

HOW TO CONNECT TO

Lumen ID



What is LumenID?

Please watch our video, available at:

<https://www.lumentruss.com/news/your-orders-quotes-and-payments-at-a-glance/>

New to LumenID?

Here's how to connect for the first time:

1. Enter the email address used for your orders or quotes. You must have made at least one quote at LumenTruss to have access to LumenID: **your username corresponds to the email address you provided to LumenTruss.**
2. Click on Recover your password. Our SQL server will issue you an encrypted password and send it to your email address. Write it down and don't give it to anyone. Once logged in, you can change your password, by going to the "**Change Password**" tab.
3. Authenticate* your browser by typing the 6-letter code that will be sent to your email address to register your browser. Once authenticated, your browser will be automatically recognized and you will skip this step.

**Two-factor authentication is an additional security measure that allows us to protect your personal information.*

IMPORTANT:

- Access to LumenID is restricted to people who are defined as **contacts** in our system or whose email address is associated with **billing**.
- Our server is updated at 7:00 a.m. every morning. If you place an order during the day, it will be displayed in LumenID the next day after 7:00 a.m.

