

GCT Canada –
Customer Service
Portal: Lynx CSP
New User Guide

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Terms:

Utilizing GCT Canada Web Services Portal is conditional on your acceptance of and continued compliance with the following terms and conditions. By accessing or using this Portal, you warrant and represent that you are aware of these terms and conditions, and agree to be bound by them. If you do not agree to these terms and conditions, you should not access or otherwise use this Portal. Users agree to abide by GCT Canada regulations and take responsibility for all activity under the carrier credentials, including but not limited to protection of storage fees, Terminal Gate Efficiency fees and Flex Appointment Service fees. For full terms and conditions, please review "**GCT CANADA LIMITED PARTNERSHIP WEB PORTAL TERMS AND CONDITIONS**" located on the homepage 'Quicklinks'.

Visit GCT Canada website for more information on Flex Appointment Service (FAS) and Terminal Gate Efficiency Program (Gate Compliance) documentation and Tariff rates. Details can be found on GCT Canada website under Carriers & Truckers.

Do you already have a log-in for the SSLVPN? Skip to "Create User Account for Lynx" section on page 6

New Users

Using GCT Canada Web Services Portal:

New users for GCT Canada Customer Access Portal: Lynx will require access through the Secure Sockets Virtual Private Network (SSLVPN). The SSLVPN provides secure communications for data transmissions to and from GCT Canada LP. Web Services:

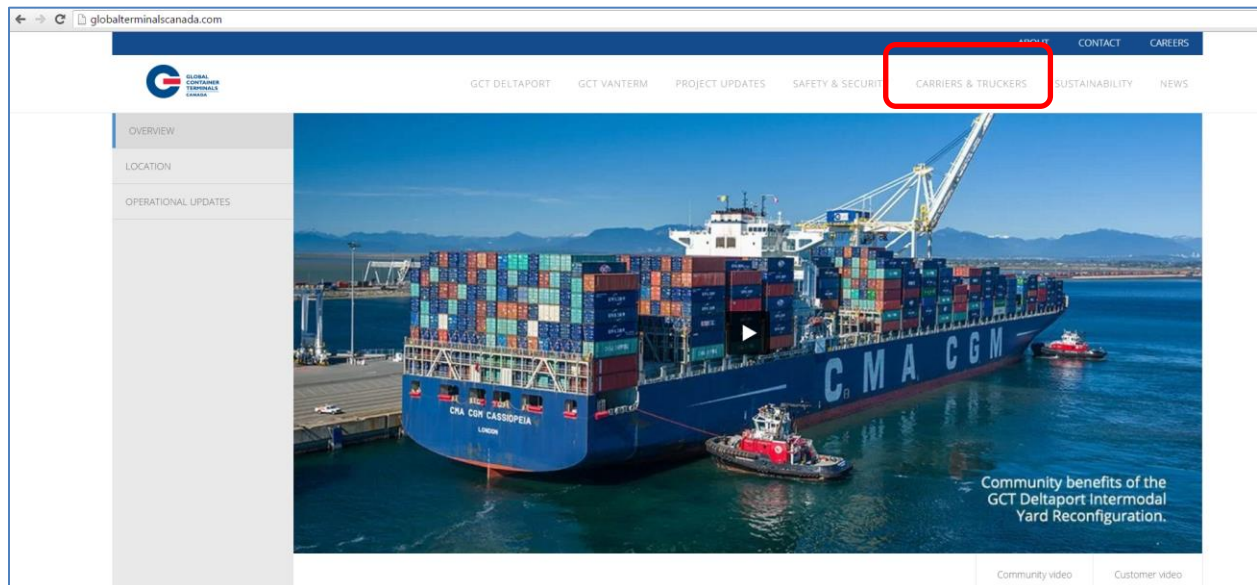
Access the SSLVPN FirePass

1.) To request a new login for SSLVPN FirePass, contact our Helpdesk (helpdesk@globalterminals.com) with the below information:

- * Contact Name
- * Company Name
- * Address
- * Email Address
- * Telephone and Fax numbers
- * Company Type (ocean carrier, trucking company, customs broker, freight forwarder)
- * Terminal Required: Deltaport or Vanterm
- * Trucking Companies: Port of Vancouver Truck Licensing System number (TLS)

Access Web Services

2.) Once a user has received credentials from GCT Canada for the SSLVPN for GCT Deltaport or GCT Vanterm, the user will be able to access Web Services via the website: www.globalterminalsCanada.com



1.) Select > Carriers & Truckers > GCT Deltaport Links or GCT Vanterm Links > Web Services

GCT Deltaport Links	GCT Vanterm Links
Gate hours	Gate hours
Vessel schedule	Vessel schedule
Reservation availability	Reservation availability
Web Services	Web Services

2.) Web Services Remote Access Logon for GCT Canada window

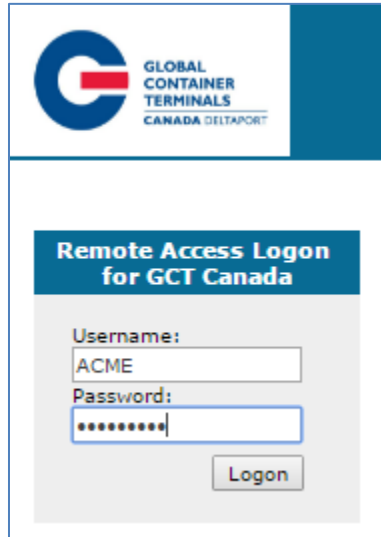


By logging into this web portal, you agree to be bound by GCT Canada's Web Portal Terms and Conditions, which can be found at <http://globalterminalscanada.com/important-truck-info>.

If you do not agree to the Terms and Conditions, you must not use or access the Web Portal.

GCT Canada Customer Service Portal: Lynx

3.) Enter the Username and Password



The screenshot shows the login page for the GCT Canada portal. At the top left is the logo for Global Container Terminals Canada Deltaport. The main heading is "Remote Access Logon for GCT Canada". Below this, there are two input fields: "Username:" with the text "ACME" entered, and "Password:" with a masked password of "*****". A "Logon" button is positioned to the right of the password field.

4.) User's will have access to GCT Canada Customer Access Portal SSLVPN– Lynx through the SSLVPN Fireapps. Please review GCT Canada 'Terms and Conditions' prior to registering.



5.) Select Deltaport Lynx or Vanterm Lynx



Create User Account for Lynx

- 1) To create a new user for Lynx select "Don't have an account, yet? Start Below.."

Register for: Select Terminal GCT Deltaport or GCT Vanterm

GLOBAL CONTAINER TERMINALS CANADA

Login to your account

Username

Password

Login →

Forgot your password ?
No worries, click [Here](#) to reset your password.

Don't have an account, yet ? **Start Below..**

Register for:

Select Terminal... ▼

Select Terminal...

GCT Deltaport

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GLOBAL CONTAINER TERMINALS CANADA

Login to your account

Username

Password

Login →

Forgot your password ?
No worries, click [Here](#) to reset your password.

Don't have an account, yet ? **Start Below..**

Register for:

Select Terminal... ▼

Select Terminal...

GCT Vanterm

2.) Sign Up: enter with the user account details as noted below.

The screenshot shows the 'Sign Up' page of the GCT Canada Customer Service Portal. At the top left is the GCT logo with the text 'GLOBAL CONTAINER TERMINALS CANADA'. Below the logo is the heading 'Sign Up' and the instruction 'Enter your account details below:'. The form consists of several input fields: 'Username' (with a person icon), 'Password', 'Re-type Your Password' (with a checkmark icon), 'Email' (with an envelope icon), 'Phone' (with a checkmark icon), 'First Name' (with a checkmark icon), 'Last Name' (with a checkmark icon), 'Friendly Name' (with a checkmark icon), 'Job Function' (with a checkmark icon), 'Select Access Type...' (a dropdown menu), 'Select Security Question...' (a dropdown menu), and 'Security Answer' (with a checkmark icon). At the bottom left is a 'Back' button with a left arrow icon, and at the bottom right is a blue 'Sign Up' button with a right arrow icon. At the very bottom of the page is the copyright notice '2016 © Versiant Corporation'.

Username- a unique name that will be used to log into the account

Password – the password must be 7 characters or greater. It must consist of two series of letters and numbers separated by a symbol

Email- a contact email account. This email will be used should the user forget the password

Phone- a valid phone number

First Name – user first name

Last Name – user last name

Friendly Name – this may be the same as the user name

Job Function – title

Select Access Type – from the drop down menu, select 3rd Party (Broker/ Freight Forwarder) Shipping Line, or Trucker

Note: Customs and Terminal Employee submissions will be discarded

Select Security Question- From the drop down menu, select a question

Security Answer- Enter an answer

Back – To back out of this form

3.) User will receive a pop up message based on Access Type:

a.) Trucking Company Selection: Enter the Trucking Company name assigned by GCT Canada.

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 helpdesk@globalterminals.com and specify your Trucking Company and Terminal.

GCT Deltaport:

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 helpdesk@globalterminals.com and specify your Trucking Company and Terminal.

GCT Deltaport:

b.) 3rd Party- Enter the 3rd Party user name

Organization Selection:

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

If you do not see your Organizations listed, please send an email to info@versiant.com and specify your Organization name.

GCT Canada Head Office:

c.) Shipping Line Selection: Enter the associated Shipping Line

Shipping Line Selection:

Please key in your Shipping Line name for each terminal. Shipping Line options will appear as you type.

If you do not see your Lines listed, please send an email to paul.pennino@versiant.com and specify your Shipping Line and Terminal.

GCT Canada Head Office:

4.) Once all details are entered, select 'Sign Up' to proceed to the next screen.

GLOBAL CONTAINER TERMINALS CANADA

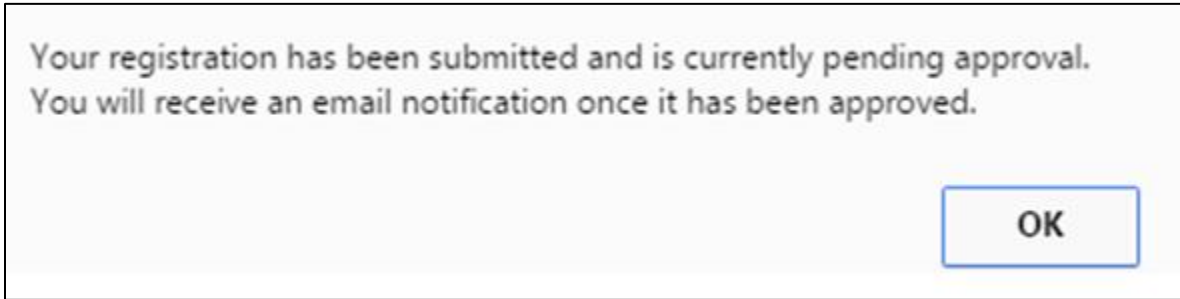
Sign Up

Enter your account details below:

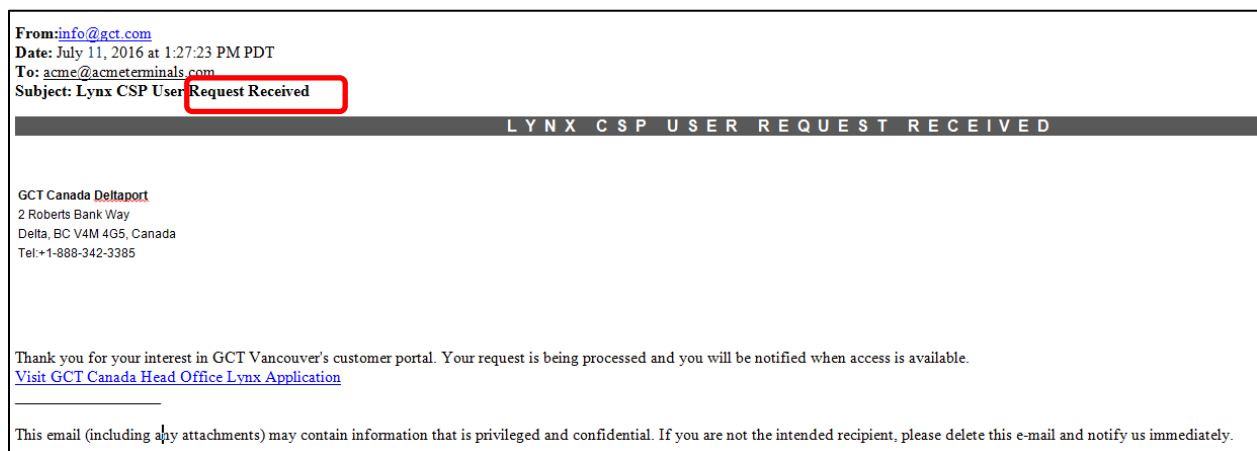
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GCT Canada Customer Service Portal: Lynx

5.) Once the user selects **Sign Up**, the below confirmation banner will populate.



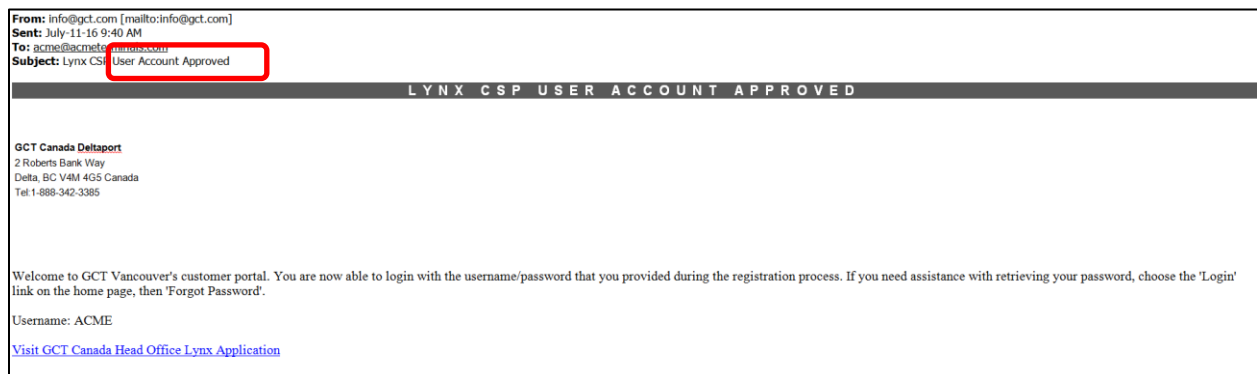
6.) User will receive an email to advise the "Lynx CSP User Request Received"



7.) GCT Canada will review the Users credentials, please note this may take up to 2 business days to process.

8.) Once approved or dis-approved, User will receive an email

a.) **Account Approved**- Lynx CSP User Account is approved.



GCT Canada Customer Service Portal: Lynx

g.) Access GCT Deltaport and GCT Vanterm Lynx via Web Services SSVPN. Lynx User Guides can be found on GCT Canada Website > Carriers & Truckers for Trucking Companies and 3rd Parties.

b.) **Account Deleted**- User credentials could not be verified. Please contact GCT Canada Helpdesk for more details.

From: info@gct.com
Date: July 11, 2016 at 1:39:17 PM PDT
To: acme@acmeterminals.com
Subject: Lynx CSP User **Account Deleted**

LYNX CSP USER ACCOUNT DELETED

GCT Canada Deltaport
2 Roberts Bank Way
Delta, BC V4M 4G5, Canada
Tel: +1-888-342-3385

GoodBye from GCT Vancouver's customer portal. You are NOT able to login with the username/password that you provided during the registration process.

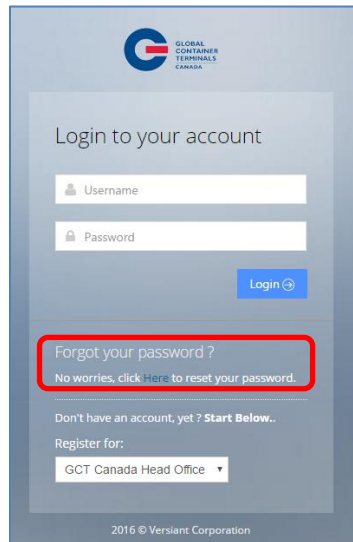
Username: cat

[Visit GCT Canada Head Office Lynx Application](#)

This email (including any attachments) may contain information that is privileged and confidential. If you are not the intended recipient, please delete this e-mail and notify us immediately.

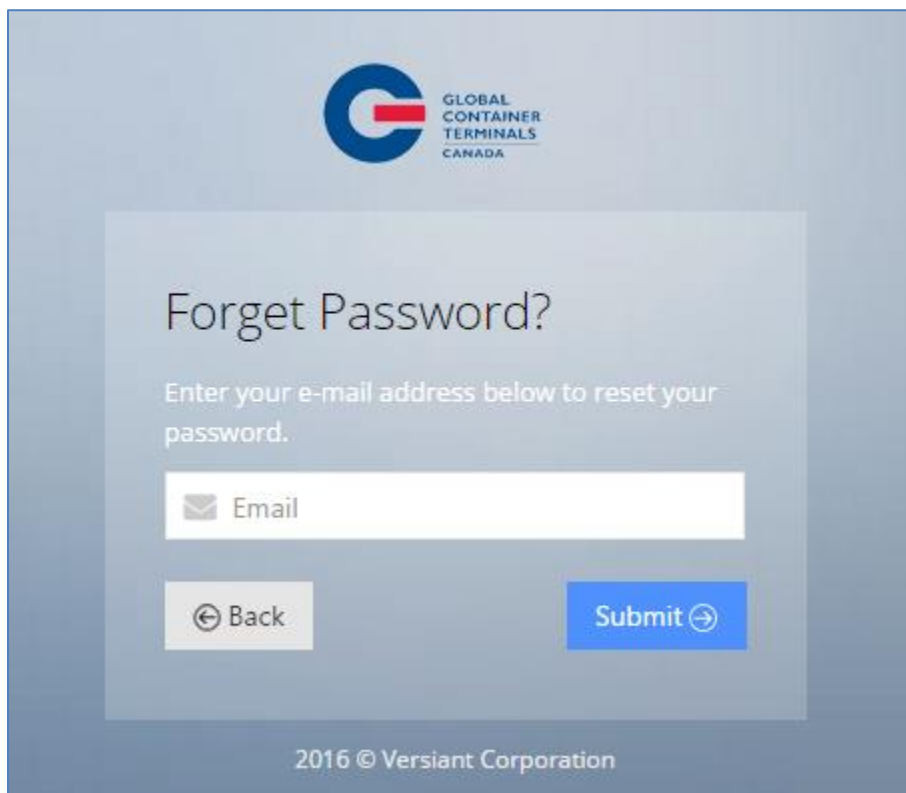
Have you Forgot your password?

No worries, click 'Here' to reset your password.



The screenshot shows the login page for the GCT Canada Customer Service Portal. At the top is the logo for Global Container Terminals Canada. Below the logo is the heading "Login to your account". There are two input fields: "Username" and "Password". A blue "Login" button is positioned to the right of the password field. Below the login fields, the text "Forgot your password?" is highlighted with a red rectangular box. Underneath this text, it says "No worries, click [Here](#) to reset your password." Below this is a link "Don't have an account, yet? Start Below..". Underneath that is a "Register for:" label and a dropdown menu currently showing "GCT Canada Head Office". At the bottom of the page, it says "2016 © Versiant Corporation".

1.) Enter the email address used to create account and 'Submit'



The screenshot shows the "Forgot Password?" page. At the top is the logo for Global Container Terminals Canada. Below the logo is the heading "Forgot Password?". Underneath the heading is the instruction "Enter your e-mail address below to reset your password." There is a large white input field with a grey envelope icon and the word "Email" inside. Below the input field are two buttons: a grey "Back" button with a left-pointing arrow and a blue "Submit" button with a right-pointing arrow. At the bottom of the page, it says "2016 © Versiant Corporation".

GCT Canada Customer Service Portal: Lynx

- 2.) An email will be sent to the address with a "New Password"
- 3.) Use the 'New Password' in the email to log in.

