

TMS USER LOGIN TROUBLE SHOOTING PASSWORD RESET

Ross Stores, Inc.

Last Amended: August 2024



1.1 User Set Up

- If you need a new TMS account created, please contact ross.transportation@ros.com

1.2 Password Expiration

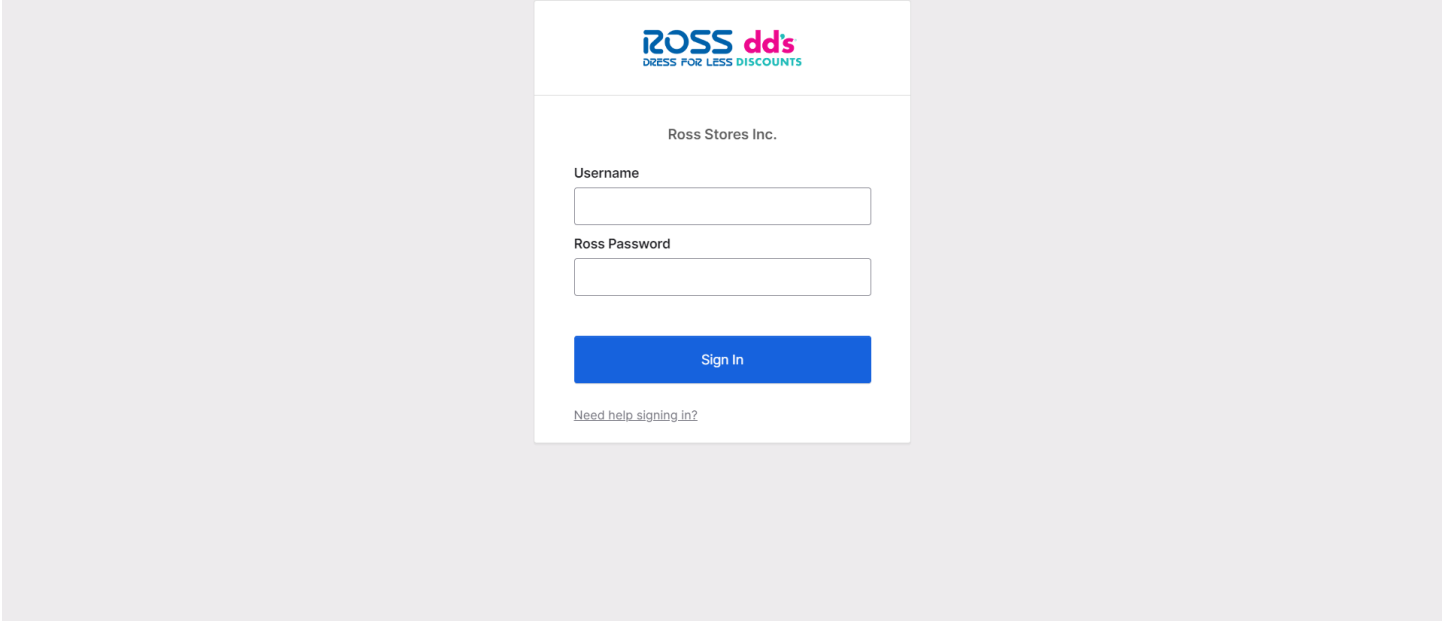
- Passwords will expire every 90 days.
- Notification will be sent 16, 10 and 4 days prior to expiration so users can reset password in the tool.
- After 120 days, your account will be suspended due to account inactivity. Please contact Tms.Administrators@ros.com if you haven't reset your password in 120 days.

1.3 Issue Escalation

- For issues, please contact Ross/dd's at ross.transportation@ros.com or 803-396-2232.

1.4 Quick Trouble Shooting Tips

- Make sure you are using Google Chrome. This is the best browser when trying to utilize TMS.
- Type out the Website Address completely instead of having the computer "auto fill it in" <https://logistics.ros.com>



ROSS dds
DRESS FOR LESS DISCOUNTS

Ross Stores Inc.

Username

Ross Password

Sign In

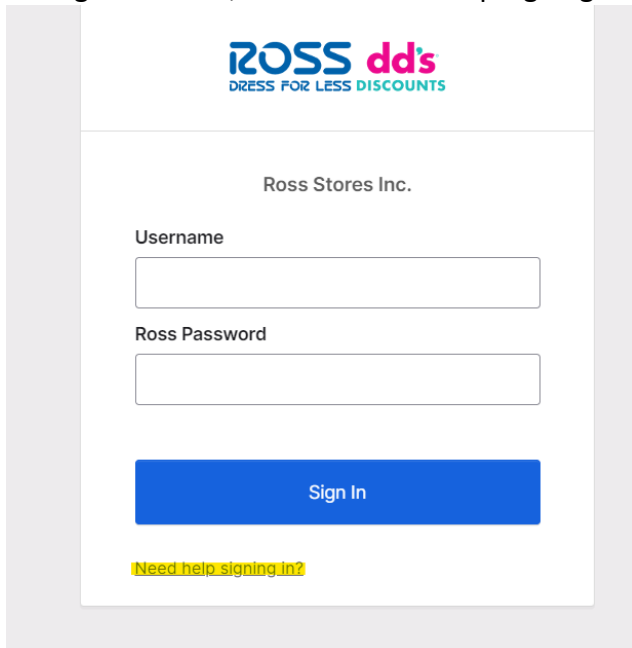
[Need help signing in?](#)

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- Please manually type in every character for your username and password. Do not copy and paste. Copying and pasting can unintentionally include extra spaces or punctuation.
- When changing your password, be sure that the new password meets the required criteria that is listed in fine print on that screen (once you reach that screen).
- Clear browsing history EVERY time you receive an error for 'ALL TIME'.

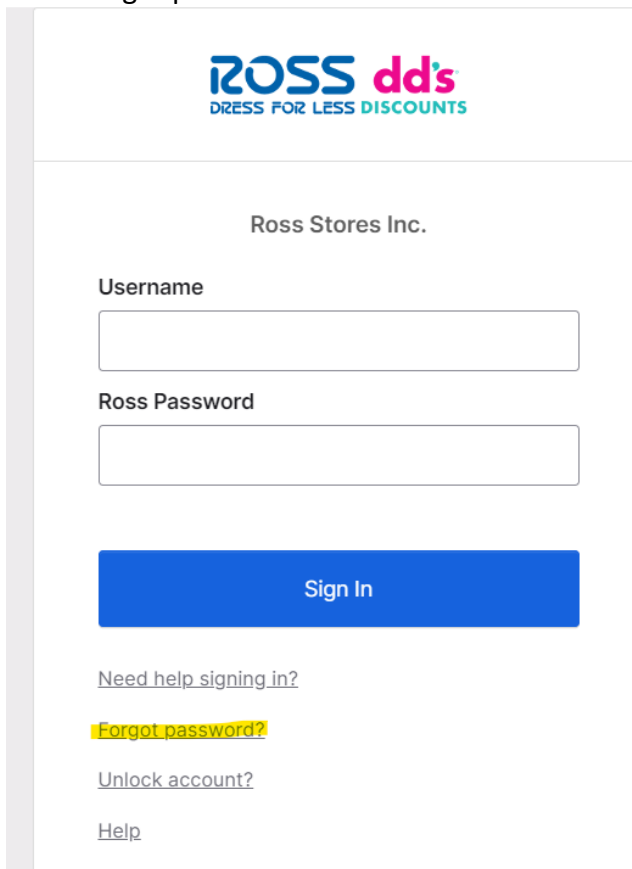
1.5 Forgot Password?

- Your account will get locked after 3 failed sign-in attempts.
- On the sign in screen, click on “Need help signing in?”



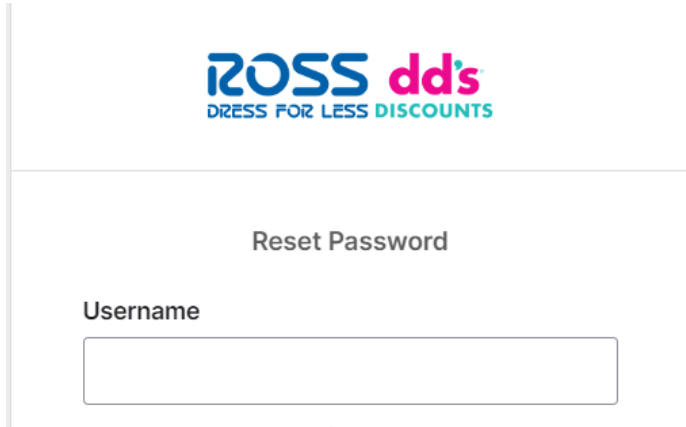
The screenshot shows the Ross Stores Inc. sign-in page. At the top is the logo. Below it is the text "Ross Stores Inc.". There are two input fields: "Username" and "Ross Password". A blue "Sign In" button is centered below the fields. At the bottom left, the text "Need help signing in?" is highlighted in yellow.

- Click on “Forgot password?”

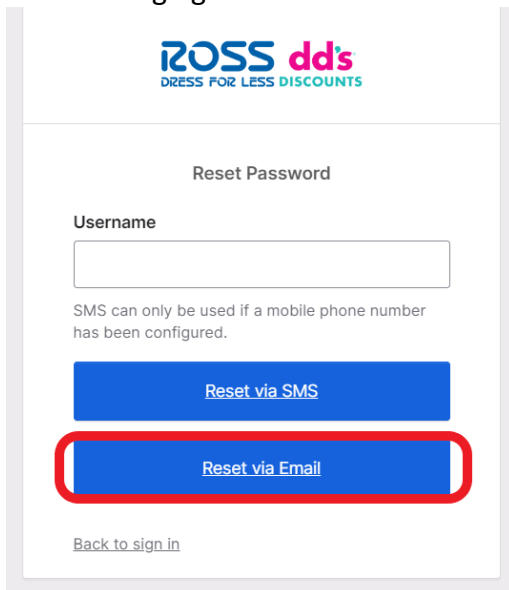


The screenshot shows the Ross Stores Inc. sign-in page. At the top is the logo. Below it is the text "Ross Stores Inc.". There are two input fields: "Username" and "Ross Password". A blue "Sign In" button is centered below the fields. Below the button, there are four links: "Need help signing in?", "Forgot password?" (highlighted in yellow), "Unlock account?", and "Help".

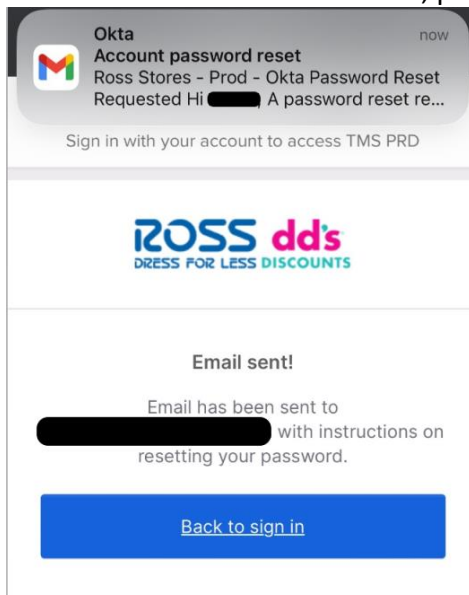
- Type in your username
 - Your username is your email.



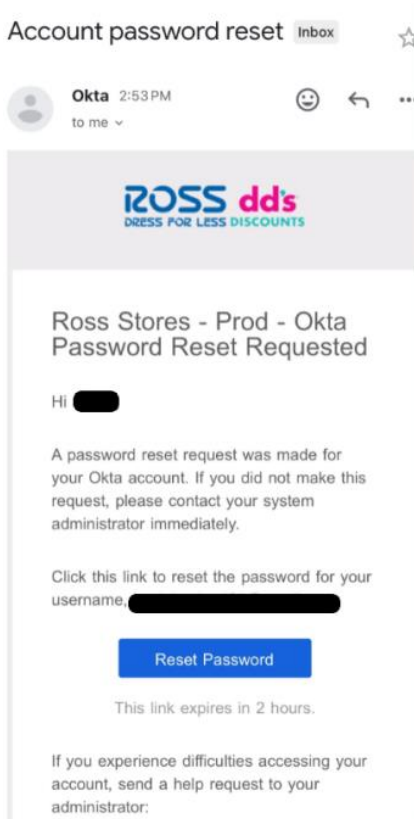
- Click on "Reset via Email" only.
 - SMS messaging does not work for external users.



- The email should come instantly. If it does not, please check your spam/junk folder. If you still have not received the email after 30 minutes, please contact TMS Admins.

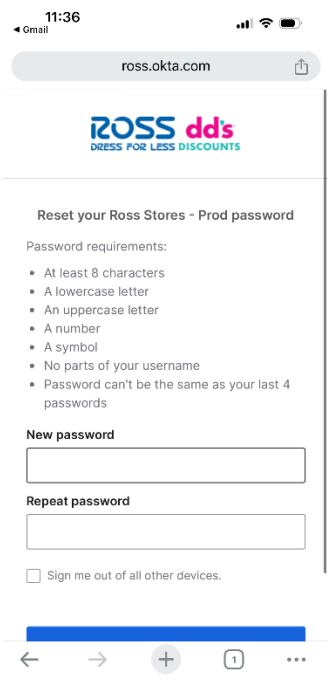


- Once you have received the email, click on reset password. You only have 2 hours to reset it before this link expires.

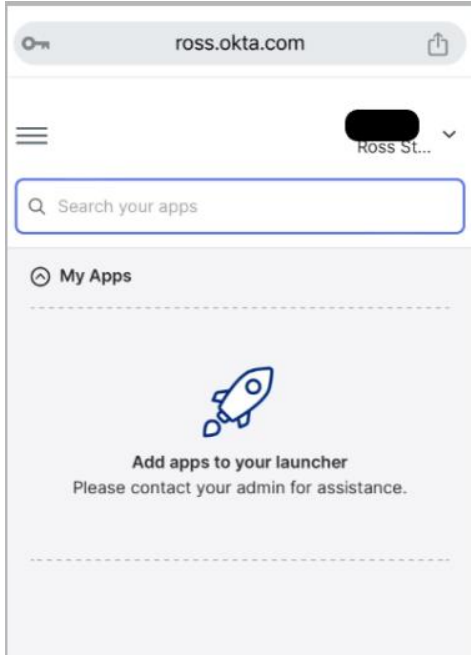


This link expires in 2 hours.

- Follow all steps to reset your password after clicking on the following screen to reset your password: . You will be redirected to the



- Any time you reset your password successfully, it will redirect you to the Okta page. In the address bar, please retype <https://logistics.ros.com>



- You may be automatically signed into TMS.
 - If not, you will need to type in your username and the new password you just set.

