



# 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)' (highlighted with an orange box), and 'OPEN AN ACCOUNT'. The main content area features a 'Welcome to FedEx' message, three service buttons (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: 'Use at least 6 characters.'), 'Create a Password' (with a note: 'Password must 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: 'Required for some countries'), 'Address 1', 'Address 2', 'City', 'State/Province' (with a note: '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 top is the FedEx logo. Below it, the title 'fedex.com Login Registration' is displayed. A progress bar indicates three steps: 1 Contact Info, 2 Account Info (current), and 3 Confirmation. The main 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 selected next to the text 'Enter a nine-digit FedEx account number:'. To the right of this text is an empty input field. Below this, there is a label 'Nickname this account (optional):' followed by an input field labeled 'Enter Account Nickname'. At the bottom right, there are two buttons: 'Cancel' and 'Continue >>'.

## 3. Complete Registration

The screenshot shows the 'fedex.com Login Registration' page at the 'Confirmation' step. At the top is the FedEx Express logo and navigation links: Ship, Track, Manage My Account, and Learn. The title 'fedex.com Login Registration' is present. The progress bar shows 1 Contact Info, 2 Account Info, and 3 Confirmation (current). The main text reads: '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 box 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, there is a link: 'Sign up for FedEx InSight® to monitor all your shipping and receiving activity'. At the bottom, under the heading 'For Your Reference', there is a paragraph: '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**