

# Logon and Account Information

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### Do I have to register for a LandstarCarriers.com account?

You do not need a login to view available Landstar freight or make status updates while under a Landstar load. Having a secure LandstarCarriers.com login and password allow you access to the following:

- Landstar Load Alerts which allows you to receive notifications when loads are posted that match the criteria you set.
- Post Your Trucks which allows our Agent network to view your available, unfilled capacity.
- Tools from the Menu allow you access to Landstar scanning services to send your paperwork to Landstar electronically.

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### What if I forget my User ID or Password?

To be reminded of your login information:

1. Click on the **My Freight** menu.
2. Click on **Post Your Trucks**.
3. Click on the underlined **Forgot Password** link.
4. Provide the User ID or e-mail address you registered with.

LandstarCarriers.com e-mails your login information to you. You are prompted to change the password after you have logged in.

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## How do I change my account info/Password?

1. Click on the **My Freight** menu.
2. Click on **Post Your Trucks**.
3. Log in to LandstarCarriers.com
4. Click on the **My Account** tab at the top of the page to access your account information or change your password.

Please note that there is a 24-hour wait to access DirectScan once you have changed your password.

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## Who do I contact if I get an “Account Disabled” message?

Contact us at 800-435-1791 Option 6 for help with LandstarCarriers.com or e-mail [procurement@landstar.com](mailto:procurement@landstar.com).

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## Which Internet browser does Landstar require?

We support and recommend Internet Explorer 9.0 and above for Landstar’s web sites. To avoid problems with viruses and other vulnerabilities, it is very important to keep your computer system current with the latest patches and releases. Go to [www.microsoft.com](http://www.microsoft.com) to download the latest version of Internet Explorer.

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## I saved LandstarCarriers to my favorites and now it’s asking me to sign in. Why?

Accessing LandstarCarriers.com as a favorite saved site will bring you to the general login screen where you have the option of searching for loads without logging in by selecting the “Landstar Carriers” icon. For access to the secure applications, you need to log in.

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