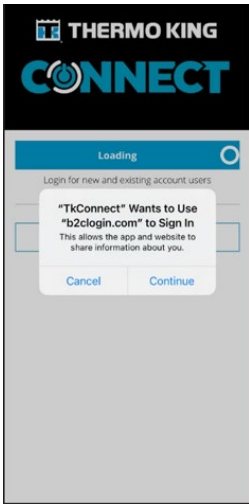
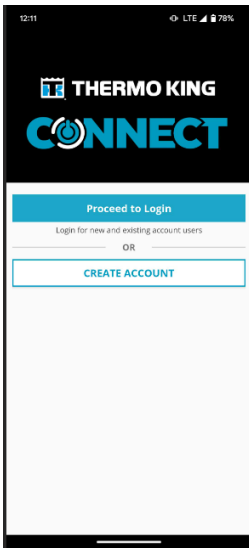**Procedure:**

1. For new users, click Create Account.
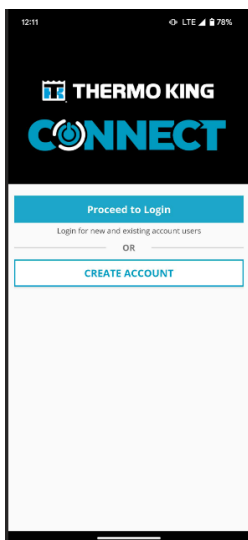
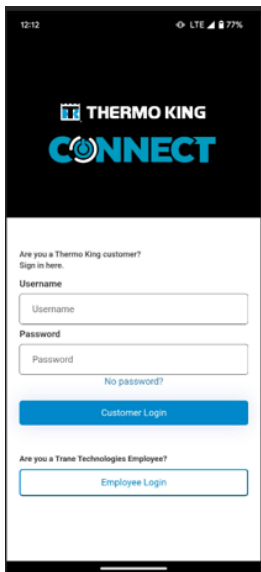2. Enter the Email Address and click on Submit. Click OK.
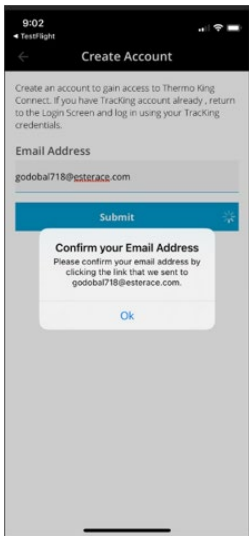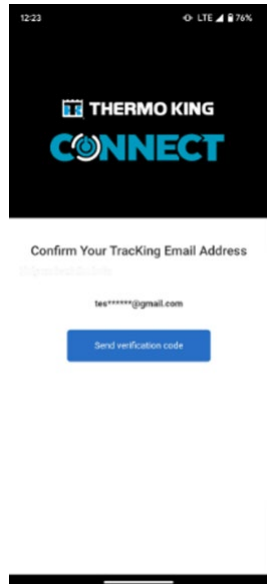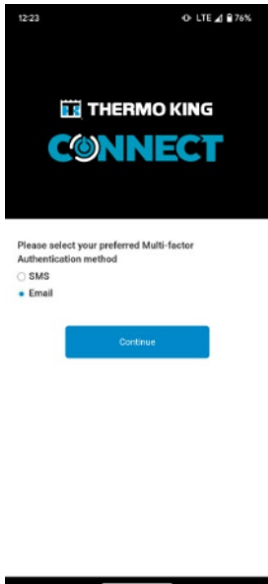

3. Click Continue.

4. For existing users, click Proceed to Login.

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

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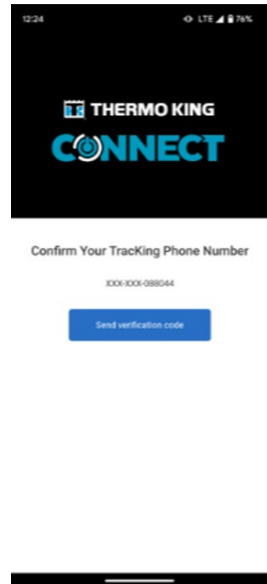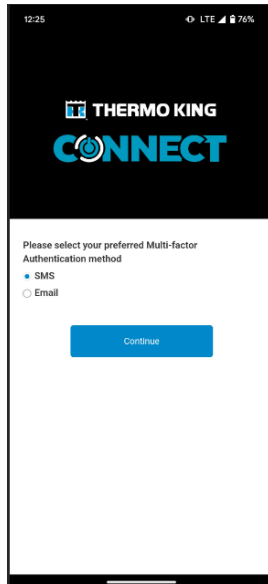
TracKing verification code: 754889
Enter this code into the Thermo King prompt. Don't share this code with anyone.

TracKing security code: 355751. Enter this code into the Thermo King prompt. Don't share this code with anyone.
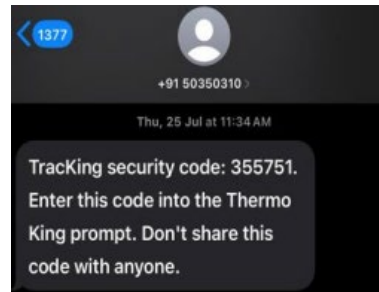
7. Enter the 6-digit verification code and click Verify code. Once verification is completed, the user will be able to access the application, and their MFA session will be valid for 90 days. Users will not be asked for a secondary verification on any subsequent login attempt.

Enter the 6 Digit Code

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

Verify code

Didn't receive a code? Resend 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.

Enter Verification 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.

No account exists in TracKing for the specified username. If you are a Trane Technologies Employee, use the Employee Login button.

Username

testqabl@gmail.com

Password

....

No password?

Customer Login

Are you a Trane Technologies Employee?

Employee Login

Are you a Thermo King customer?
Sign in here.

Your password is incorrect.

Username

testqablr@gmail.com

Password

....

No password?

Customer Login

Are you a Trane Technologies Employee?

Employee Login

- Wrong 6-digit verification code entered.

Enter the 6 Digit Code

Help us beat the bots

You have entered the wrong code.

357126

Verify code

Didn't receive a code? Resend code

- No Password?

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

  Confirm email address. Click Send verification code.

  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.

- 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.
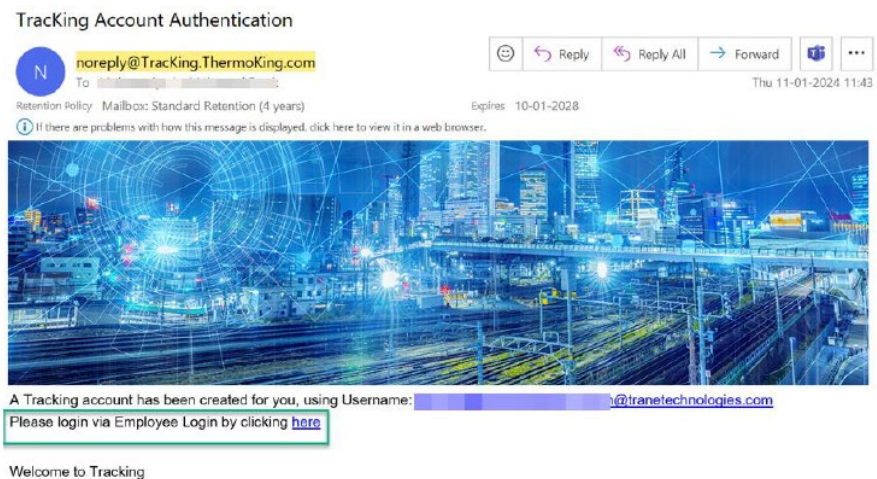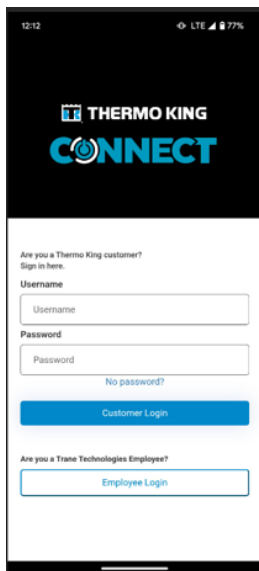
User Registration:

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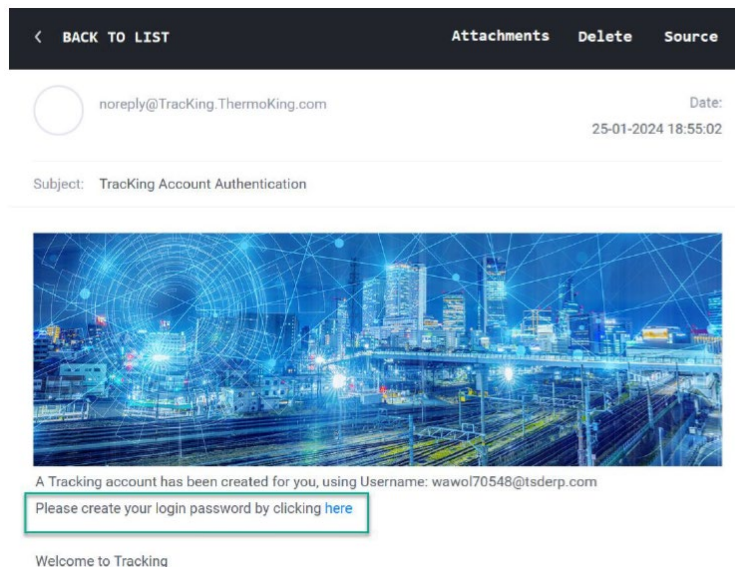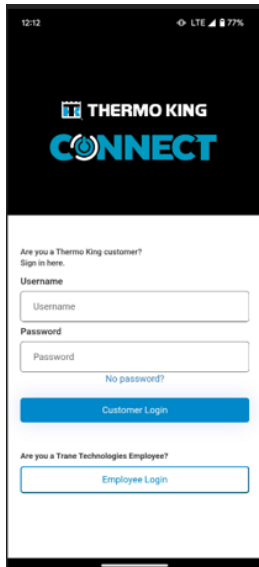
For users that followed the Employee Login procedure, an email notification will be received.


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.
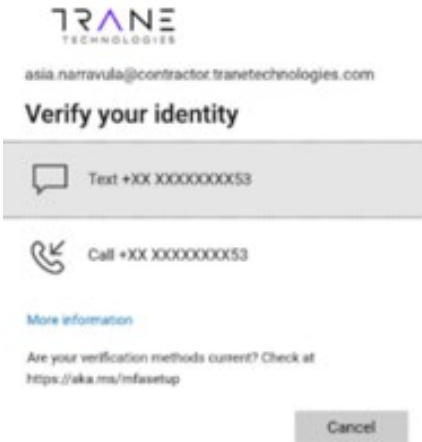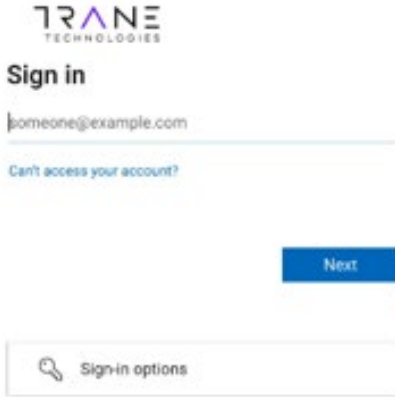
Multi-Factor Authentication (MFA) Preference:

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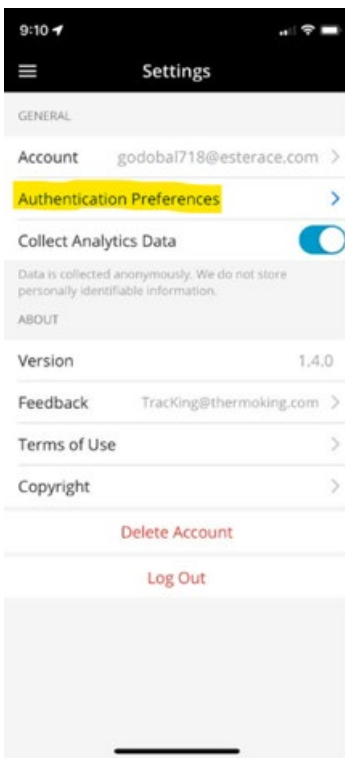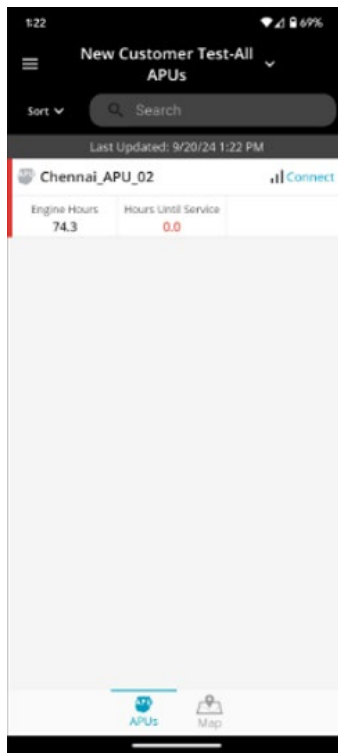
Delete Account:

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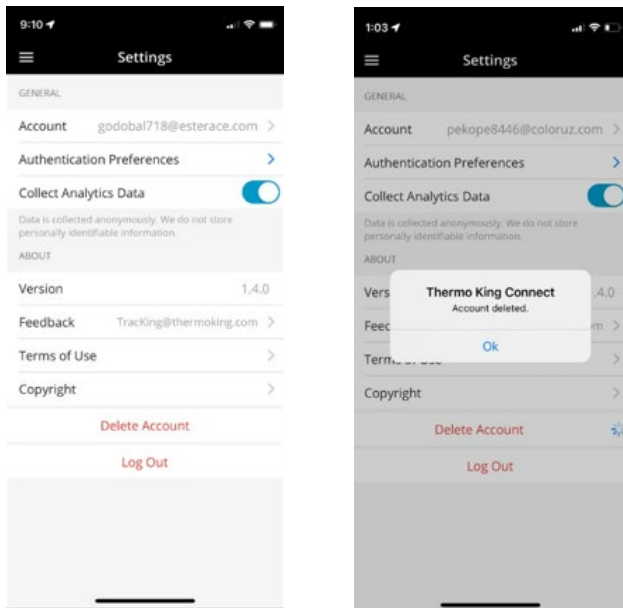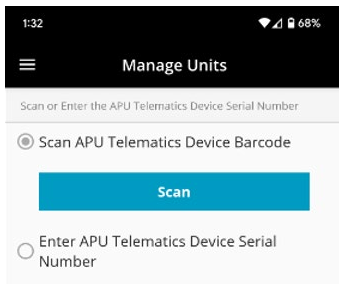

APU Updates:

- APUs List Screen

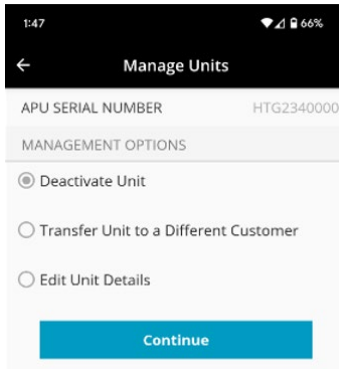 Click on the hamburger menu and select APUs to navigate to the APUs List Screen.

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

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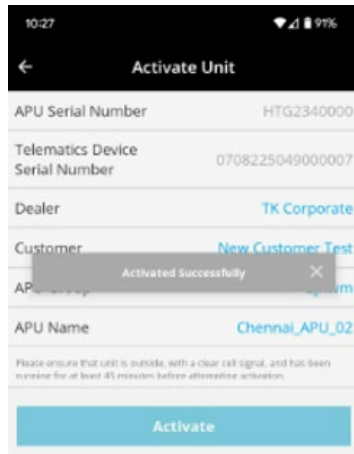 - o Enter APU Telematics Device Serial Number

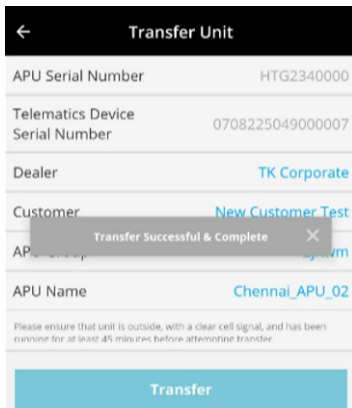After selecting, the next screen will display three options.

  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

← **Edit Details**

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

Please ensure that unit is outside, with a clear cell signal, and has been

✕

APU Updated Successfully