



## KN FreightNet

### How to retrieve the first password for KN FreightNet

Follow these steps to sign in for the first time and set your own password:

1. Go to <https://onlineservices.kuehne-nagel.com/ac/login>
2. Click on Forgot Password
3. Key in your e-mail address and click send

You will receive an e-mail from Kuehne + Nagel with your temporary password

Continues on next slide...

#### NEED HELP?

#### KN FreightNet Contact Center

knfreightnet.air.support@kuehne-nagel.com  
...or [call us free of charge](#)

*Example:*

The screenshot shows a web browser window with the title 'KN FreightNet' and the URL 'https://onlineservices.kuehne-nagel.com/ac/login'. The page content includes a 'Login' section with an 'E-mail address' input field and a 'Password' input field. A red box highlights the 'Forgot Password?' link located below the password field. Red circles with numbers 1 and 2 indicate the steps: 1 points to the browser address bar, and 2 points to the 'Forgot Password?' link.

#### Request new password

Enter your e-mail address to request a new password.

Enter your e-mail address

Enter your e-mail address here

Send

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4. Copy the temporary password and click on the hyperlink available in the e-mail
5. Enter your e-mail address, paste your temporary password and click on *Login*
6. Enter your temporary password, a new personalized password of choice and click *Save*

### Example:

From: Kuehne + Nagel Single Sign-On [donoreply@kuehne-nagel.com]  
 To: [requestor's e-mail address]  
 Cc:  
 Subject: Password reset for KN FreightNet

Dear [Foremane],

A new password has been generated for your account.

Account:[requestor's e-mail address]  
 Your new password:[temporary password]

Please sign in to KN FreightNet and change it to your own password under <https://ecommerce.kuehne-nagel.com/ecom/#!changepassword>

Yours sincerely,  
 Kuehne+Nagel  
 The Global Logistics Network

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### Login

E-mail address

Password

[Forgot Password?](#)

**Log in** 5

### Change Password

ⓘ Passwords must have a minimum length of 8 characters and must contain both uppercase (A-Z) and lowercase letters (a-z), and at least one non-letter character. The new password must not be equal to any of the 5 recently used passwords.

**Save** 6

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