

ATTN: TSPs in U.S./Canada

Password reset instructions for Mobile Trip App

TSPs should ensure personnel have valid Purple ID login credentials so that they can sign into Mobile Trip App. These credentials are the same as those when logging in to MyGroundBizAccount.

To reset password:

1. Call 1.855.NEW.PSWD (1.855.639.7793) to obtain a temporary password, which must then be reset on MyGroundBizAccount (MGBA).
2. Use the temporary password to reset the password via <https://mybizaccount.fedex.com/my.policy>.
3. In the sign on section, enter the seven-digit FedEx ID found on the user's FedEx ID badge and enter the temporary password provided. Log in and then reset the password.

It's important that TSPs ensure personnel remember their FedEx ID and newly created password. These login credentials will be needed to access Mobile Trip App. Passwords are valid for 90 days. After 90 days, they will expire, and need reset again via this process.

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