

How to Retrieve Your Username or Reset Your Password

Customer Guide – [Maersk.com](https://www.maersk.com)



How to retrieve Username



Go to Maersk.com and click "Login"

Inland Transport

Move your cargo seamlessly by road, rail, or barge to your key inland destinations.

Our services

[Tracking](#) [Schedules](#) [Offices](#)

B/L, container number or parcel

CONTINUE →

Red Sea / Gulf of Aden situation

Close ⊗

Stay up to date with our latest information, vessel contingency and updates here.

Read updates

Click "Username" and enter the required information.
The system will search for matching records based on the information provided.

Login



Log in

Need help with your [username](#) or [password](#)?

Forgot username

Please fill in the form below to retrieve your username

First name

Last name

Enter your email

Submit

Cancel

A confirmation message will be displayed on the screen
You will also receive an email containing your username



Forgot username

Your request to receive your user name has been successfully received. We will send you an email with your user name shortly.

Ok

From: registration-stage@maersk.com <registration-stage@maersk.com>
Sent: Wednesday, June 19, 2024 2:53 PM
To: Ann Abraham <ann.abraham@maersk.com>
Subject: Forgotten username

This message was sent from outside of your organization. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe.



Forgotten username

Dear Ann,

We found the below account username(s) associated with your email address:

- annabraham

If you did not request this or if you need additional assistance, please [contact customer care](#).

We want to thank you for your business and look forward to continuing serving your global transportation needs.

Best Regards,

The Maersk team

 *For security reasons, usernames are only sent to the email address associated with the profile.*

How to retrieve Password



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- Click "Password"
- Enter your username

Login



Log in

Need help with your [username](#) or [password](#)?

Forgot password

Please fill in the details below and we will send you an email with instructions on how to reset your password.

Username

Submit

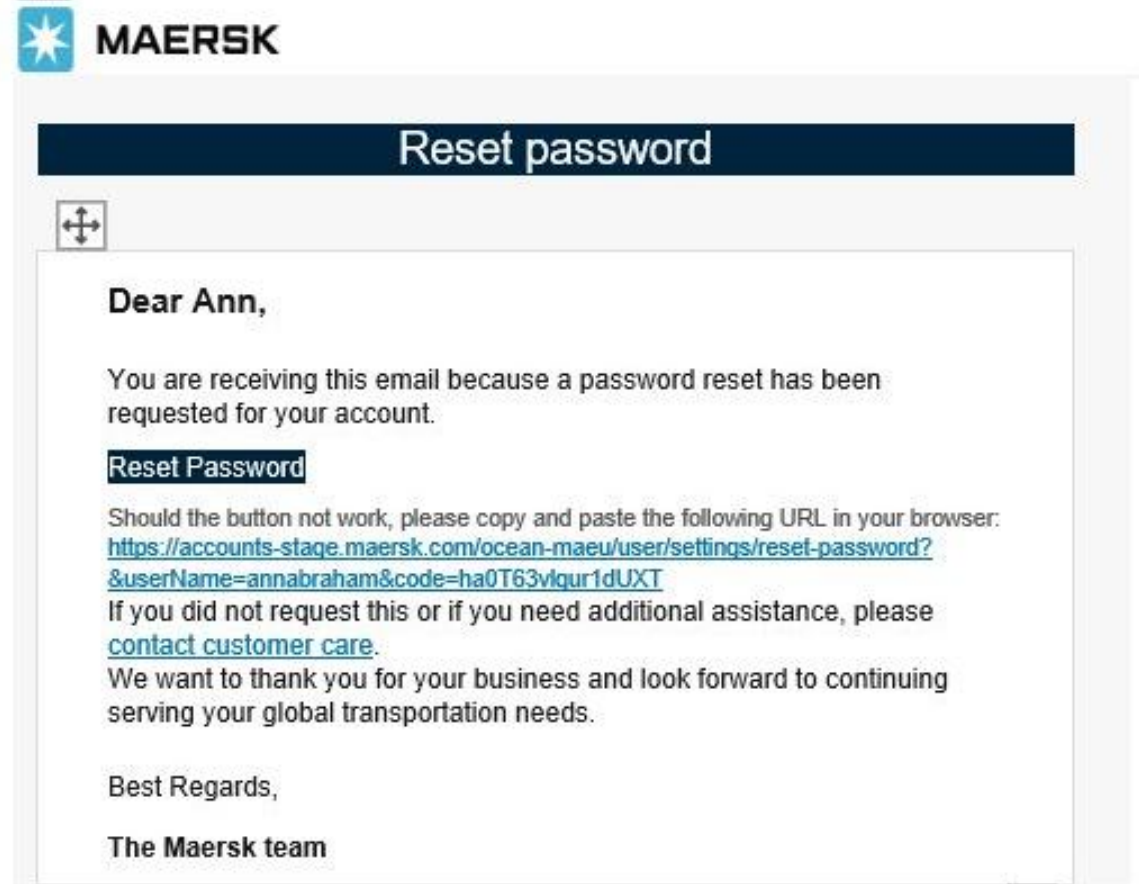
Cancel

- A confirmation message will appear on the page
- You will receive an email with a “Reset Password” link
- Click the link to be redirected to Maersk.com

Forgot password

Your request has been received. If your username exists, then you will receive an email with instructions on how to reset your password shortly.

Ok



Enter your new password. The update will be applied automatically.

Reset Password

You can set a new password below.

New password

Confirm new password

Submit

Reset Password

Your password has been successfully updated ×

Go to home page

You will receive a confirmation email.
You are now ready to continue your journey on Maersk.com.

From: registration-stage@maersk.com <registration-stage@maersk.com>

Sent: Wednesday, June 19, 2024 5:18 PM

To: Ann Abraham <ann.abraham@maersk.com>

Subject: Password updated

This message was sent from outside of your organization. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe.



MAERSK

Password updated

Dear Ann,

Your password has been updated.

If you did not request this or if you need additional assistance, please [contact customer care](#).

We want to thank you for your business and look forward to continuing serving your global transportation needs.

Best Regards,

The Maersk team

Good to know (Security & Access)

- Maersk does not store passwords.

For security reasons, passwords cannot be viewed or retrieved by Maersk teams.

They can only be reset by the user through the official online recovery process on Maersk.com.

- Username and password recovery is available only to **the profile owner**.
- For security reasons, access details **cannot be shared or transferred**.
- If you do not receive the email, **please check your spam or junk folder**.

 If the issue persists, we recommend contacting Maersk Customer Support.