

TO : ALL USERS REQUIRING ACCESS TO THE CUSTOMER SERVICE PORTAL
SUBJECT: CUSTOMER SERVICE PORTAL USER REGISTRATION

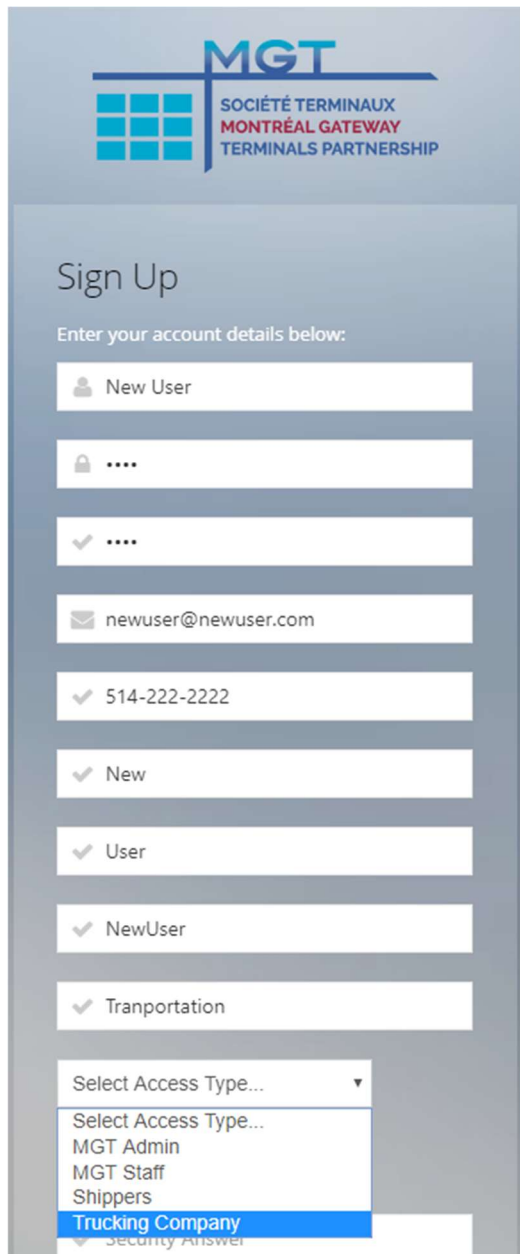
STEP 1: ACCESSING THE USER REGISTRATION PAGE

Using the browser of your choice, please enter the following URL: <https://lynx.mtrtml.com>

ACCESSING THE USER REGISTRATION FORM

The screenshot shows the MGT login and registration interface. At the top is the MGT logo and company name. Below it, the heading 'Login to your account' is followed by input fields for 'Username' and 'Password', each with a toggle icon. A red 'Login' button with a right arrow is positioned below the password field. Underneath is a 'Language:' section with a dropdown menu currently showing 'Select Language'. Further down, there is a link for 'Forgot your password?' and a note to 'click Here to reset your password.'. Below that, a link says 'Don't have an account, yet ? Start Below..'. The 'Register for:' section features a dropdown menu that is open, showing options: 'Select Terminal...', 'Section 62', 'Section 77', and 'All Terminals' (which is highlighted in blue).

Under **Register for:** select the **All Terminals** option

COMPLETING THE REGISTRATION ACCOUNT DETAILS

The screenshot shows the MGT user registration interface. At the top is the MGT logo with the text "SOCIÉTÉ TERMINAUX MONTRÉAL GATEWAY TERMINALS PARTNERSHIP". Below the logo is the "Sign Up" heading and the instruction "Enter your account details below:". The form consists of several input fields, each with a checkmark icon on the left, indicating they are required. The fields are: "New User" (with a person icon), a password field (with a lock icon and four dots), a confirmation password field (with a checkmark icon and four dots), an email field (containing "newuser@newuser.com"), a phone number field (containing "514-222-2222"), a first name field (containing "New"), a last name field (containing "User"), a username field (containing "NewUser"), and a company name field (containing "Tranportation"). At the bottom is a dropdown menu labeled "Select Access Type..." with a downward arrow. The dropdown is open, showing four options: "Select Access Type...", "MGT Admin", "MGT Staff", and "Shippers". The "Trucking Company" option is highlighted in blue. Below the dropdown is a "Security Answer" field.

Complete the account details :
Under the **Select Access Type**, select the **Trucking Company** Option

Trucking Company Selection:

Please key in your Trucking Company name for each terminal. Trucking Company options will appear as you type.

If you do not see your Trucking Company listed, please send an email to mgtsecurity@mtrtml.com and specify your Trucking Company and Terminal.

Section 62:

✓ tests int

- [TESTS INTERNES MGT](#)

Section 77:

✓ Truck Company in Section 77

Trucking Company Selection:

Please key in your Trucking Company name for each terminal. Trucking Company options will appear as you type.

If you do not see your Trucking Company listed, please send an email to mgtsecurity@mtrtml.com and specify your Trucking Company and Terminal.

Section 62:

✓ tests int

- [TESTS INTERNES MGT](#)

Section 77:

✓ Truck Company in Section 77

Enter your company name.

Users can type portions of their company names as the fields are set to Auto-Complete.

As per the example our full company name is TEST INTERNES MGT. By typing under Section 62 field TESTS INT, the system will retrieve matching companies containing TESTS INT.

The same applies for the field Section 77.

Once the information validated, the user will click the Submit button.

- ☐ Once the Sign Up form is complete and the Selection of the Trucking Companies are confirmed (Submit button), the request will be automatically sent the MGT and the requestor will receive an email confirming the review of the registration request.
- ☐ MGT will approve or deny the request.
- ☐ Requestor will receive an email confirming the approval or denial of the account.
- ☐ If request is approved, requestor will receive another email with instructions to click the activation link that in return will activate the account.