


DP World Vancouver Lynx CSP

User Registration Guide

2017/05/16



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Terms and Conditions

Your access to and use of the DP World (Canada) Inc. ("DP World") Lynx Customer Service Portal ("Lynx CSP") as the End User is subject to the following terms and conditions (the "Terms of Use"). By accessing, borrowing and/or using DP World Lynx CSP, you acknowledge that you have read, understood and agreed to be bound by these Terms of Use and to comply with all applicable laws and regulations. Users agree to abide by DP World regulations and take responsibility for all activity under the carrier credentials, including but not limited to protection of storage fees, Terminal Gate Efficiency fees. For full terms and conditions, please review "DP WORLD VANCOUVER WEB ACCESS TERMS AND CONDITIONS" found on the DP WORLD Vancouver website (<https://www.dpworld.ca/client-centre/>). **IF YOU DO NOT AGREE TO ALL OF THE TERMS AND CONDITIONS CONTAINED IN THE TERMS OF USE, DO NOT USE DP WORLD LYNX CSP IN ANY MANNER.**

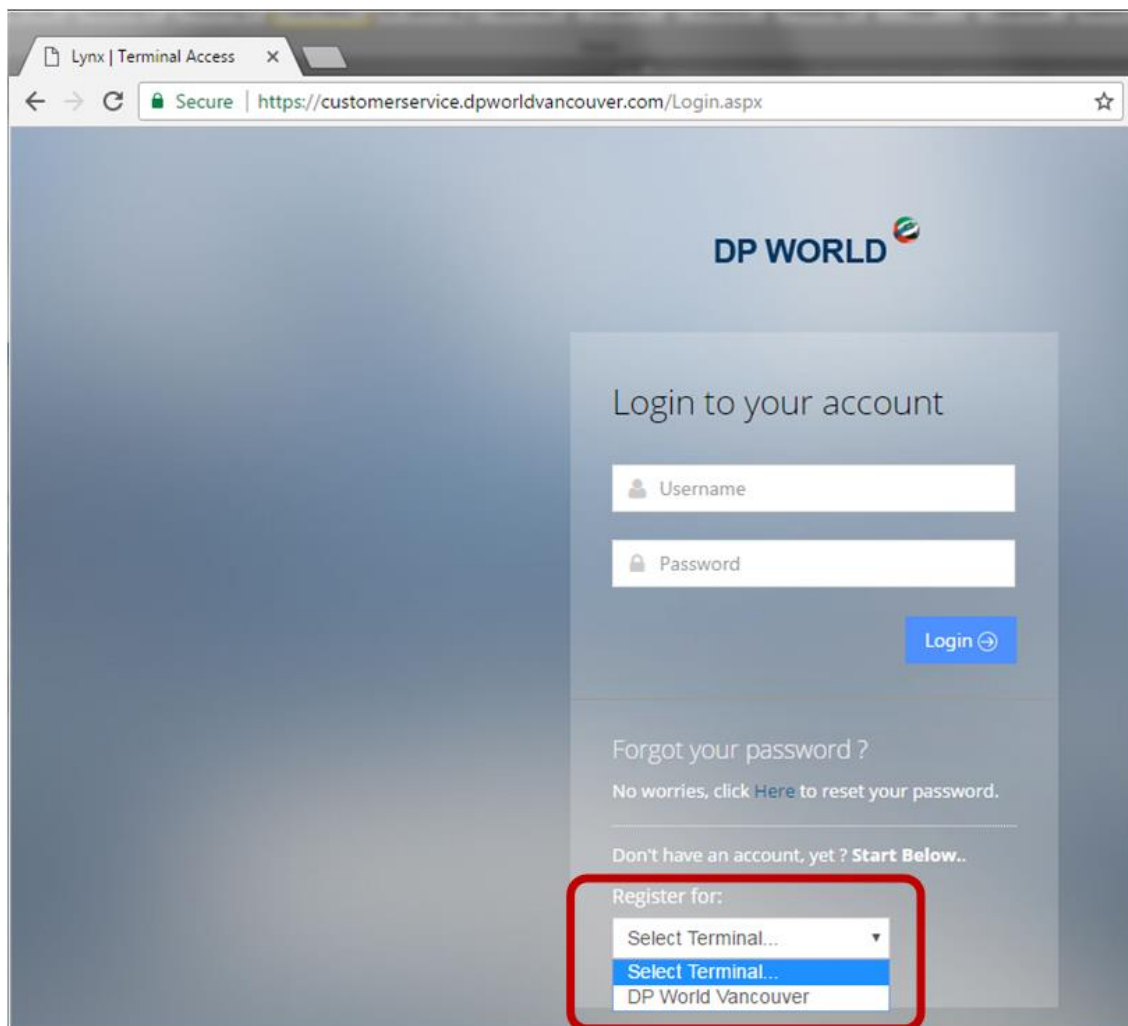
Web Browsers

Lynx CSP supports Google Chrome and Firefox Internet browsers.

Create a Lynx CSP User Account

- 1) Go to <https://customerservice.dpworldvancouver.com>.
- 2) Click **Register for: Select Terminal** and click on **DP World Vancouver**.

Figure 1 - Register for DP World Vancouver



3) Fill in the sign up form. All fields must be filled in. When complete, click **Sign Up**.

Figure 2 - Sign Up



1 A unique name that will be used to log into Lynx.

2 Password length must be 7 letters / numbers or more and include at least one symbol (! @ # \$ % ^ & * () - = + ` ~ ? /).

3 Contact email for account. All Lynx communications will be sent to that address.

4 Your preferred name.

5 Job title.

6 Select from one of following based on the type of organization you work for:

- **Shipping Line**
- **Query Access** (Broker / Freight Forwarder)
- **Trucking Company** (Trucking company / Loading Facility)

When you select the access type, a new window will pop up. Start typing the name of the company you work for and select it from the drop down menu that appears. When done, click **Submit**.

7 Select one of the security questions provided and enter an answer. This may be used to verify your identity.

Sign Up

Enter your account details below:

1 Username

2 Password

3 Re-type Your Password

4 Email

5 Phone

6 First Name

7 Last Name

Friendly Name

Job Function

Select Access Type...

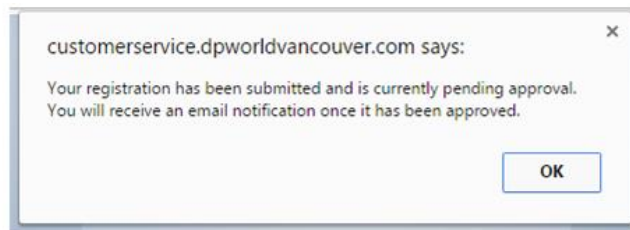
Select Security Question...

Security Answer

Back Sign Up

- 4) After clicking Sign Up, if the form has been filled in correctly, a window will pop up confirming that your request has been submitted and is pending approval. You will also receive an email confirmation. Allow up to 3 business days to process the request. You may be contacted by a DP World representative during this time.

Figure 3 - Request Submission Confirmation



Lynx CSP User Request Received

 DELETE  REPLY  REPLY ALL  FORWARD 



DPWorldVancouver_CSP@dpworld.ca

Sun 2017-05-14 1:57 PM

Mark as unread

To:

Cc: DPWorldVancouver_CSP@dpworld.ca;

[Bing Maps](#)

[+ Get more apps](#)

LYNX CSP USER REQUEST RECEIVED

DP World Vancouver
777 Centennial Road
Vancouver, BC V6A 1A3
Tel:(604) 255-5151
Fax:



Thank you for your interest in DP World 's customer portal. Your request is being processed and you will be notified when access is available.


[Visit DP World Vancouver Lynx Application](#)

5) If your request for access has been approved, an email will be sent confirming approval.

Figure 4 - Confirmation of Account Approved

Lynx CSP User Account Approved

X DELETE ← REPLY ← REPLY ALL → FORWARD ...

 DPWorldVancouver_CSP@dpworld.ca
Sun 2017-05-14 2:22 PM Mark as unread

To:

Cc: DPWorldVancouver_CSP@dpworld.ca;

Bing Maps + Get more apps

LYNX CSP USER ACCOUNT APPROVED

DP World Vancouver
777 Centennial Road
Vancouver, BC V6A 1A3
Tel:(604) 255-5151
Fax:



Welcome to DP World '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: testuser1

[Visit DP World Vancouver Lynx Application](#)

6) If your request for access has been denied, an email will be sent stating that account has been deleted.

Figure 5 - Request for Access Denied

Lynx CSP User Account Deleted

 DELETE  REPLY  REPLY ALL  FORWARD 



DPWorldVancouver_CSP@dpworld.ca
Sun 2017-05-14 2:31 PM

Mark as unread

To:

Cc: DPWorldVancouver_CSP@dpworld.ca;

[Bing Maps](#)

[+ Get more apps](#)

LYNX CSP USER ACCOUNT DELETED

DP World Vancouver
777 Centennial Road
Vancouver, BC V6A 1A3
Tel: (604) 255-5151
Fax:



GoodBye from DP World 's customer portal. You are NOT able to login with the username/password that you provided during the registration process.

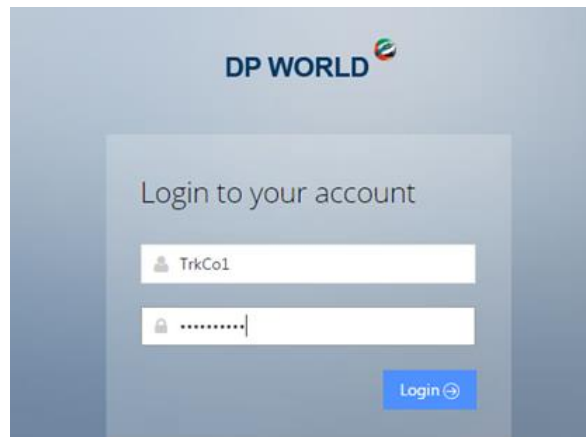
Username: testuser1

[Visit DP World Vancouver Lynx Application](#)

Email Notifications

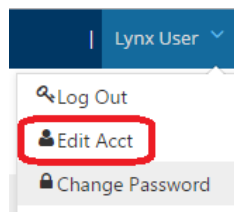
- 1) By clicking **E-Mail Opt In** you are registering to receive emails notifications offered by the Lynx CSP like standby appointments and container availability notifications.
- 2) Login to the Lynx CSP using your approved username and password.

Figure 6 – Account Login Screen



- 3) Click **Lynx User** on the top right corner of the screen and click **Edit Acct.**

Figure 7 – Access to Edit Account



- 4) Check box next to **E-Mail Opt In**, hit **Save**.

Figure 8 – Edit Account Screen

Edit Account

Home > Edit Account >

Terminal Admin

Edit Account

User Name:

Last Login:

First Name:

Last Name:

Phone Number:

Friendly Name:

Email:

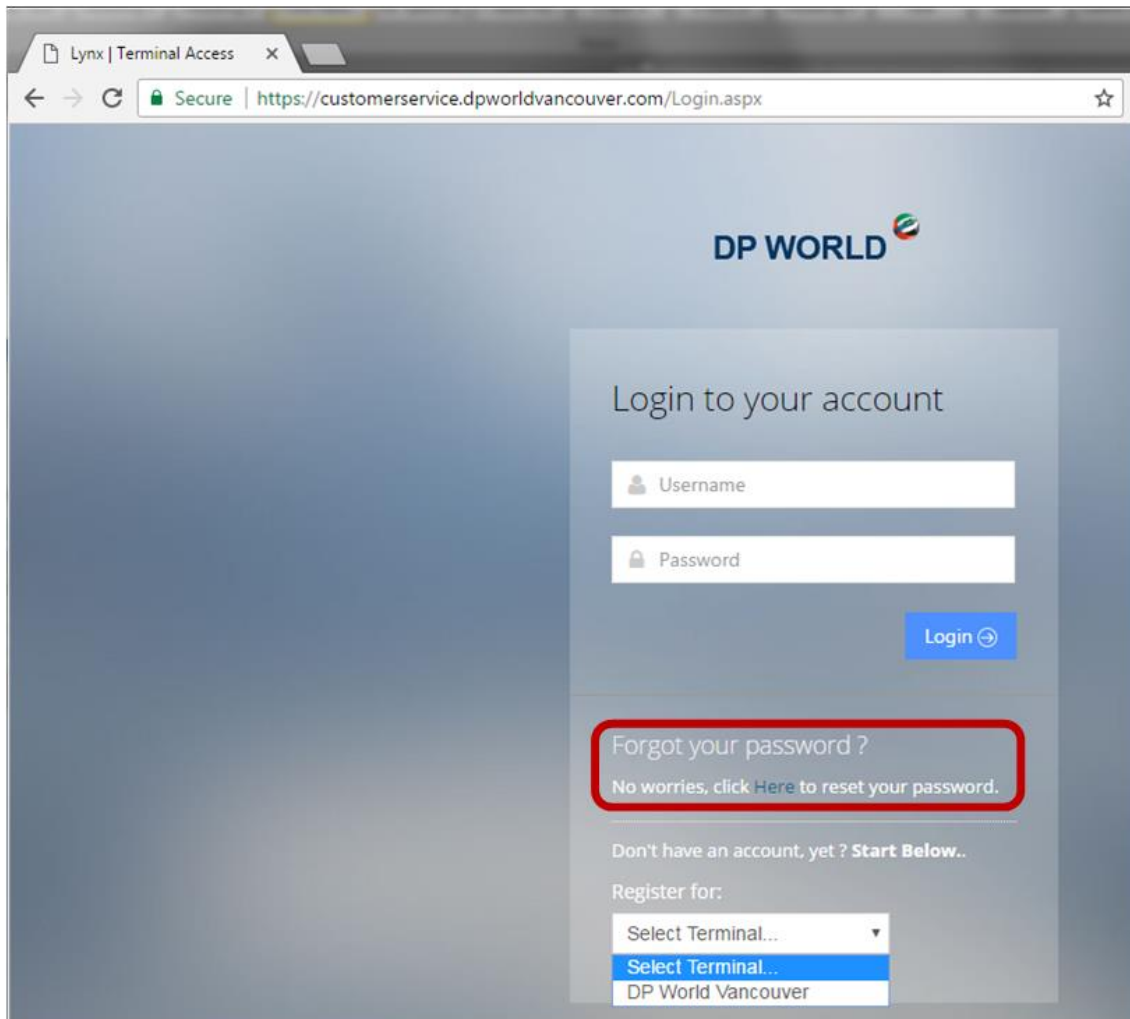
E-Mail Opt In:

Save

Reset Lynx CSP Password

- 1) Go to <https://customerservice.dpworldvancouver.com>.
- 2) Click on link under **Forgot your password?**
- 3) Enter the email address for the account and click **Submit**. An email will be sent with instructions for how to set a new password.

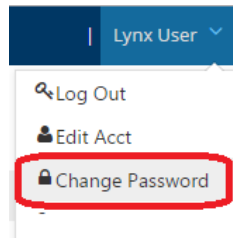
Figure 9 - Reset Password



Change Password

- 1) To change your existing password, Login to the Lynx CSP using your approved username and password.
- 2) Click **Lynx User** on the top right corner of the screen and click **Change Password**.

Figure 10 – Access to Change Password



- 3) Fill in the change password form and hit **Save**

Figure 11 –Change Password Screen

Home > Key Name not found: ChangePassword >

≡ Change Password

User Name	<input type="text" value="DPWAdmin"/>
Old Password:	<input type="text" value="Old Password"/>
New Password:	<input type="text" value="New Password"/>
Confirm Password:	<input type="text" value="Confirm Password"/>

Account Lock

- 1) After 3 failed attempts your Lynx account will lock. To have your account unlocked please contact DPW Customer Service team.