GCT Canada – Customer Service Portal: Lynx CSP

New User Guide

Version 1.1

Table of Contents

Terms: 2
New Users 3
Using GCT Canada Web Services Portal: 3
Access the SSLVPN FirePass 3
Access Web Services 3
Create User Account for Lynx 6
Have you Forgot your password? 13

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:

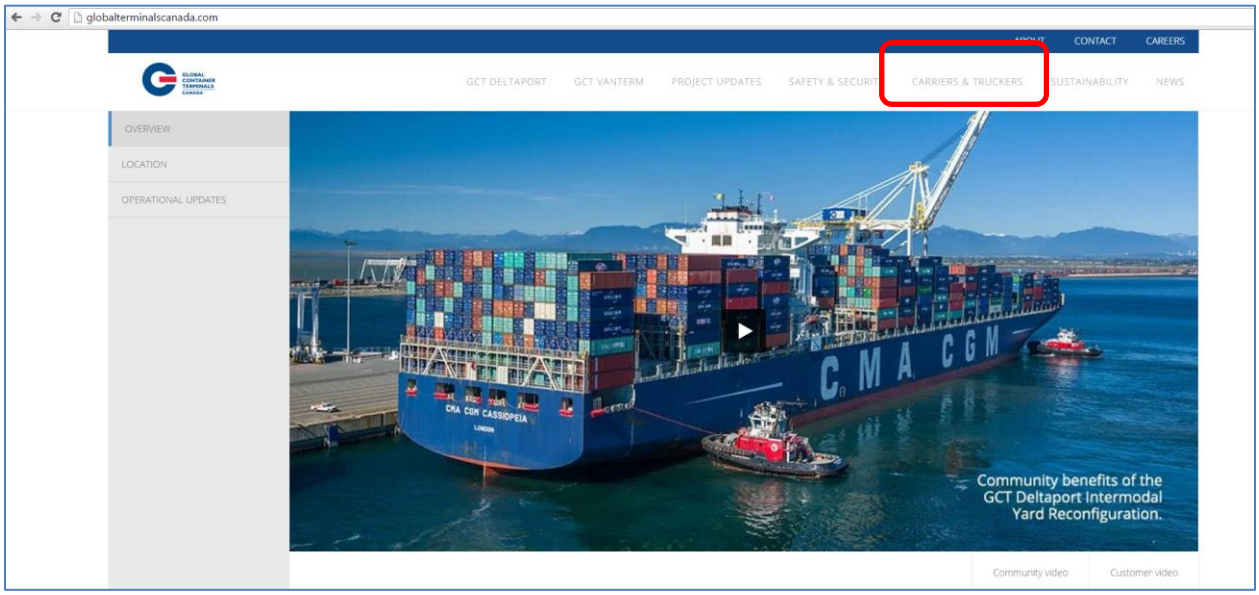
Access the SSLVPN FirePass

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

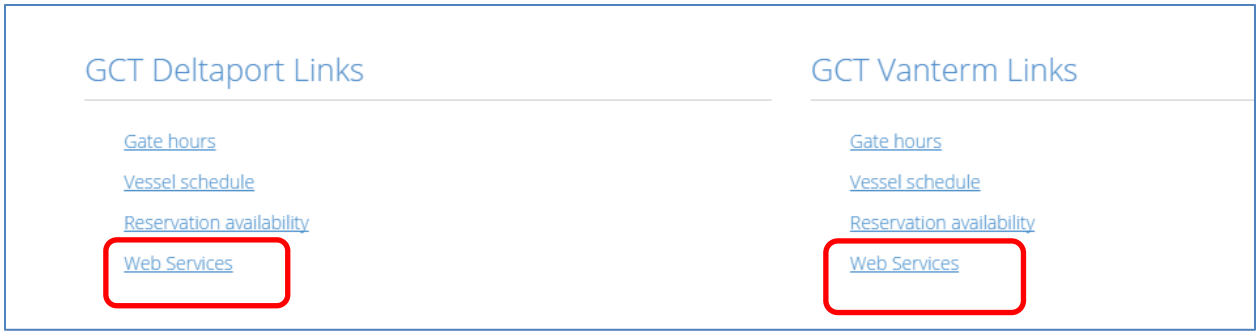
* Contact Name
* Company Name
* Address
* Email Address
* Telephone and Fax numbers
* Company Type (ocean carrier, trucking company, customs broker, freight forwarder)
* Terminal Required: Deltaport or Vanterm
* Trucking Companies: Port of Vancouver Truck Licensing System number (TLS)

Access Web Services

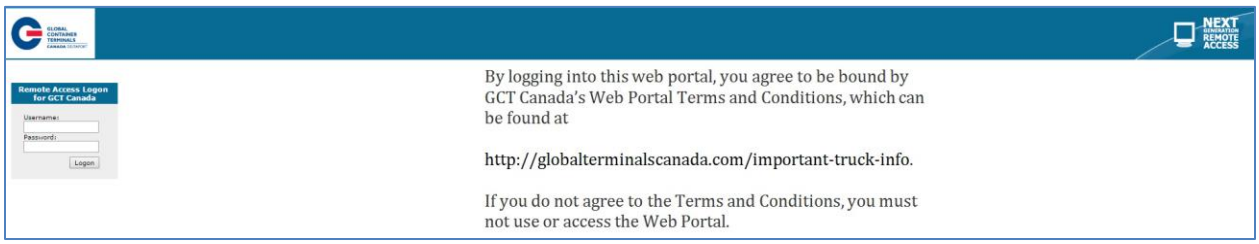
2.) Once a user has received credentials from GCT Canada for the SSLVPN for GCT Deltaport or GCT Vanterm, the user will be able to access Web Services via the website: www.globalterminalscanada.com



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

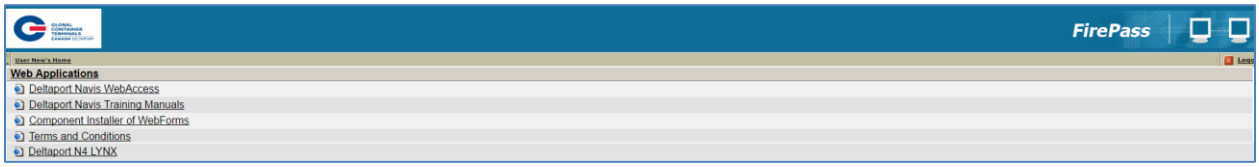


2.) Web Services Remote Access Logon for GCT Canada window



3.) Enter the Username and Password

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

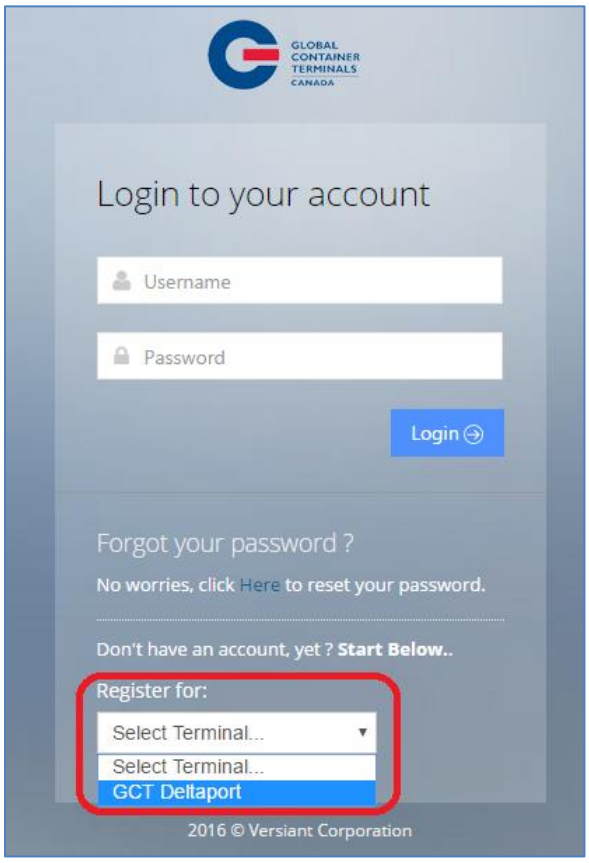


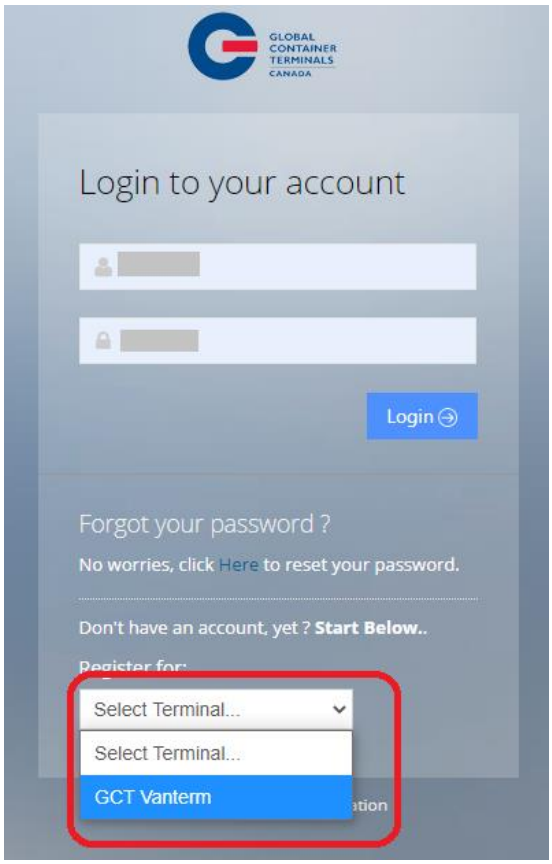
5.) Select Deltaport Lynx or Vanterm Lynx

Create User Account for Lynx

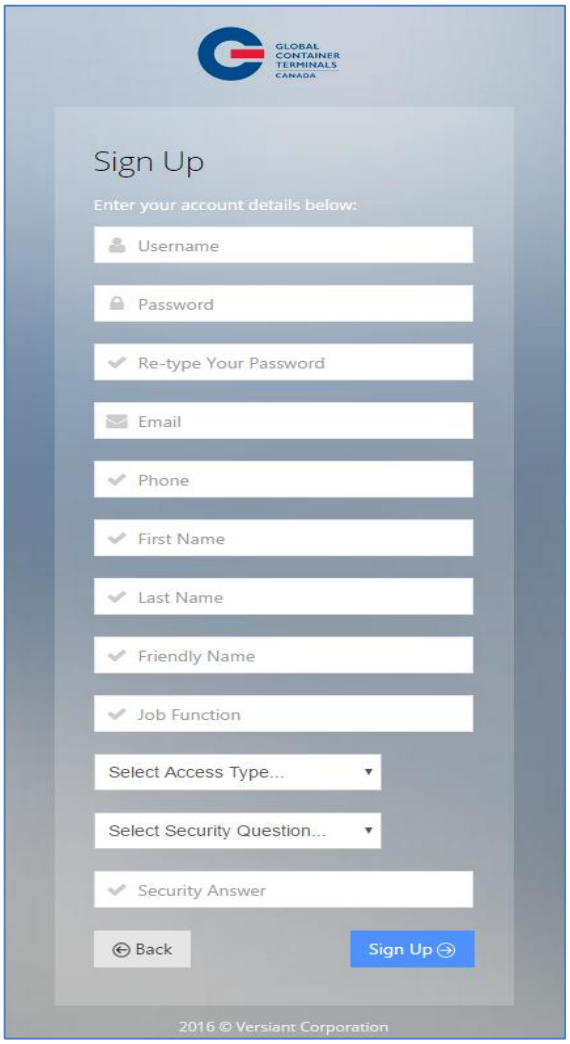
1) To create a new user for Lynx select "Don't have an account, yet? Start Below.."

   Register for: Select Terminal **GCT Deltaport or GCT Vanterm**





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

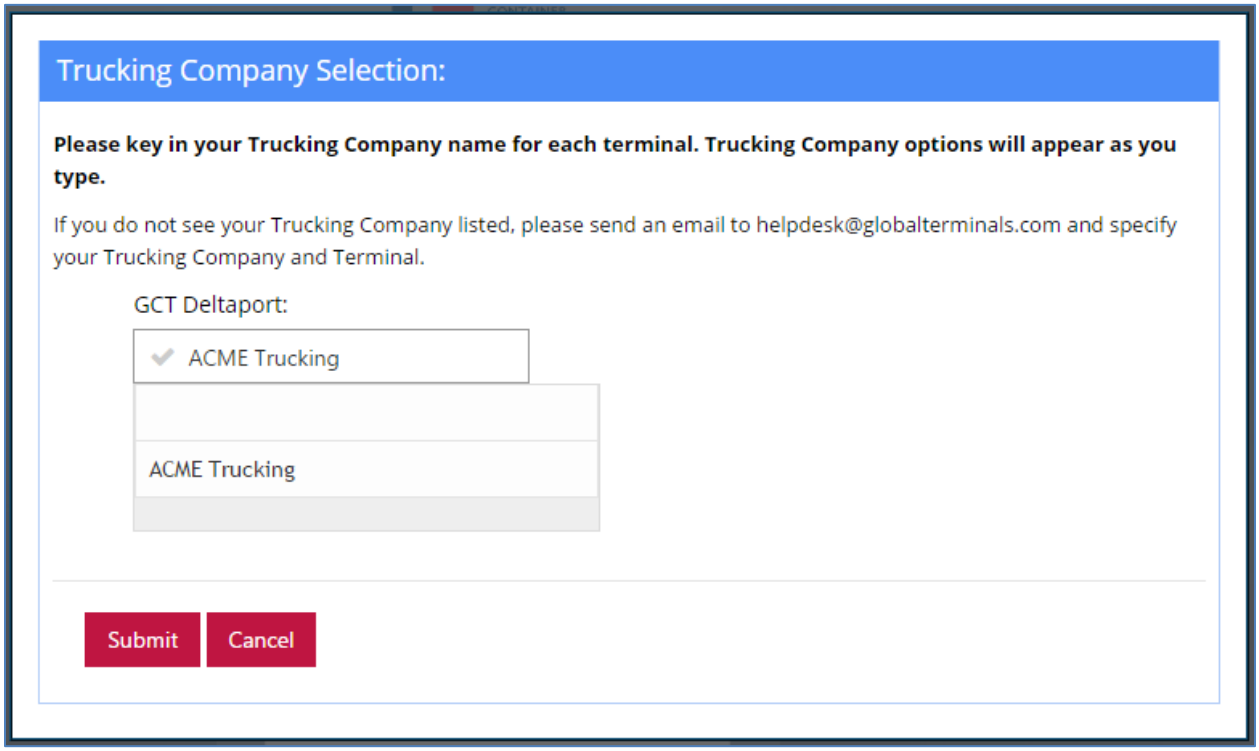


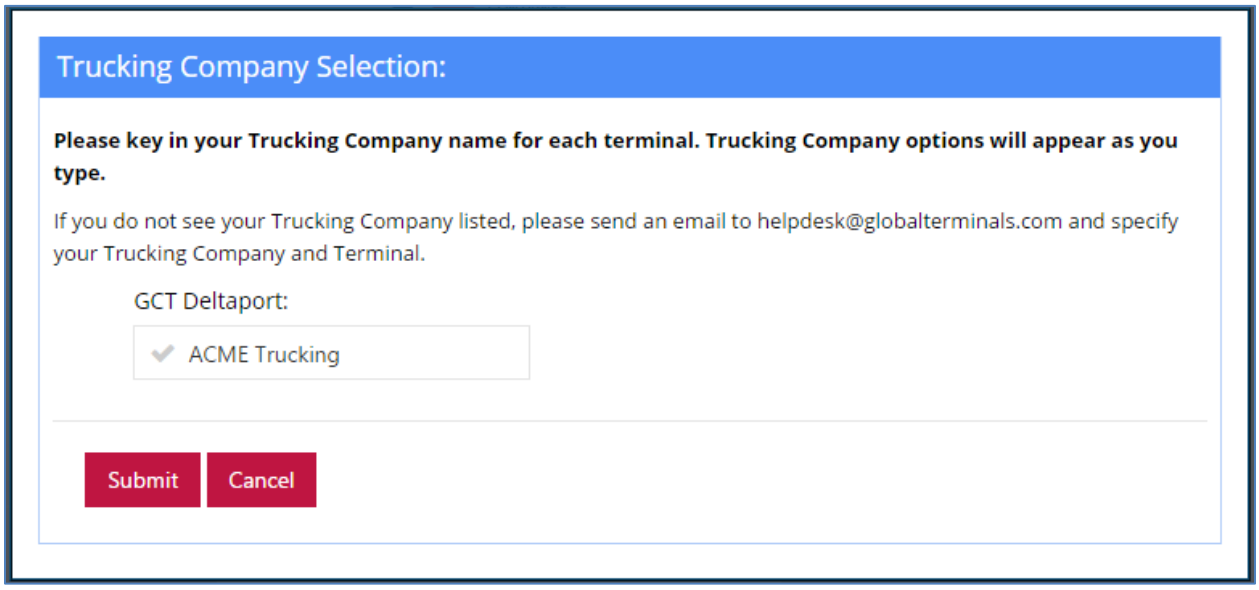
Username- a unique name that will be used to log into the account
Password – the password must be 7 characters or greater. It must consist of two series of letters and numbers separated by a symbol
Email- a contact email account. This email will be used should the user forget the password
Phone- a valid 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

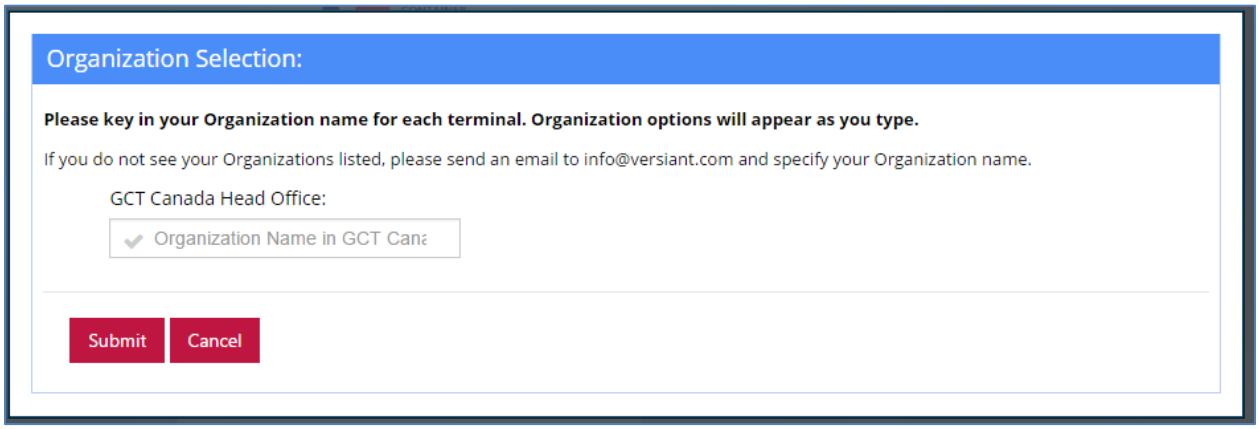
3.) User will receive a pop up message based on Access Type:

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

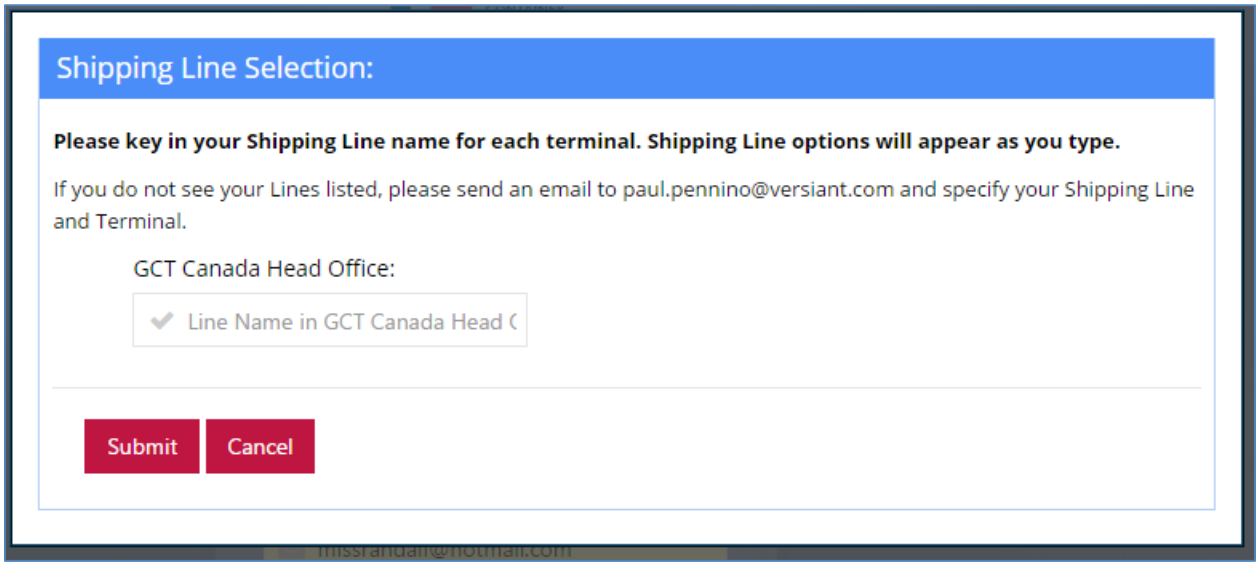




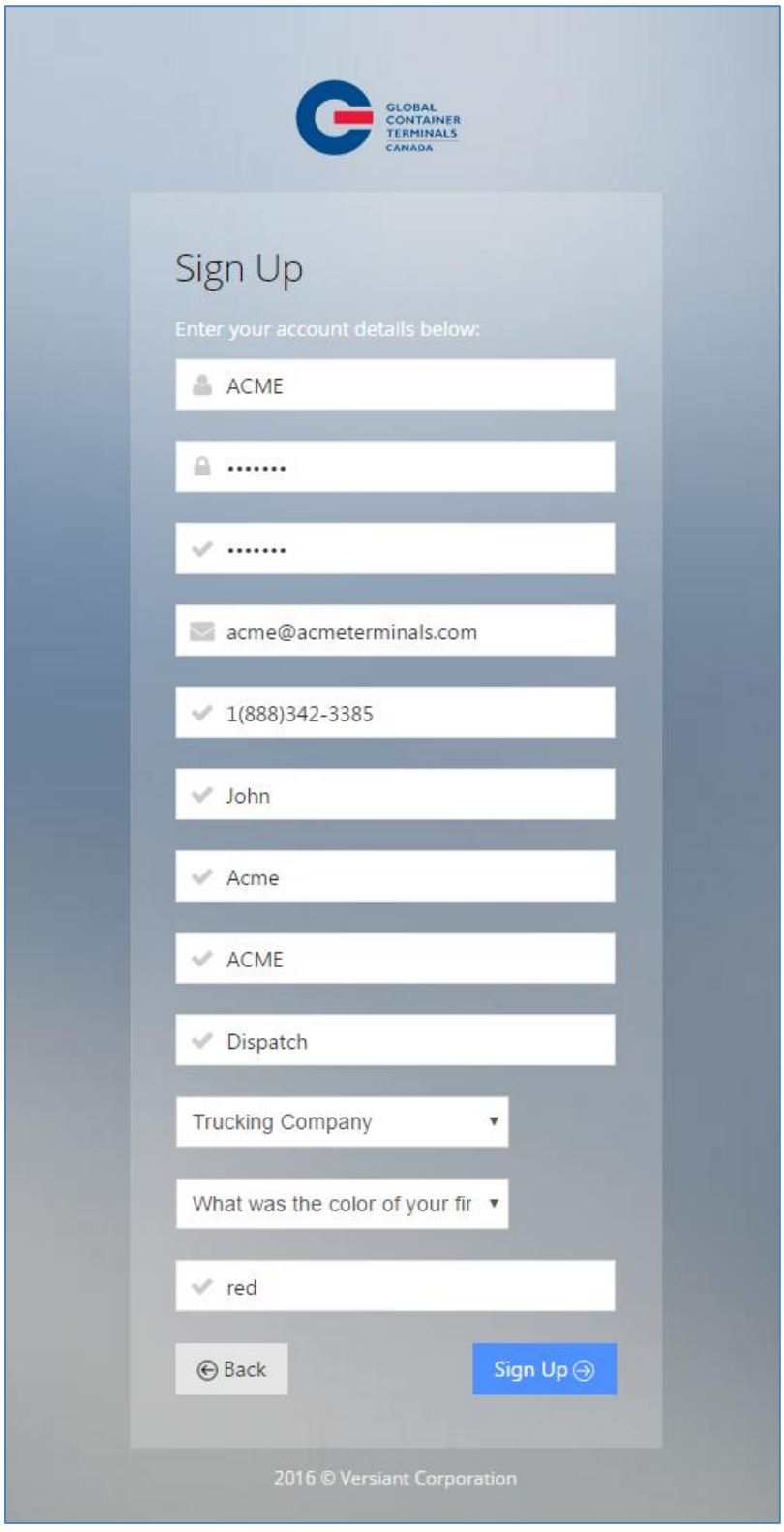
b.) 3rd Party- Enter the 3rd Party user name



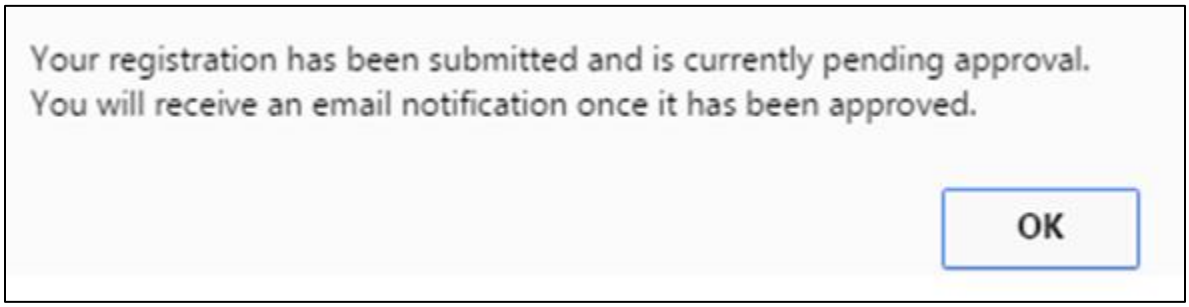
c.) Shipping Line Selection: Enter the associated Shipping Line



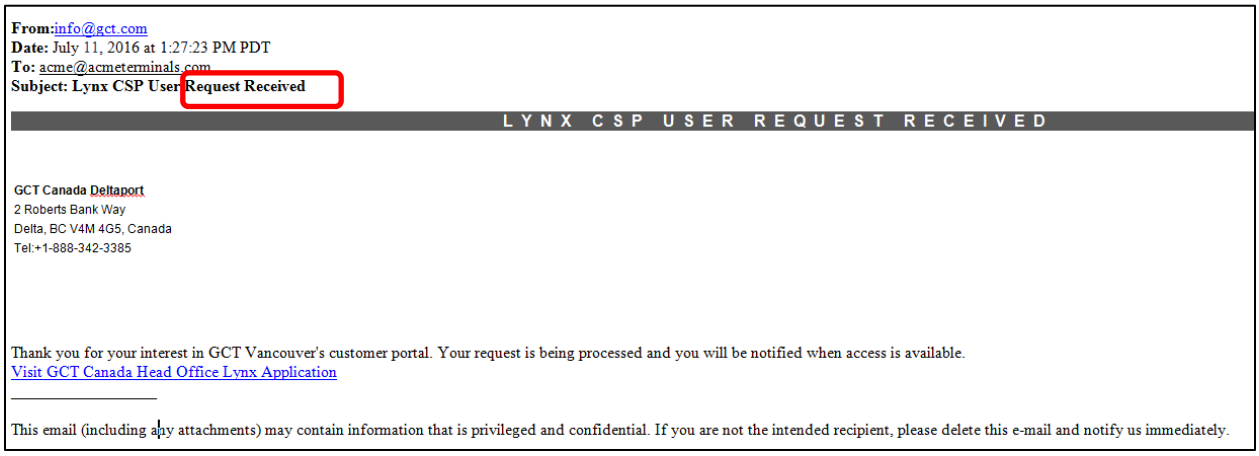
4.) Once all details are entered, select 'Sign Up" to proceed to the next screen.



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"



From:info@gct.com
Date: July 11, 2016 at 1:27:23 PM PDT
To: acme@acmeterminals.com
Subject: Lynx CSP User Request Received

LYNX CSP USER REQUEST RECEIVED

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

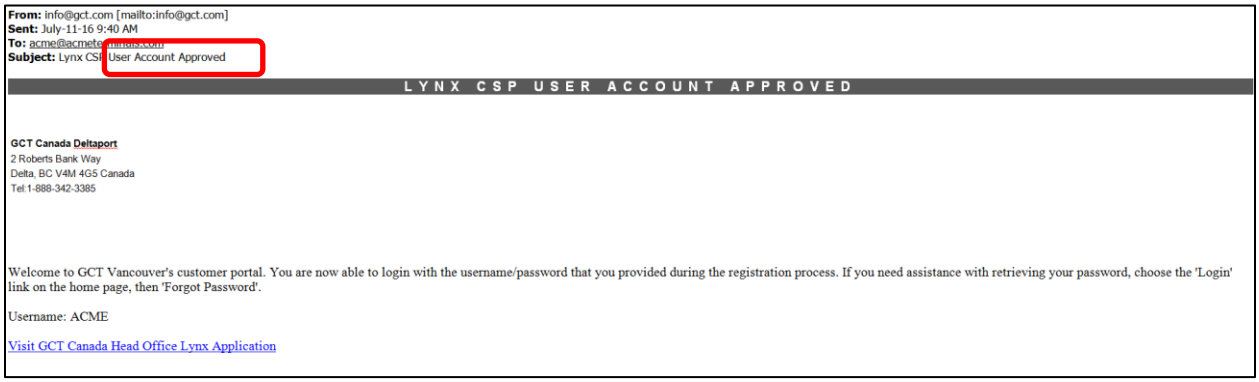
Thank you for your interest in GCT Vancouver's customer portal. Your request is being processed and you will be notified when access is available.
Visit GCT Canada Head Office Lynx Application

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.

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.



From: info@gct.com [mailto:info@gct.com]
Sent: July-11-16 9:40 AM
To: acme@acmeterminals.com
Subject: Lynx CSP User Account Approved

LYNX CSP USER ACCOUNT APPROVED

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

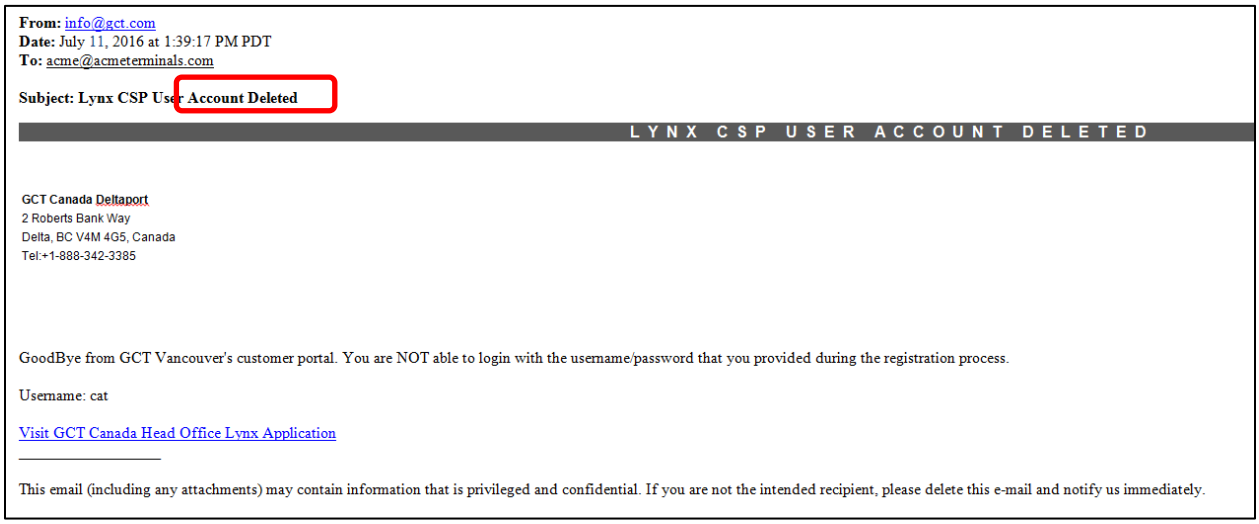
Welcome to GCT Vancouver's customer portal. You are now able to login with the username/password that you provided during the registration process. If you need assistance with retrieving your password, choose the 'Login' link on the home page, then 'Forgot Password'.

Username: ACME

Visit GCT Canada Head Office Lynx Application

9.) 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.

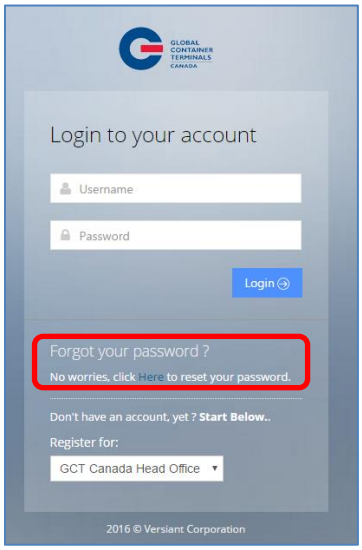
Username: cat

Visit GCT Canada Head Office Lynx Application

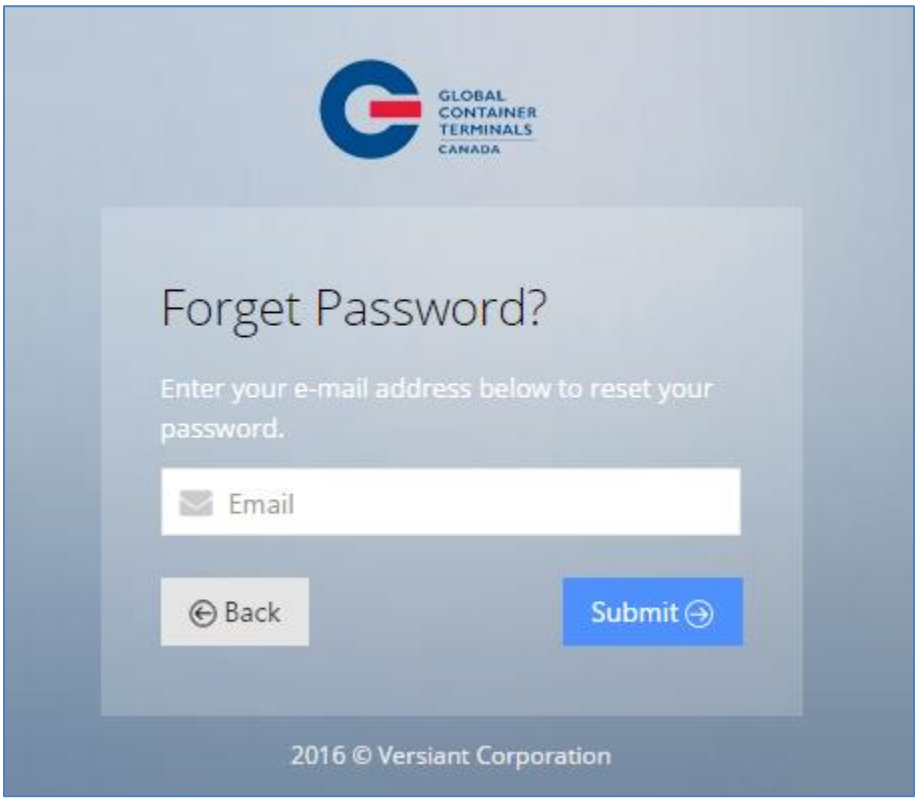
This email (including any attachments) may contain information that is privileged and confidential. If you are not the intended recipient, please delete this e-mail and notify us immediately.

Have you Forgot your password?

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

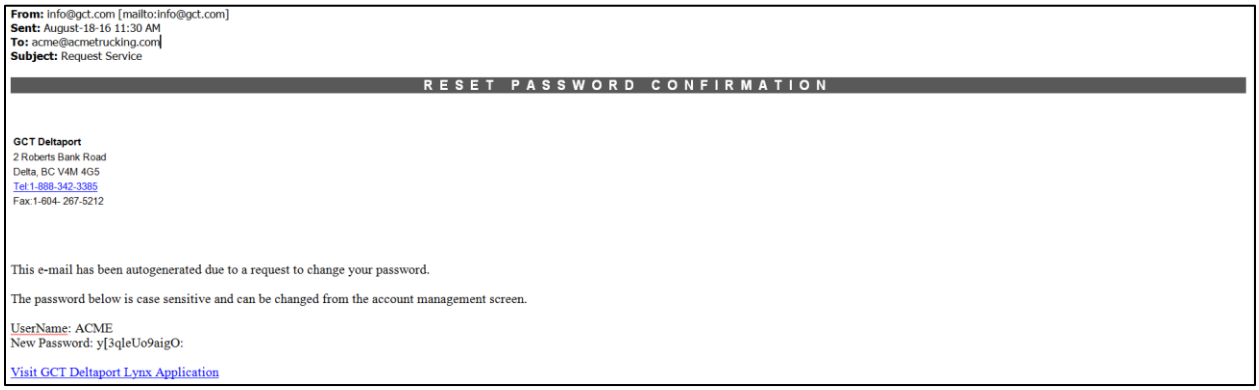


1.) Enter the email address used to create account and 'Submit'



2.) An email will be sent to the address with a "New Password"

3.) Use the 'New Password' in the email to log in.



From: info@gct.com [mailto:info@gct.com]
Sent: August-18-16 11:30 AM
To: acme@acmetrucking.com
Subject: Request Service

RESET PASSWORD CONFIRMATION

GCT Deltaport
2 Roberts Bank Road
Delta, BC V4M 4G5
Tel:1-888-342-3385
Fax:1-604- 267-5212

This e-mail has been autogenerated due to a request to change your password.

The password below is case sensitive and can be changed from the account management screen.

UserName: ACME
New Password: y[3qleUo9aigO:

Visit GCT Deltaport Lynx Application