

TMS USER LOGIN TROUBLE SHOOTING - PASSWORD RESET

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?](#)

Powered by Okta [Privacy Policy](#)

- 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?”

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- Click on “Forgot password?”

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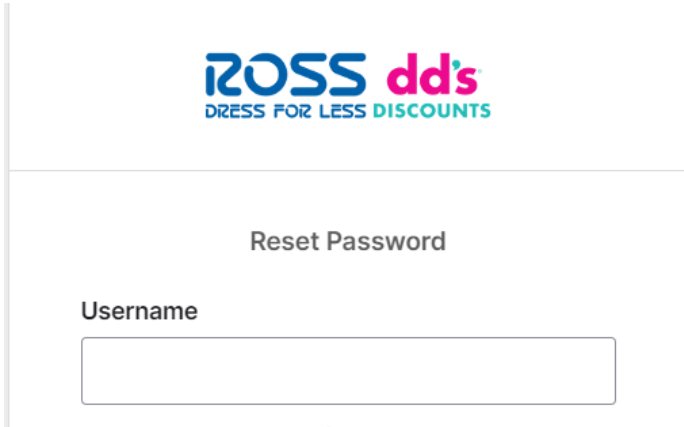
[Need help signing in?](#)

[Forgot password?](#)

[Unlock account?](#)

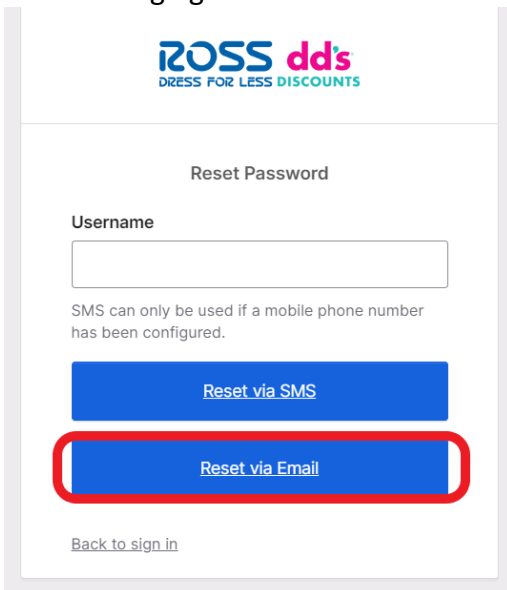
[Help](#)

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



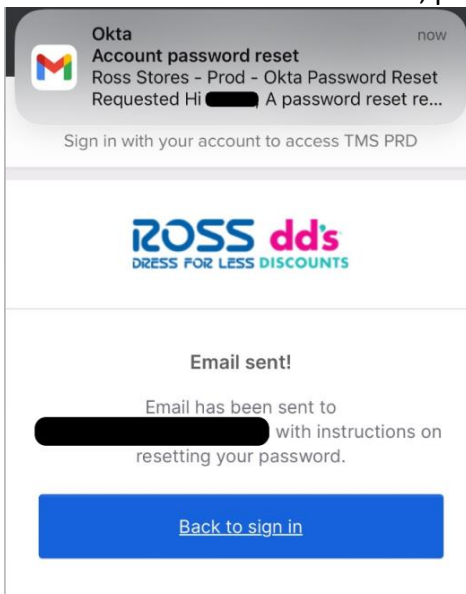
The screenshot shows the top portion of the 'Reset Password' page. At the top is the Ross dds logo with the tagline 'DRESS FOR LESS DISCOUNTS'. Below the logo is the heading 'Reset Password'. Underneath is the label 'Username' followed by a rectangular text input field.

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



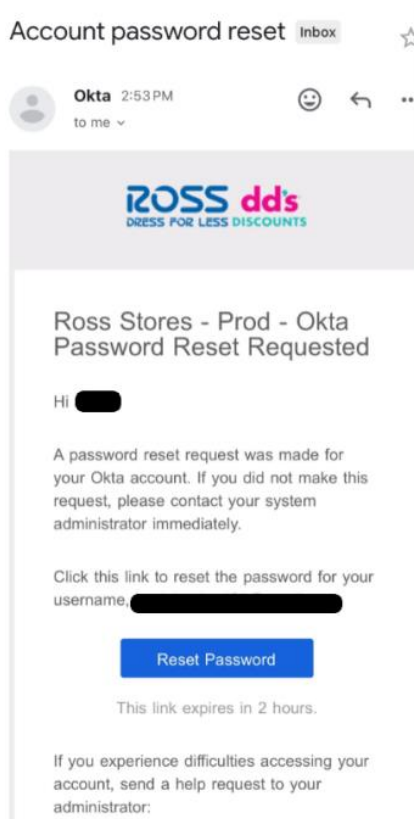
This screenshot shows the 'Reset Password' page with additional options. Below the 'Username' input field, there is a note: 'SMS can only be used if a mobile phone number has been configured.' Below this note are two blue buttons: 'Reset via SMS' and 'Reset via Email'. The 'Reset via Email' button is highlighted with a red circle. At the bottom left, there is a link that says 'Back to sign in'.

- 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.



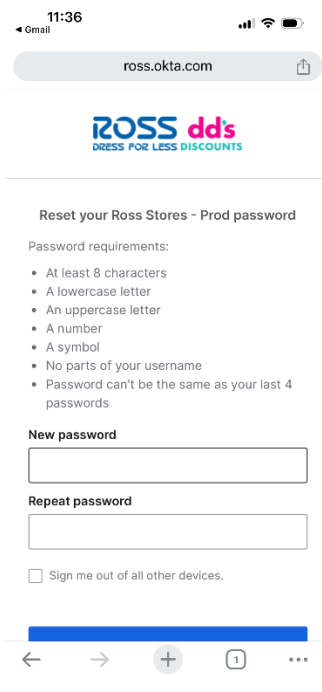
The image shows two parts of the email process. The top part is an Okta email notification with a Gmail icon, stating 'Account password reset' and 'Ross Stores - Prod - Okta Password Reset Requested Hi [redacted] A password reset re...'. Below the notification is a sign-in prompt: 'Sign in with your account to access TMS PRD'. The bottom part is the 'Email sent!' confirmation page, which includes the Ross dds logo, the heading 'Email sent!', a message 'Email has been sent to [redacted] with instructions on resetting your password.', and a blue button labeled 'Back to sign in'.

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

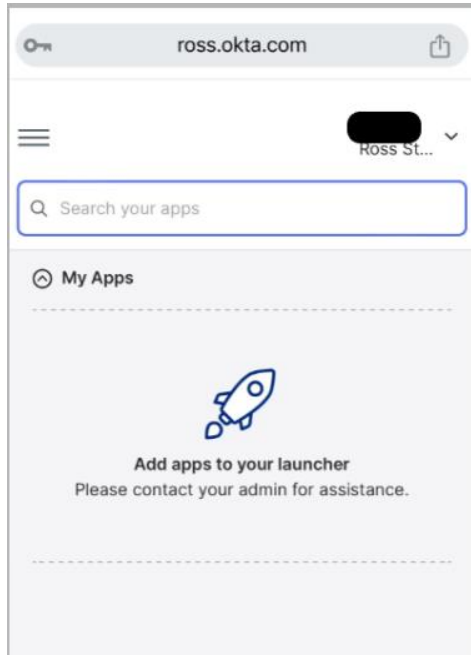


This link expires in 2 hours.

- 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.

