



Get a fedex.com User ID



1. Link to fedex.com User ID registration page

Step 1

Open Browser
and Enter
fedex.com and
Click **Signup /**
Login

Step 1a

Click **"CREATE
USER ID (FOR
EXISTING
CUSTOMERS)"** link

The screenshot shows the FedEx homepage. The top navigation bar includes links for Shipping, Tracking, Support, and Account. On the right, there is a 'Sign Up/Login' button with a user icon and a search icon. Below this, there are three links: 'LOGIN', 'CREATE USER ID (FOR EXISTING CUSTOMERS)' (which is highlighted with an orange box), and 'OPEN AN ACCOUNT'. The main content area features a 'Welcome to FedEx' message, three service tiles (RATE & TRANSIT TIMES, TRACK, SHIP), and a tracking section with a 'TRACKING ID' input field and a 'TRACK' button.

Step 2

Enter a User ID
and Password,
choose a **"Secret
Question"** and
enter your
contact
information.

The screenshot shows the 'fedex.com Login Registration' form. The form is divided into three sections: 1. Contact Info, 2. Account Info, and 3. Confirmation. The 'Contact Info' section is currently active. It includes fields for 'Create a User ID' (with a note to use at least 6 characters), 'Create a Password' (with a note to use at least 8 characters and contain one upper case letter, one lower case letter, and one numeric character), and 'Re-enter Password'. Below these is the 'Your Secret Question' section, which includes a dropdown for 'Secret Question' and a text field for 'Secret Answer'. The 'Contact Information' section includes fields for 'First Name', 'Initial', 'Last Name', 'Company', 'Country/Territory' (set to Hong Kong), 'ZIP/Postal' (with a note that it's required for some countries), 'Address 1', 'Address 2', 'City', 'State/Province' (with a note that it's required for US, Canada, and Puerto Rico), 'Email', 'Re-enter e-mail', 'Phone #', and 'Fax #'. At the bottom, there is a 'Terms and Conditions' section with a checkbox for 'I would like to receive information about FedEx via e-mail, including special offers and promotions. (You can withdraw your consent at any time.)' and two buttons: 'I Do Not Accept' and 'I Accept >>'.

Step 2a

Click **"I Accept"**
button to
complete first
step of
registration



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2. Link Login with FedEx Account

Step 3

Enter FedEx account number and Click "Continue" button

The screenshot shows the 'fedex.com Login Registration' page at the 'Account Info' step. It includes a progress bar with three steps: 1 Contact Info, 2 Account Info (current), and 3 Confirmation. The text states: 'This fedex.com service requires a nine-digit FedEx account number. Please indicate which FedEx account you would like to use with this service.' Under the heading 'Your FedEx account', there is a radio button next to 'Enter a nine-digit FedEx account number:' followed by a text input field. Below this is another text input field labeled 'Nickname this account (optional):' with the placeholder 'Enter Account Nickname'. At the bottom right are 'Cancel' and 'Continue >>' buttons.

3. Complete Registration

The screenshot shows the 'fedex.com Login Registration' page at the 'Confirmation' step. The progress bar shows 1 Contact Info, 2 Account Info, and 3 Confirmation (current). The text states: 'Your Registration is Complete! Thank you for registering for FedEx Ship Manager on fedex.com. You will receive an email confirming your registration shortly. You can use your fedex.com Login to access any of our online services.' Below this, there is a box containing 'This is your fedex.com user ID' and 'createFCL'. To the right of this is a button labeled 'Start Using FedEx Ship Manager' with a right-pointing arrow, which is highlighted with an orange border. Below the user ID box is a link: 'Sign up for FedEx InSight® to monitor all your shipping and receiving activity'. At the bottom, under 'For Your Reference', it says: 'If in the future you forget your password, click on "Forgot your password?" on the login page. You can access and update your profile at any time by clicking [My Profile](#).'

Step 4

Click **Start Using FedEx Ship Manager™** at fedex.com