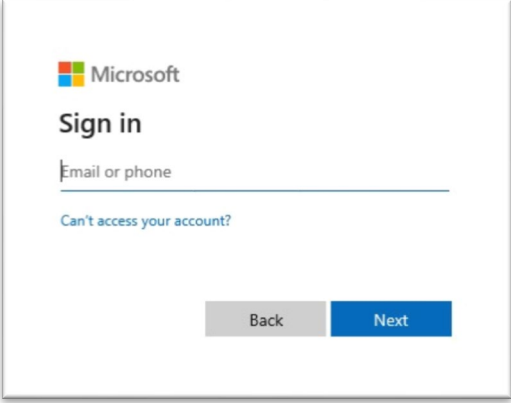
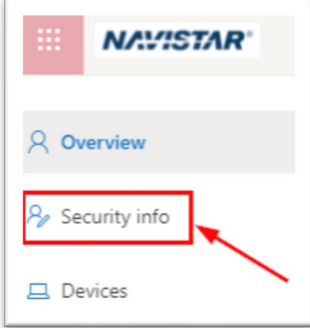
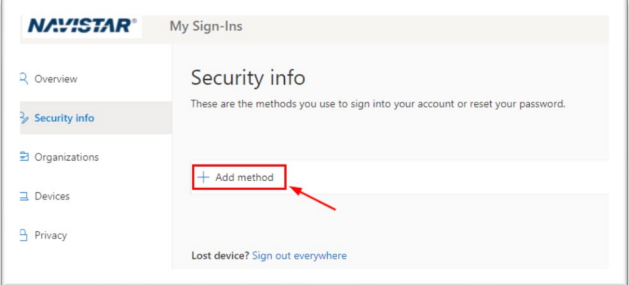


# Register for Multi-Factor Authentication

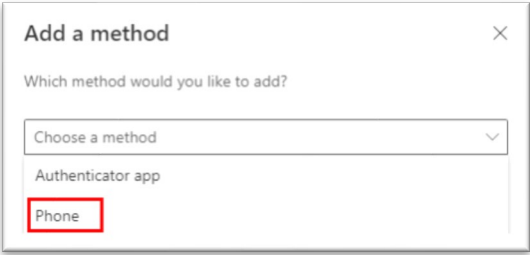
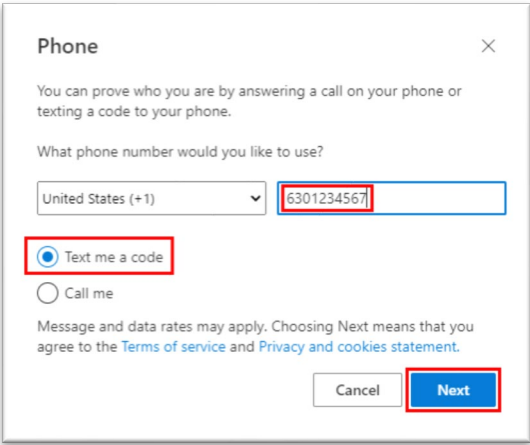
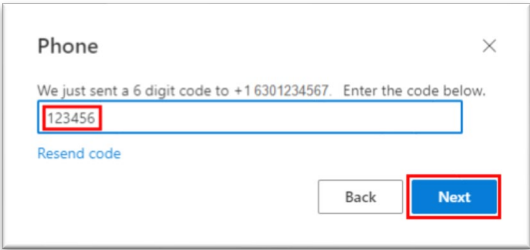
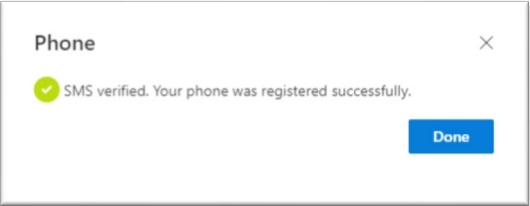
The Self-service password reset (SSPR) feature will help reduce downtime if you forget your password or become locked out of your account. Once you register with your contact information, the self-service password reset feature will be available 24x7.

To keep your data and account secure, Navistar requires registering to verify your identity through multi-factor authentication. Once registered, you can change your password or unlock your account without calling the Service Desk.

\*Our privacy statement can be found at <https://www.navistar.com/navistar/privacypolicy>

|   |  |
|---|--|
| <p>Open an Internet browser, Chrome is recommended.</p> <p>Type <a href="http://profile.navistar.com">http://profile.navistar.com</a> in the address bar and click <b>Enter</b></p> <p>At the Microsoft Login page, use your <b>Navistar ID</b> (<a href="mailto:cyy###@navistar.com">cyy###@navistar.com</a>) and <b>current password</b> to sign in</p> |    |
| <p>Click <b>Security Info</b></p>   |  |
| <p>Click <b>Add method</b></p>  |  |

## Register for Multi-Factor Authentication, cont.

|   |   |
|---|---|
| <p>In the drop down, select <b>Phone</b></p>  |  <p>The screenshot shows a dialog box titled "Add a method" with a close button (X) in the top right. Below the title is the question "Which method would you like to add?". There is a dropdown menu labeled "Choose a method" and a list of options under "Authenticator app". The "Phone" option is highlighted with a red box.</p>  |
| <p>Enter a 10-digit phone number and select <b>Text me a code</b>, click <b>Next</b></p>                        |  <p>The screenshot shows a dialog box titled "Phone" with a close button (X) in the top right. It contains the text "You can prove who you are by answering a call on your phone or texting a code to your phone." and "What phone number would you like to use?". There is a dropdown for "United States (+1)" and a text input field containing "6301234567". Below this are two radio buttons: "Text me a code" (selected) and "Call me". At the bottom are "Cancel" and "Next" buttons, with "Next" highlighted in red.</p> |
| <p>You will receive a text message.<br/>Enter the code in the <b>Enter code</b> box, click <b>Next</b></p>      |  <p>The screenshot shows a dialog box titled "Phone" with a close button (X) in the top right. It contains the text "We just sent a 6 digit code to +1 6301234567. Enter the code below." and a text input field containing "123456". Below the field is a "Resend code" link. At the bottom are "Back" and "Next" buttons, with "Next" highlighted in red.</p>  |
| <p>This message indicates your phone contact method has been registered successfully.<br/>Click <b>Done</b></p> |  <p>The screenshot shows a dialog box titled "Phone" with a close button (X) in the top right. It contains a green checkmark icon and the text "SMS verified. Your phone was registered successfully." At the bottom is a "Done" button.</p>  |

## FAQ:

### Question

Who do I contact if I need more help or something doesn't work?

What if I want to change anything after I have already re-registered?

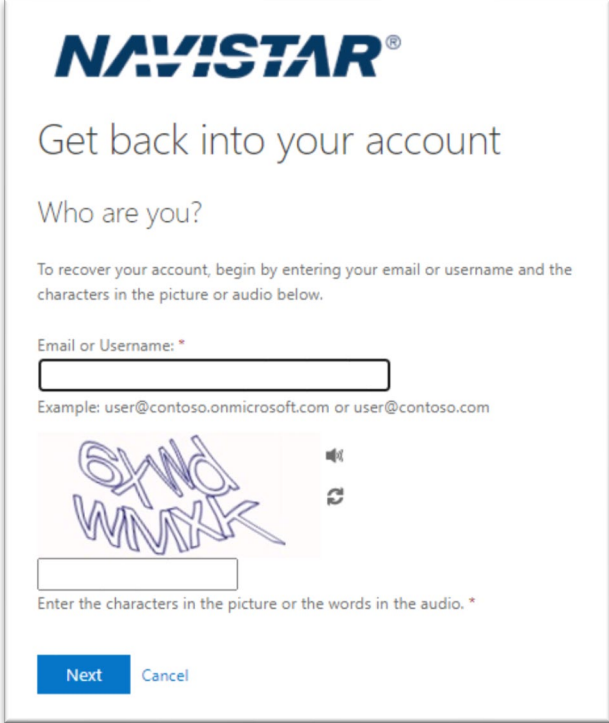
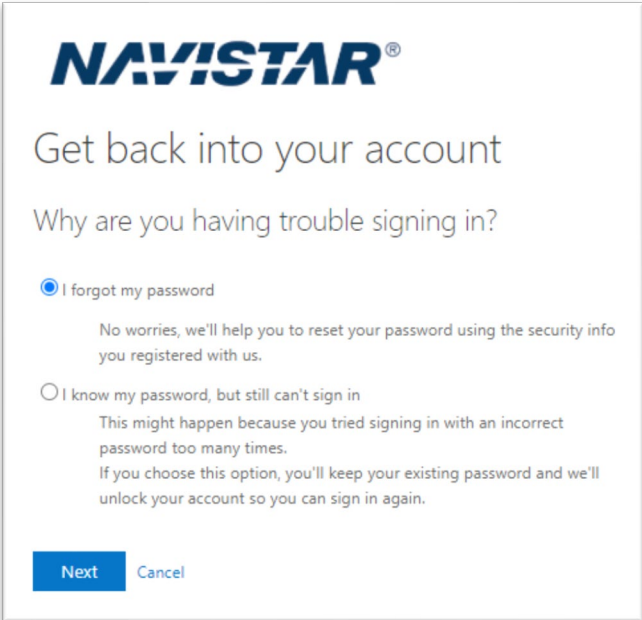
### Answer

The Navistar Service Desk  
1-800-527-7879

Navigate to <http://profile.navistar.com> and update information using the same steps described here.

# Using the Self-Service Password Reset and Account Unlock Site

The Self-service password reset (SSPR) feature will help reduce downtime if you forget your password or become locked out of your account. Once you register with your contact information, the self-service password reset feature will be available 24x7.

|  |  |
|--|--|
| <p>Open an Internet browser, Chrome is recommended.</p> <p>Type <a href="http://password.navistar.com">http://password.navistar.com</a> in the address bar and click <b>Enter</b></p> <p>At the Navistar Login page, use your <b>Navistar ID</b> (<a href="mailto:cyy###@navistar.com">cyy###@navistar.com</a>) and enter the <b>security challenge</b> to sign in</p> |   |
| <p>Select either <b>I forgot my password</b> to change your password, or <b>I know my password, but still can't sign in</b> to unlock your account</p>   |  |

Choose a **Contact Method** to use verify your identity

**NAVISTAR®**

## Get back into your account

verification step 1 > unlock your account

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Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*55) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your new **password** and **confirm** it

Click **Finish** to set your new password

**NAVISTAR®**

## Get back into your account

verification step 1 ✓ > choose a new password

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\* Enter new password:

\* Confirm new password:

Passwords must be at least 8 characters in length, cannot be based on dictionary words/common names, and must contain at least 3 of the following 4 types of characters: - Passwords cannot contain any part of the user's name or ID. - Lower case letters (i.e. a-z) - Upper case letters (i.e. A-Z) - Numbers (i.e. 0-9) - Special characters (e.g. - = [ \ , / ~ ! @ # \$ % ^ & \* () \_ + {} ; < > ?)

Confirm that your **account has been unlocked** or your **password has been reset**

**NAVISTAR**<sup>®</sup>

Get back into your account

✓ Your account has been unlocked

**NAVISTAR**<sup>®</sup>

Get back into your account

✓ Your password has been reset