



FREQUENTLY ASKED QUESTIONS (FAQ)

Regarding the new ePortal login screen

Why is there a different login page?

This is the first of several steps we are taking to significantly improve the functionality and useability of our ePortal platform. This new technology makes your account more secure than ever before and offers a fresh, new look to better align with other PACCAR systems.

Why do I have to answer security questions?

The answers to the security questions will help you to self-service password retrieval. Be sure to remember the answers to the security questions.

What if I forgot my login name?

Go to eportal.daf.com and click on **Forgot Your: Login Name** and follow the instructions.

How do I retrieve my login name if my email is shared?

You will receive an email at the email address linked to your account. In the email, select the applicable login name that is linked to your account.

What if I don't have an email address linked to my account?

Contact your local administrator to ensure that your account is set up correctly.

What if I forgot my password?

Go to eportal.daf.com and click on **Forgot Your: Password** and follow the instructions.

How do I change my password?

From ePortal, click on "PASS" in the ePortal menu. From PASS, click on "Change Your Password" and follow the instructions.

How do I change the answers to the security questions?

From ePortal, click on "PASS" in the ePortal menu. From PASS, click on "Enroll for Q&A Password Reset" and follow the instructions. Note: You can unselect the checkbox "Hide Answers" to view the answers you type.

What should I do if I forgot my security questions answers for retrieving my password?

Contact your local administrator to request a password reset. In case your local admin is not available, you can contact the appropriate Helpdesk to request a password reset.

What if I am not receiving an email when I am retrieving my login name?

There may be no email registered for your account. Contact your local administrator to ensure that your email is correct or filled in.

My user account is locked

When your user account is locked due to too many wrong login attempts, you will have to wait 10 minutes, after which the account will automatically unlock when filling in the right login credentials. If you don't remember your correct credentials, you can click "Forgot Your Password" to retrieve your password or click "Forgot your Login Name" to retrieve your login name and follow the steps as mentioned.

Why can I not log in with a new account?

If you are unable to log in to a new account, please wait 20 minutes. If you still cannot log in with a new account after waiting 20 minutes, please contact your local administrator. In case your local admin is not available, you can contact the appropriate Helpdesk.

I have another question not answered on this page – who should I contact?

Contact your local administrator. In case your local admin is not available, you can contact the appropriate Helpdesk.

DealerNet & CustomerNet	+31(0)40 214 4884 DSHD@daftrucks.com
SupplierNet	daf.purchasing@daftrucks.com

How do I log in to GPPS when I am logged in to eportal.daf.com?

It is no longer possible to log in simultaneously in GPPS and the DAF ePortal when you're active in the same browser session. When navigating from DAF ePortal to GPPS, or the other way around, the browser needs to be closed first or a different browser needs to be used. Please bookmark or favorite the link to GPPS in your browser.

