

Customer Access Portal

CAP Independent Trucker User Guide



- Introduction
- Login Page
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- Home Page
- Reports
- My Account

Customer Access Portal

Introduction

The screenshot shows the North Carolina Ports Customer Access Portal (CAP) interface. The header features the North Carolina Ports logo on the left, the text "Customer Access Portal" in the center, and user information on the right: "User: NCSPA Super" and "TERMINAL: North Carolina Ports" with a dropdown arrow. The Smart-Tecs logo is also present on the right. Below the header is a navigation menu with links: Home, Reports, Trucking Company, Tools, My Account, Payment, and Admin. On the far right of the menu are "MultiTrack" and "Log Off" links. A "Priority Daily Message" notification is visible on the left. In the center, it says "Welcome to CAP". On the right, there are links for "Terminal Info" and "Trucker Instruction".

- Customer Access Portal (CAP) was developed to allow the terminal to communicate with the shipping community; Steamship Companies/Lines, Trucking Companies and BCO parties
- CAP provides users valuable information related to vessel schedules, import and export cargo status, gate activities, event notifications and terminal daily message updates
- The recommended browser for CAP is Internet Explorer 10 (IE 10) or above
 - Users can use other browsers like Chrome, Firefox and Safari
- The website URL is <https://customeraccessportal.ncports.com>

Customer Access Portal

Login Page – Sign Up

Login

User Name :

Password :

[Having trouble signing in?](#)

Don't have an account yet? [Sign Up](#) [Contact Us](#)

- All users are required to have a User Name and Password to access CAP system
- Users can create a new user account by clicking on the Sign Up link on the Login page

Request a New Account

Select Site *
Login Name *

Country *

Address *

City *

State/Province *

Zip/Postal Code *


Register

Contact Info:
First Name *
Last Name *
Email *
Day Phone * Ext. No.
Mobile *
*Phone and mobile number should be 1 + area + number without hyphens or spaces. For example, 16001234567

Company Info:
Nature of company's business *
Company Name *

Password:
Password length must be in the range of 8 to 25 characters (including alpha-numeric and @#%&'()_+*!\$). Passwords are case sensitive.

Web Site Password *
Confirm Web Site Password *

I'm not a robot 

* Required

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New User Account page

The screenshot displays a registration form with several sections:

- Company Info:** A red-bordered box highlights the "Nature of company's business *" and "Company Name *" fields.
- Password:** A field with a label "Password" and a note: "Password length must be in the range of 8 to 25 characters".
- Web Site Password:** Fields for "Web Site Password *" and "Confirm Web Site Password *".
- Business Type:** A dropdown menu with the following options: "Select One", "Select One", "Shipping Line/SSCO", "Consignee", "Agency", "Broker", "Freight Forwarder", "Shipper", "Trucking Company", "Independent Trucker(Has No SCAC)", and "Other". The "Independent Trucker(Has No SCAC)" option is highlighted with a red box.

- New users must enter required fields as indicated by * including:
 - Login Name, Contact Info, Company Info (specifying nature and business) and Password
 - Independent Trucker – SCAC code is not required to create an account
 - RFID registration is required (see below for instructions)

Customer Access Portal

New User

User Group: _____

Registered Sites: North Carolina Ports

Log on Info:

Login Name *	INDYTRK	<input type="checkbox"/> Do not allow the user to make payment
Password *	*****	
Confirm Password *	*****	
First Name *	INDEPENDENT	
Last Name *	TRUCKER	

Contact Info:

Email *	NEWTRUCKER@GMAIL.COM	Country *	United States
Location	United States	Address *	
Day Phone *	5628109459	Ext. No.	
Evening Phone		City *	
Mobile		State/Province *	Select One
		Zip/Postal Code *	

Company Info:

Business Type *	Independent Trucker(Has No SCAC)
Company Name *	INDY TRUCKER

- After entering all required fields, the system will enable the Register button allowing user to submit request for new account
- Note all phone and mobile numbers should be in 1+area+number without hyphens or spaces (Example: 18001234567)
- All new account requests must be confirmed by the terminal before users can access the website

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Login Page – Logging In

Once the user's account has been confirmed they will receive an email confirmation

- After navigating to <https://customeraccessportal.ncports.com> to the Login page, enter User Name and Password and select Log On button
- First time users logging in will be prompted to accept smart-Tecs' Terms and Conditions of Use for TOS Web Portal

Terms and Conditions - End-User License Agreement

- If user declines the Terms and Conditions the user will be returned to Log In page
- If user accepts the Terms and Conditions the user can go to Home page

Customer Access Portal

Terms and Conditions - End-User License Agreement

Terms and Conditions ✕

smart-Tecs - Terms and Conditions of Use

THESE TERMS AND CONDITIONS (THE "TERMS") ARE A LEGAL CONTRACT BETWEEN YOU AND SMART-TECS ("SMART-TECS", "WE" OR "US"). THESE TERMS EXPLAIN HOW YOU ARE PERMITTED TO USE THE WEBSITE LOCATED AT www.smart-tecs.com, AS WELL AS ALL ASSOCIATED SITES LINKED TO THESE SITES BY SMART-TECS, ITS SUBSIDIARIES AND AFFILIATED COMPANIES (COLLECTIVELY, THE "SITES"). By using the sites or creating an account for any site, you are agreeing to all the terms; if you do not agree with any of these terms, do not access or otherwise use the sites or any information contained on the sites.

NOTE: THESE TERMS CONTAIN A DISPUTE RESOLUTION AND ARBITRATION PROVISION, INCLUDING CLASS ACTION WAIVER THAT AFFECTS YOUR RIGHTS UNDER THESE TERMS AND WITH RESPECT TO DISPUTES YOU MAY HAVE WITH SMART-TECS. YOU MAY OPT OUT OF THE BINDING INDIVIDUAL ARBITRATION AND CLASS ACTION WAIVER AS PROVIDED BELOW.

Changes.
smart-Tecs may make changes to the content offered on the Sites at any time. smart-Tecs can change, update, add or remove provisions of these Terms at any time by posting the updated Terms on the Sites and/or by notifying you via e-mail or by having you agree to a new version of these Terms. By clicking that you agree to the Terms or, if you are not a registered user, by using the Sites after smart-Tecs has updated the Terms, you are agreeing to all the updated Terms; if you do not agree with any of the updated Terms, you must stop using the Sites.

Eligibility.
By using the Sites, you represent that you are 18 years of age or older. If you are using the Sites on behalf of an entity, you represent that you are authorized to legally bind the entity to these Terms. If smart-Tecs believes that you do not meet any of these requirements, smart-Tecs may immediately terminate your use of the Sites and/or your Account, as defined below.

Customer Access Portal

Login Page – Functional Hyperlinks

The screenshot shows a login form titled "Login" with a horizontal line below the title. It contains two input fields: "User Name :" and "Password :". Below the password field is a blue button labeled "Log On". Two red boxes highlight functional hyperlinks: one around the text "[Having trouble signing in?](#)" and another around the text "Don't have an account yet? [Sign Up](#) [Contact Us](#)".

- From the Login Page the user will see the following:
 - Having trouble signing in?
 - Don't have an account yet?
 - Sign Up
 - Contact Us

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Login Page – Having Trouble Signing In?



Forgot username or password?

I forgot my password

To reset your password, enter your user name and email address used when you sign up the account

User Name *

Email *

I forgot my username

Continue

Cancel

- **I forgot my password** will reset the user's password to a temporary password:
 - User will receive a temporary password to their registered email
 - When user logs in with temporary password, they will be prompted to make a new password

- **I forgot my username** will retrieve the user's username:
 - User will receive an email with their username to their registered email

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Login Page – Don't Have An Account Yet?

Contact Us

Both registered customers and unregistered users may use this page to send messages to the system administrator. You can send requests, suggestions, or inquiries, or, if you're a registered user, you can inform us about changes to your user profile such as your fax number or email address. Thank you for your communication.

Please use the form below to send us your message, and indicate whether you would like us to reply. If so, we'll reply as soon as possible.

Your name *

Your phone number * Ext. No

Your email address

Do you require reply

Type your message here *

- **Sign Up** will take users to the New User Account page
- **Contact Us** (shown above) will allow both registered and unregistered users to send messages to the Terminal Administrator

Customer Access Portal

Home Page

The screenshot shows the Customer Access Portal interface. At the top left is the North Carolina Ports logo. The main header area contains the text 'Customer Access Portal' and a user information box (1) showing 'User: TEST CAP' and 'TERMINAL: North Carolina Ports'. To the right is the 'smart-Tecs' logo with the tagline 'Bringing smart Technology to Ports'. Below the header is a navigation bar (2) with links for 'Home', 'Reports', and 'My Account'. On the right side of the navigation bar are 'MultiTrack' and 'Log Off' links (3). Below the navigation bar is a 'Priority Daily Message' box (5). In the center of the page is the text 'Welcome to CAP'. On the right side, there are links for 'Terminal Info' and 'Trucker Instruction' (4).

Welcome to CAP

■ From the Home page user will see:

1. User and Terminal name information
2. Navigation bar with menu options:
 - Home, Reports, My Account
3. Links to
 - Log Off, MultiTrack Inquiries
4. Terminal Info and Trucker Instructions
5. Priority Message of the Day
6. Various individualized Message(s)

The screenshot shows the 'Important Links' section. It contains two links: 'Berth Application' with the URL <https://berthapplication.ncports.com> and 'Sailing Schedule' with the URL <https://berthapplication.ncports.com/sailing-schedule>. A red circle with the number 6 is positioned to the left of the first link.

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Home Page – Priority and Daily Messages



NORTH CAROLINA PORTS Customer Access Portal

User: TEST CAP
TERMINAL: North Carolina Ports

smart-Tecs Bringing smart Technology to Ports

Home Reports My Account MultiTrack Log Off

Priority Daily Message ▾

[Terminal Info](#) [Trucker Instruction](#)

Welcome to CAP

Welcome to smart-Tecs Customer Access Portal

Welcome to North Carolina Ports.

Our Commitment is Our Mission. North Carolina Ports is committed to providing each and every customer with consistent, professional and seamless service by utilizing quality equipment, the latest technology and providing quality labor and management skills while handling your consignment. The staff and management of the North Carolina Ports listen to the demands and requirements of our customers.

[North Carolina Ports](#)

Visitor Information

All visitors to the North Carolina Ports must have an appointment to enter the terminal grounds. You can only gain direct access to the terminal with a valid TWIC security card. Confirmed visitors will be escorted to the N.O.T. office building located in the Gate House.

North Carolina Ports is located at: 1 Shipyard Blvd, Wilmington, NC 28412

- The Priority Daily Message and other individualized Messages are created by terminal administrators
- They provide users with terminal-related updates or instructions
- The messages will appear on the Home page below the navigation bar on all pages
- Log in is not required to view the Daily Messages or Priority Message on the Home Page

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Home Page – Functional Links

The header of the Customer Access Portal features the North Carolina Ports logo on the left, the text "Customer Access Portal" in the center, and user information on the right: "User: TEST CAP" and "TERMINAL: North Carolina Ports" with a dropdown arrow. The "smart-Tecs" logo is also present. A navigation bar below the header contains links for "Home", "Reports", and "My Account". On the far right of the navigation bar, there are two links: "MultiTrack" and "Log Off", both enclosed in red boxes.

Priority Daily Message ▾

[Terminal Info](#) [Trucker Instruction](#)

Welcome to CAP

- The Log Off link exits the system and returns the user to Login page
- The MultiTrack link provides access to general inquiries by Import Container(s), Bill of Lading(s), Booking(s), EDO(s), and or notification(s). It can be used in place of the Report menu.

The screenshot shows a web browser window titled "MultiTrack". The page content is for "Terminal: North Carolina Ports". It features a "Select please:" section with two categories: "Inquiry" and "Notification". Under "Inquiry", there are three radio buttons: "Import Container" (which is selected), "Bill of Lading", and "Booking/EDO". Under "Notification", there are three radio buttons: "Availability Notification", "Enter Gate Notification", and "Exit Gate Notification". To the right of these options is a text input field labeled "Enter Container #". At the bottom of the form, there are three buttons: "Submit", "Clear", and "Close".

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- The Terminal Info link provides general terminal site information
- The Trucker Instruction link lists terminal rules and guidelines

Navigation Bar – Main Menu Features

- CAP allows users to make inquiries for container and chassis moves being returned to and/or picked up from the terminal
- Each tab link has a drop down list that provides a sub menu of available features

1. Truck Maintenance

Once an Independent Trucker profile is established the user can view all trucks associated to the company and register RFID tags.

1.1 Trucking Company > Truck Maintenance

- a. Select the **Truck Maintenance** link:



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- b. The Truck Maintenance page will appear. The system will display all trucks associated to their company.
- c. The user will have the option to search by:
 - LPN
 - VIN
 - RFID
 - Driver's Name
 - Status

Trucking Company > Truck Maintenance

SCAC Code	VIN	Driver Name	<input type="text"/>	<input type="button" value="Go"/>	<input type="button" value="Clear"/>
LPN	TAG NUMBER	Status	<input type="text"/>		
		Deleted	<input type="checkbox"/>		

2 records found

Records: 10 per page

 Page: 1 of 1

	LPN*	Tag Number	VIN*	SCAC Code*	Company Name	State	Description*	Make*	Model	Tare Weight	Driver Name
<input type="checkbox"/>	TESTLPN01	191016981	TESTVIN01	AAAG	AAAG	NC	TEST	TEST		5001	
<input type="checkbox"/>	TESTLPN01	191016981	TESTVIN01	MCOP	MCO TRANSPORT	North Carolina	TEST	TEST		5001	

2 records found

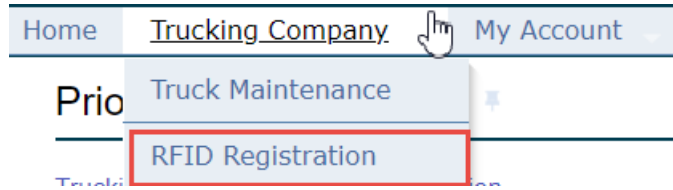
Records: 10 per page

 Page: 1 of 1

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1.2 Trucking Company > RFID Registration

a. Select the RFID Registration link



b. The RFID Registration page will appear



c. The user can register a new RFID

- Enter the RFID tag number
- Hit Register
- Save and receive result

d. Once the RFID is registered the user will notify the trucking company. The Truckline Manager will associate the Independent Truck to the Trucking Company they will be hauling for.