Trimble Identity (TID 4.0)

Upgrade Information

7/2021

Trimble Identity (TID) 4.0 upgrade

Revision Date: 7/26/2021

How does the TID upgrade affect Trimble Transportation customers?

The Trimble Routing Portal provides system administrators with access to the Routing Tenant. The Routing Tenant is an application that provides end-user access to:

- TMW Go! Driver
- TMW Go! Dispatch
- DASH Driver
- DASH Dispatch
- DLink 3.0 Mobile Imaging

Previously, when you added end users to the tenant, it automatically created a TID account for the mobile app user.

Now, if you add a new user and they do *not* have a TID account, they can create an account directly through the mobile app. Existing TID user credentials will continue to work.

In the future, the Routing Tenant will only provide access to the mobile apps. All TID accounts will be created by the mobile app users and can be done directly from the mobile apps.

Currently, you do not need to change your workflow or process for adding a new user.

As of September 1, when you log into your routing portal, you will be redirected to the new portal. From there, you must follow the instructions in "Creating a TID account" to add a new user.
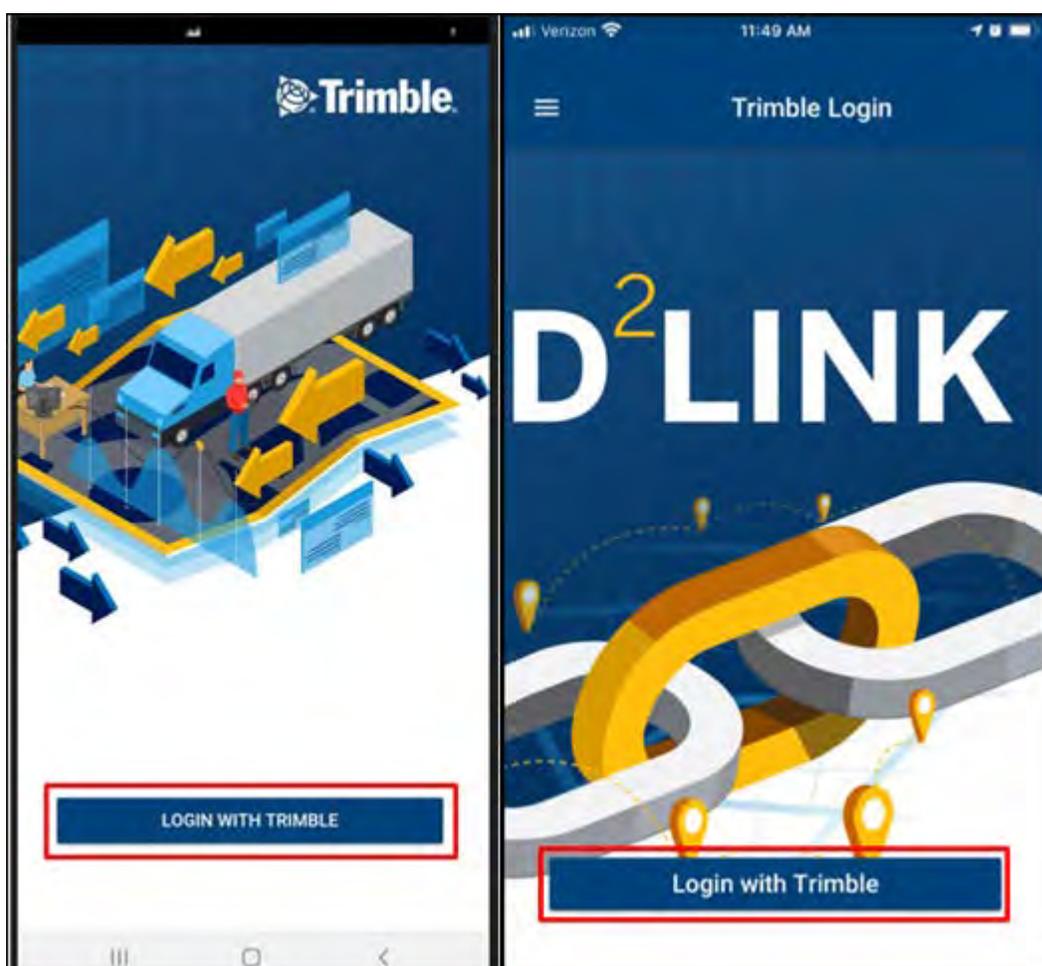
Creating a TID account

There are two ways to create a TID account:

- In the mobile app
- From the TID portal

Creating a new account in a Trimble mobile app

When you download the *newest version* of any of the mobile apps (and activate D2Link), follow these steps to create a TID account.
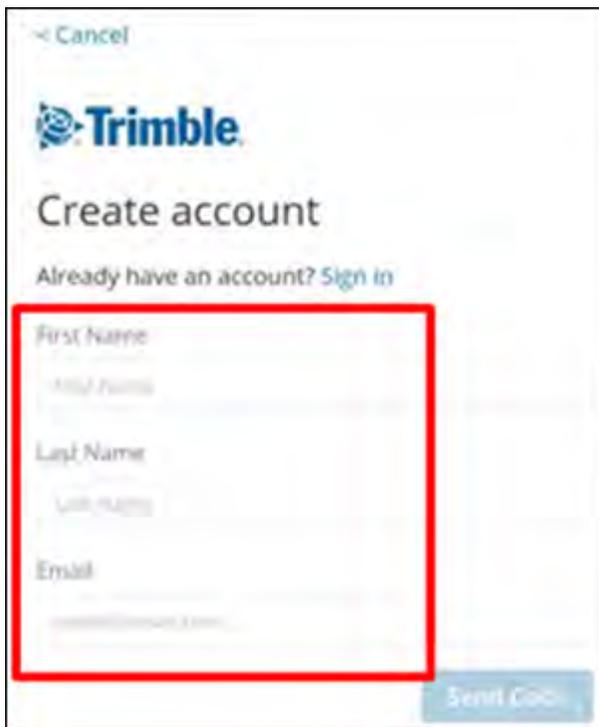
1. Tap **Login With Trimble**.

2. Tap **Create an Account**.

3. Complete all the fields.

4. Tap **Send Code**.

   Trimble Identity sends an email containing a verification code.

5. Enter the verification code in the field provided and tap **Submit**.
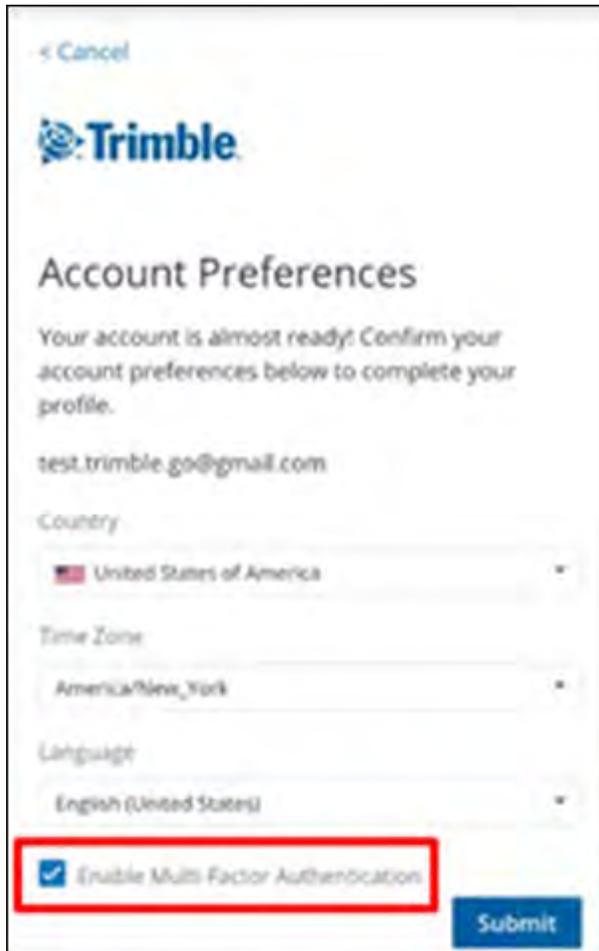
6. Enter your account preferences. If you want, you can activate multi-factor authentication on this screen. This option is selected by default. If you do not want to enable this feature, deselect the option by tapping it.

Note: Multi-factor authentication is not required to use the mobile apps.

If successful, a message appears:

- It states that an account has been created.

- It displays a **Sign In** link. Tap this link to open the app.
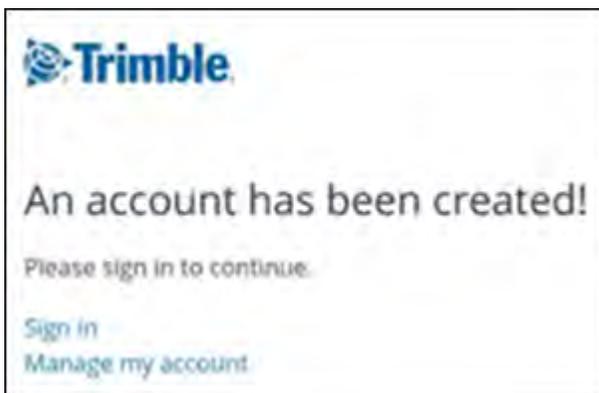
Creating a new account in the TID portal

1. Go to the TID portal at https://myprofile.trimble.com.

2. Follow the instructions to create a new account.

Routing Tenant access

The current Routing Tenant application lets tenant administrators add other tenant administrators or tenant users who have the ability to create new users.

The new Routing Tenant application will have these changes:

- The tenant user role can add or delete mobile app and Trimble Mobile Imaging users to the tenant. They can run the diagnostics report, but cannot make changes to the tenant.

- To add a tenant user to the installation, *contact Trimble Support*. Currently, this can only be completed by adding the user directly to the database with the required permissions.

- If you have access to the Routing portal and change your email address, *you must contact Trimble Support* to update the profile mapping. Otherwise, you cannot access the site.

- You can add new mobile app and Trimble Mobile Imaging users to the tenant before users create their TID account.

Mobile app changes

New versions of these mobile apps will be released to the Apple and Google Play stores:

- D2Link 3.0

- TMW Go! Dispatch

- TMW Go! Driver

- DASH Dispatch

- DASH Driver

All TMW Go! and DASH users, as well as all D2Link 3.0 users who currently have TID enabled, must update their app to the new version before September 1, 2021.

For each user:

- The tenant administrator must add the user to the tenant *and*

- The user must create a TID account.

After September 1, if one or both of these steps are not completed, TMW Go! and DASH users will be unable to log in. D2Link 3.0 users will be unable to access mobile imaging, but will still be able to use other features. In each case, the user must then update their app.

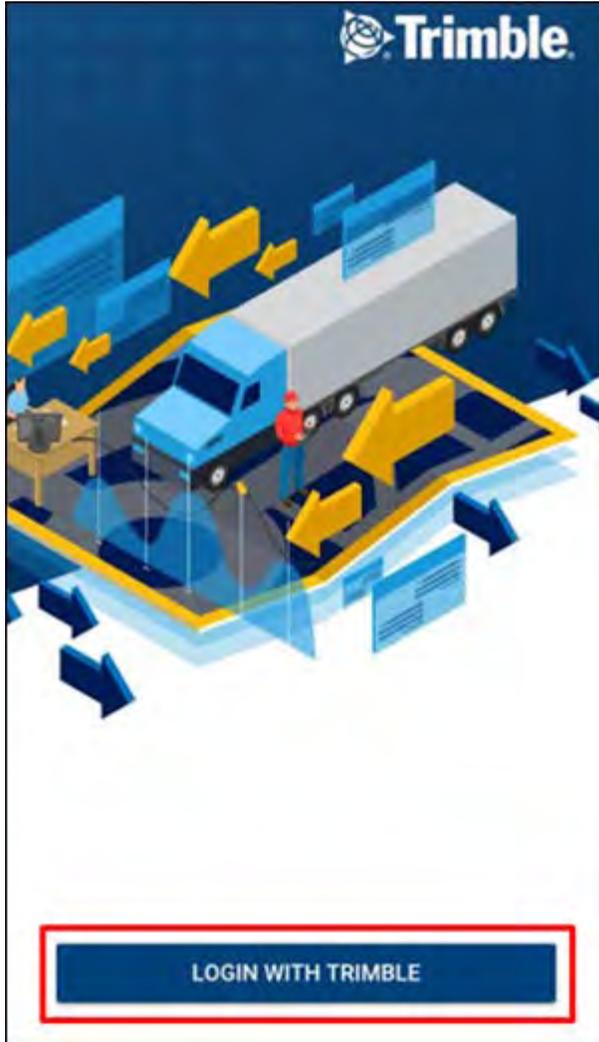The new version of TID has the following minimum password requirements:

- At least 8 characters in length
- At least one of *each*:
    - Lower-case letter
    - Upper-case letter
    - Number
    - Any of these special characters: !@#$%^&*+_-

Users with passwords that do not currently meet these requirements must update their password.

Changing a TID password

Warning: These steps do not apply to the currently published (as of June 28, 2021) versions of the mobile apps.

1. From the main page of the mobile app, tap **Login with Trimble**.

2. Enter the TID email address and tap **Next**.

3. Tap **Forgot password?**


4. Follow the instructions on the screen.

Trimble Web Products changes

The next version of Trimble Web Products will contain a number of changes related to the TID upgrade. If you choose not to upgrade your instance to this version, follow these instructions to avoid issues or errors.
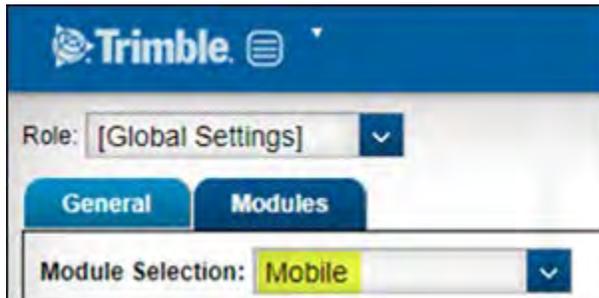
Remove authorization credentials

As of version 2021.2, Trimble Web Products no longer uses mobile authorization credentials. If you choose not to upgrade your instance, do the following:

1. Go to **Menu > Configuration > Settings Manager**.
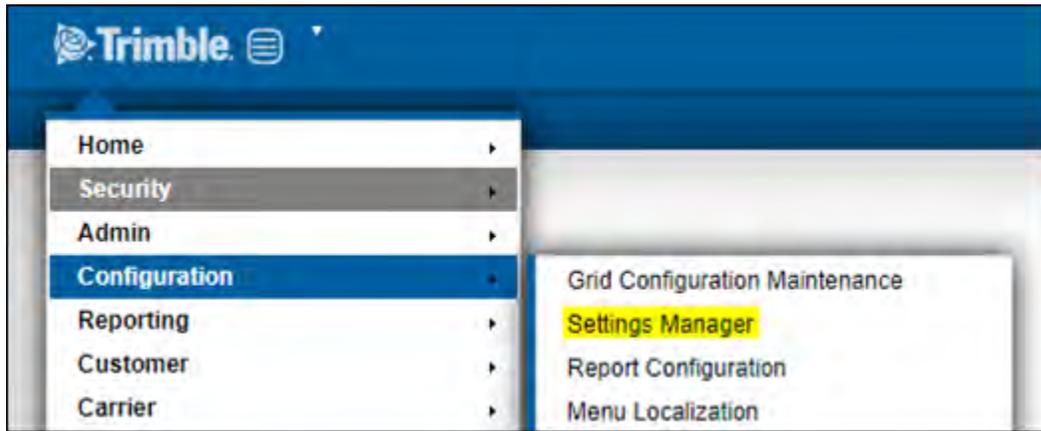
2. In the **Modules** tab, in the **Module Selection** field, select *Mobile*.

3. In the **General Settings** tab, remove the username and password in the **Trimble Authorization Credentials** section.

   Note: If you do not remove this information, any changes to the Mobile Settings page will result in an error. You cannot save changes until the credentials are removed.
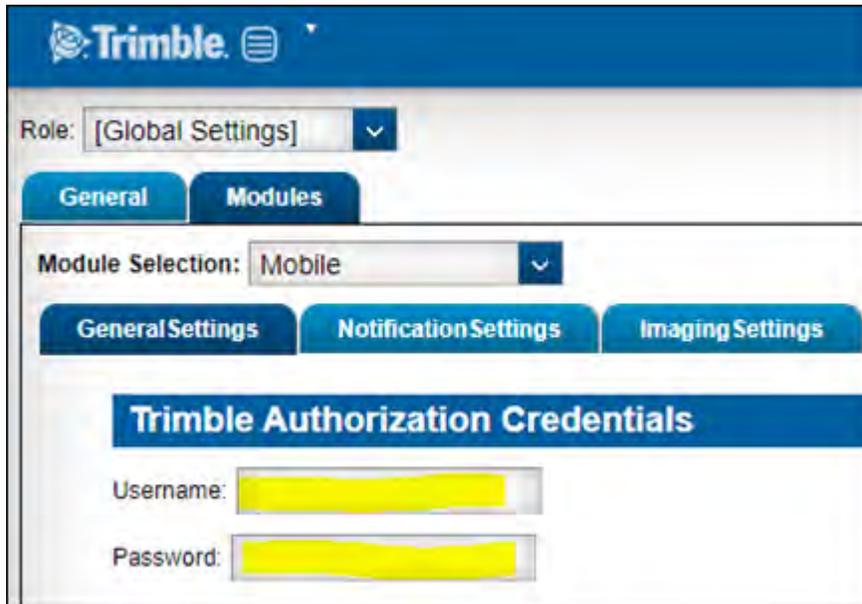
Trimble Cloud Imaging

Trimble Web Products will no longer support the Trimble Cloud Imaging integration.

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