

Resetting Password on Navisphere Carrier

Resetting Passwords on Navisphere Carrier

If you forget your password for your Navisphere Carrier account, you will need to reset it on the website. You can use any PC or mobile device to do so.

***If using a **mobile device** to reset your password, you must use the web browser on your device (Google Chrome, Microsoft Edge, Safari, etc.).

Website: <https://www.navispherecarrier.com/login>

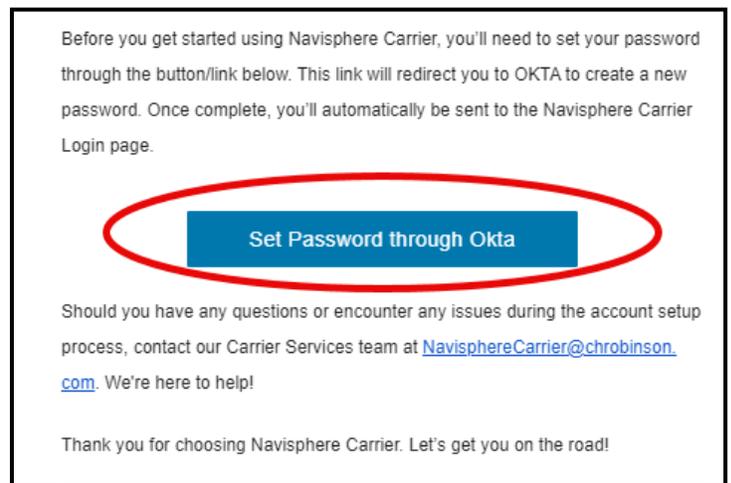
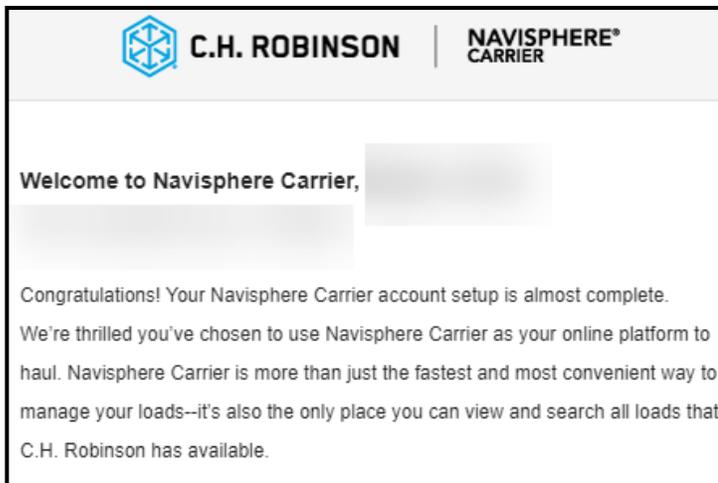
***It is also recommended you add the following email addresses to your email contacts, to ensure any emails from Navisphere Carrier are received and are not forwarded to your Spam/Junk Mail:

- NoReply@chrobinson.com
- NavisphereCarrier@chrobinson.com
- C.H.Robinson@o.chrobinson.com

Set Password – New Login

Note that if your user login was recently activated for the first time, and you have not yet set a password, you will not be able to use the website to reset your password.

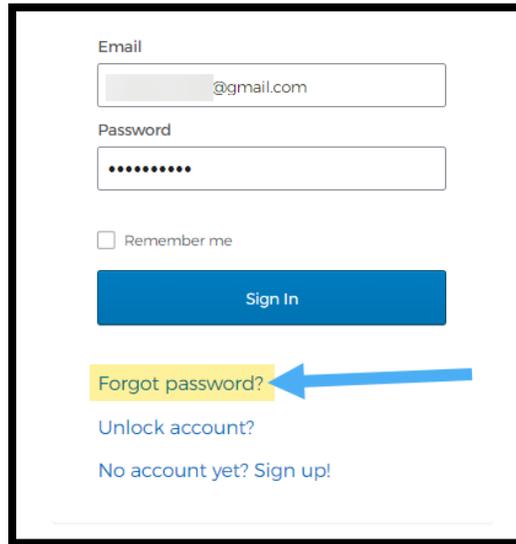
You must find your activation email and click the **Set Password through Okta** button to set your initial password:



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Reset Password – Existing Login

1. Go to the login page at [Navisphere® Carrier \(navispherecarrier.com\)](https://navispherecarrier.com) and click **Forgot Password:**



Email
@gmail.com

Password
.....

Remember me

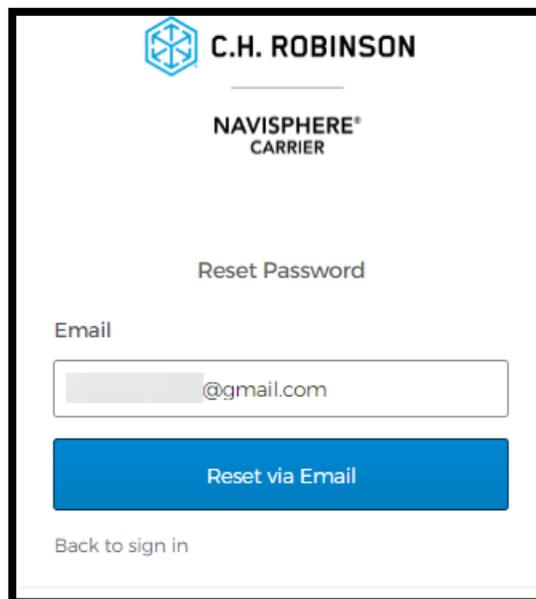
Sign In

Forgot password? ←

Unlock account?

No account yet? Sign up!

2. Enter the **Email Address** associated with your login.
 - a. Note, if you do not enter the correct email associated with your login, the Reset Password email will not be generated.



 C.H. ROBINSON

NAVISHERE®
CARRIER

Reset Password

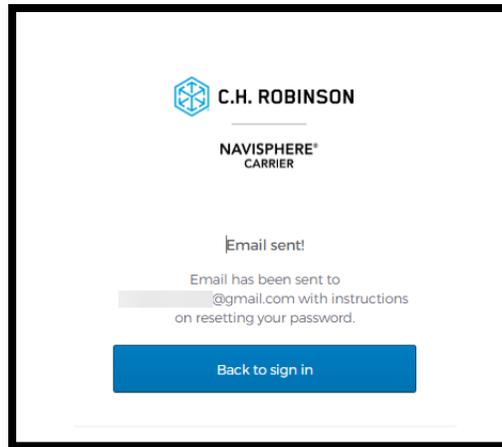
Email
@gmail.com

Reset via Email

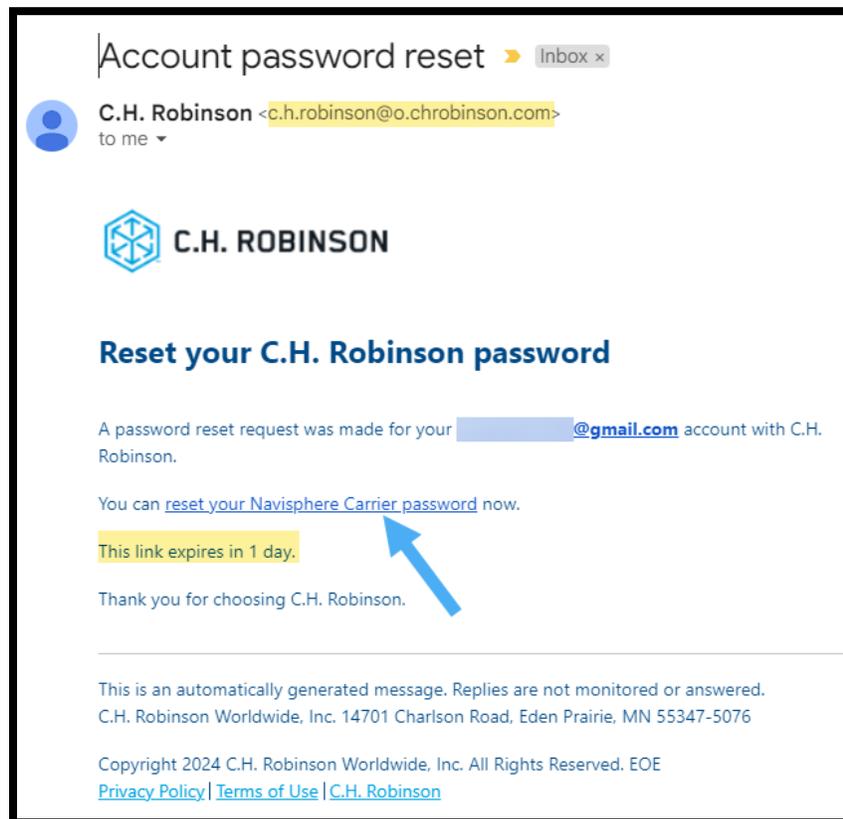
Back to sign in

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3. You will receive a confirmation once you click [Reset via Email](#).

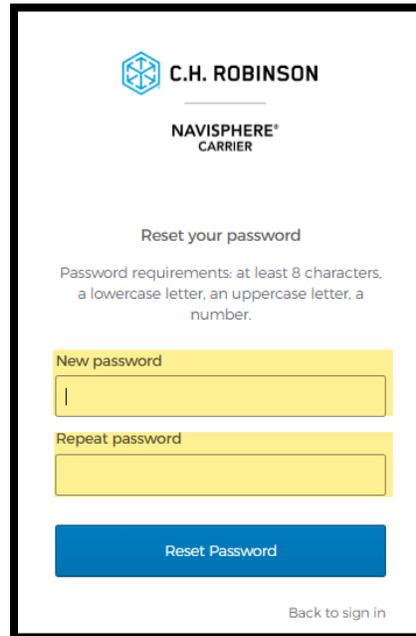


4. You will receive an email from C.H.Robinson@o.chrobinson.com with a link to reset your password.
 - a. Note this link will expire after 24 hours.



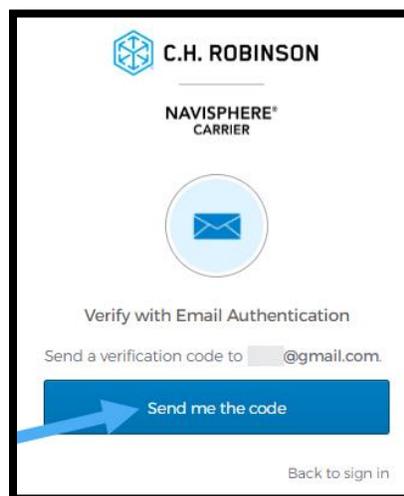
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5. The link will take you to a page to create a new password.
 - a. Password must be at least 8 characters, and at least one lowercase letter, one uppercase letter, and one number.



The screenshot shows the password reset interface for C.H. Robinson Navisphere Carrier. At the top is the C.H. Robinson logo and the text "C.H. ROBINSON NAVISPHERE® CARRIER". Below this is the heading "Reset your password" and a note: "Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number." There are two yellow input fields: "New password" and "Repeat password". A blue "Reset Password" button is centered below the fields. At the bottom right, there is a link "Back to sign in".

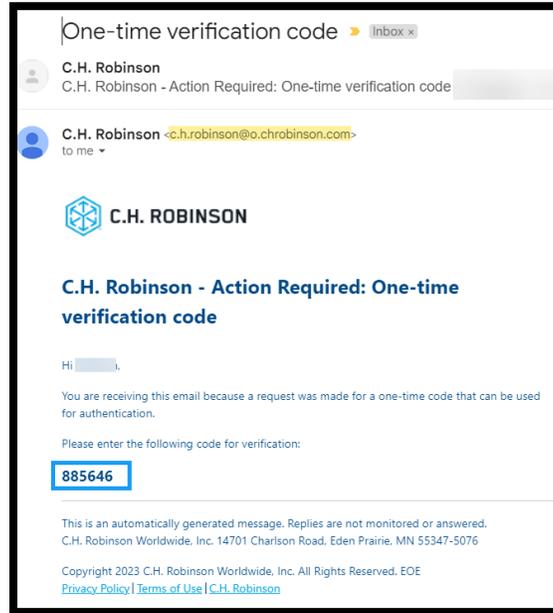
6. After entering your new password you will then be asked to click **Send me the Code** for verification to your email.
 - a. Note, a verification code sent to your email will be required each time you login to your account.



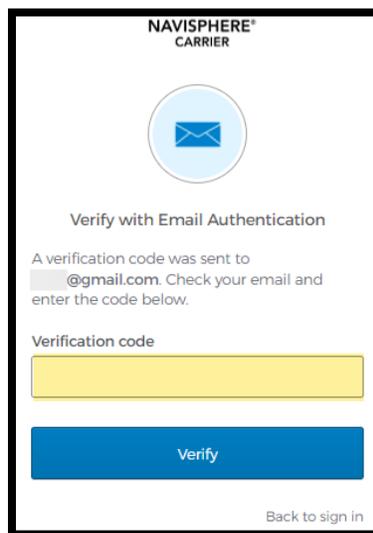
The screenshot shows the email verification step of the password reset process. It features the C.H. Robinson logo and "C.H. ROBINSON NAVISPHERE® CARRIER" text. A central icon of an envelope in a circle is labeled "Verify with Email Authentication". Below this, it says "Send a verification code to []@gmail.com.". A blue button labeled "Send me the code" is highlighted with a blue arrow pointing to it from the left. At the bottom right, there is a link "Back to sign in".

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- This email will also come from C.H.Robinson@o.chrobinson.com and the code provided will expire after 30 minutes.



- Enter the verification code on the same tab you clicked [Send Verification Code](#).
 - Its important to do this using the same web browser and in the same browser tab, as doing so on a different one can cause the verification to fail.



- Click [Verify](#) after entering the code and you will be logged in to start hauling!