



Customer Solutions

Intelligent Reverse Logistics

Authentication Security Update

September 2026

First Revision

Shippers





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1 Context

1.1 What is changing

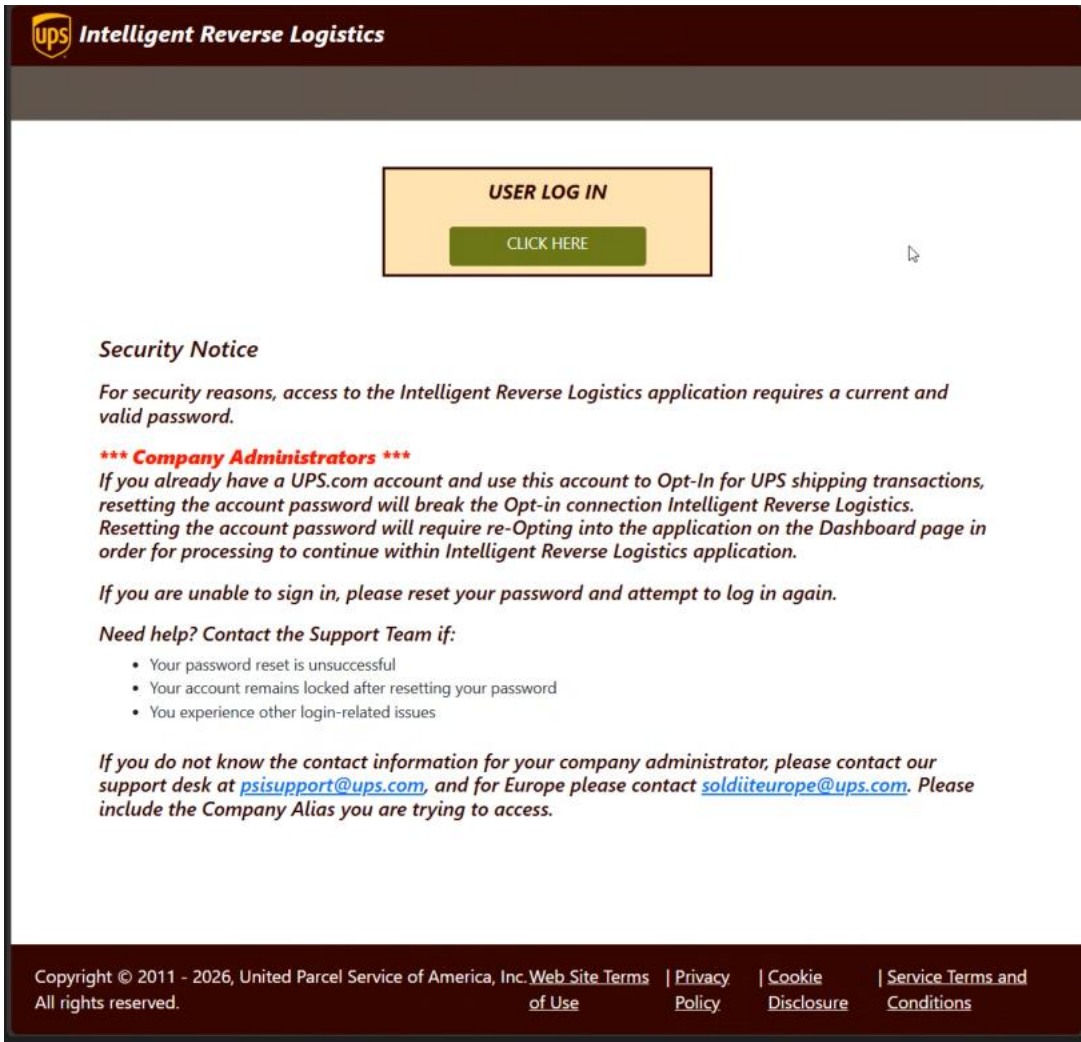
UPS is introducing a new sign-in method across many UPS applications, including **Intelligent Reverse Logistics (IRL)**. A sign-in method (also called an *authentication method*) is the way an application confirms who you are before it lets you in.

1.2 Why the change is being introduced

UPS is making security improvements to better protect your data and to provide more consistent sign-in experience across UPS applications. For security reasons, access to IRL requires a current and valid password.

1.3 What you will see

When you open IRL, a sign-in page with a **Security Notice** is displayed. Under **USER LOG IN**, click **CLICK HERE**. You are then redirected to sign in or manage your password.



Intelligent Reverse Logistics

USER LOG IN

CLICK HERE

Security Notice

For security reasons, access to the Intelligent Reverse Logistics application requires a current and valid password.

***** Company Administrators *****

If you already have a UPS.com account and use this account to Opt-In for UPS shipping transactions, resetting the account password will break the Opt-in connection Intelligent Reverse Logistics. Resetting the account password will require re-Opting into the application on the Dashboard page in order for processing to continue within Intelligent Reverse Logistics application.

If you are unable to sign in, please reset your password and attempt to log in again.

Need help? Contact the Support Team if:

- Your password reset is unsuccessful
- Your account remains locked after resetting your password
- You experience other login-related issues

If you do not know the contact information for your company administrator, please contact our support desk at psisupport@ups.com, and for Europe please contact soldiiteurope@ups.com. Please include the Company Alias you are trying to access.

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IRL sign-in page with the Security Notice

The UPS sign-in screens may look unfamiliar at first. After you sign in, you are taken to the IRL dashboard.

1.4 Do you need to take action?

Use the table below to find the section that applies to you.

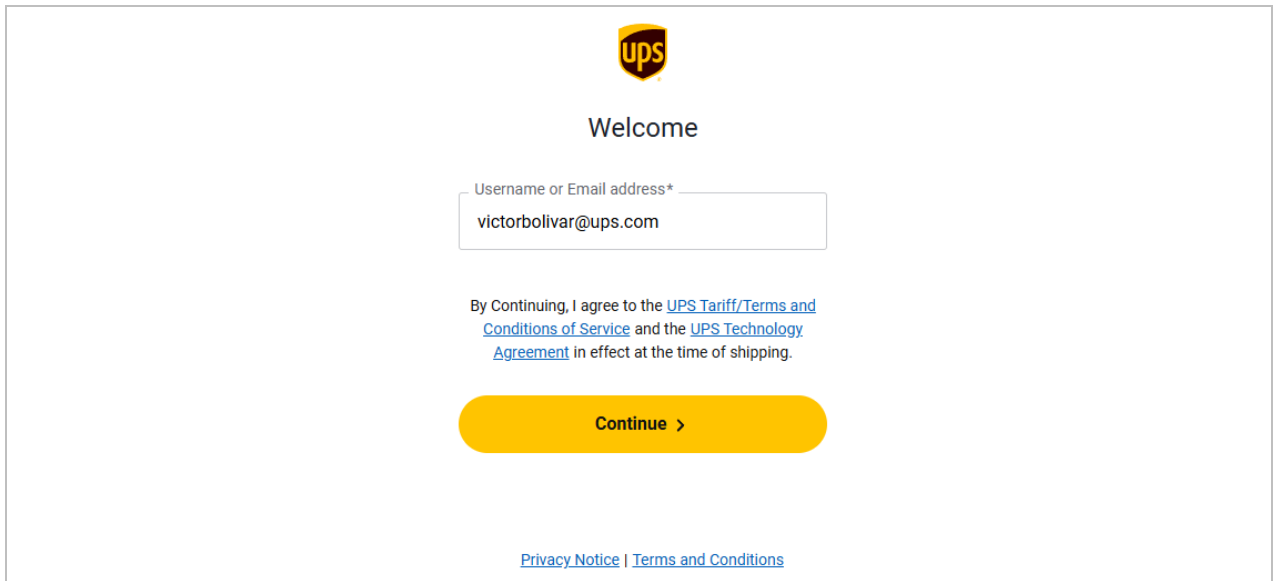
Your situation	What to do
You already use IRL, your account has been migrated, and you know your password.	Sign in at the UPS sign-in page. See Section 2.1 .
You already use IRL, your account has been migrated, and you need to change or reset your password (or you are not sure what your password is).	Follow Sections 2.1 to 2.3 .
You cannot sign in after resetting your password, or your account is locked.	See Section 2.4 Getting help .

2 Existing Migrated Users: Change or Reset Your Password

Use this section if you already have access to IRL and your account has been migrated to the new sign-in method. It explains how to sign in, how to reset your password, and how to sign in again with your new password.

2.1 Sign in at IRL

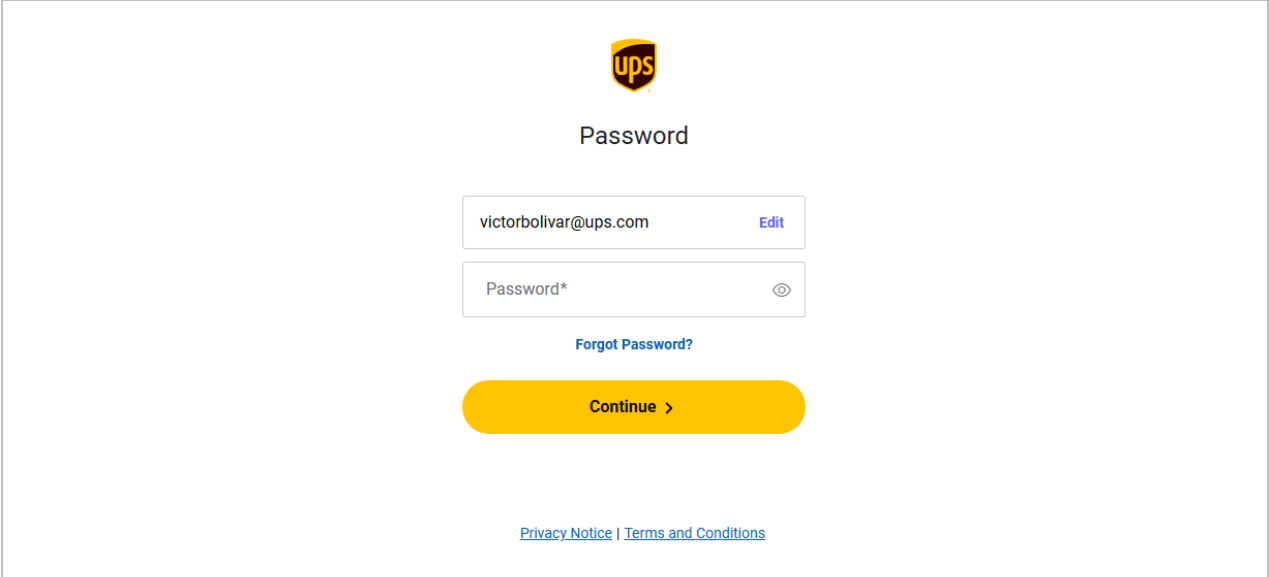
1. Open IRL and, under **USER LOG IN**, click **CLICK HERE**. You are redirected to log in.
2. On the **Welcome** screen, enter your email address in the **Username or Email address** field if it is not already filled in.
3. Click **Continue**.

The screenshot shows the UPS 'Welcome' login screen. At the top center is the UPS logo. Below it, the word 'Welcome' is displayed. A text input field labeled 'Username or Email address*' contains the email 'victorbolivar@ups.com'. Below the input field, there is a line of text: 'By Continuing, I agree to the [UPS Tariff/Terms and Conditions of Service](#) and the [UPS Technology Agreement](#) in effect at the time of shipping.' Below this text is a large yellow button with the text 'Continue >'. At the bottom of the screen, there are two links: 'Privacy Notice' and 'Terms and Conditions'.

Welcome screen

4. On the **Password** screen, enter your password and click **Continue**.

Note: If you are not sure which password to use, click **Forgot Password?** and continue with Section 2.2.

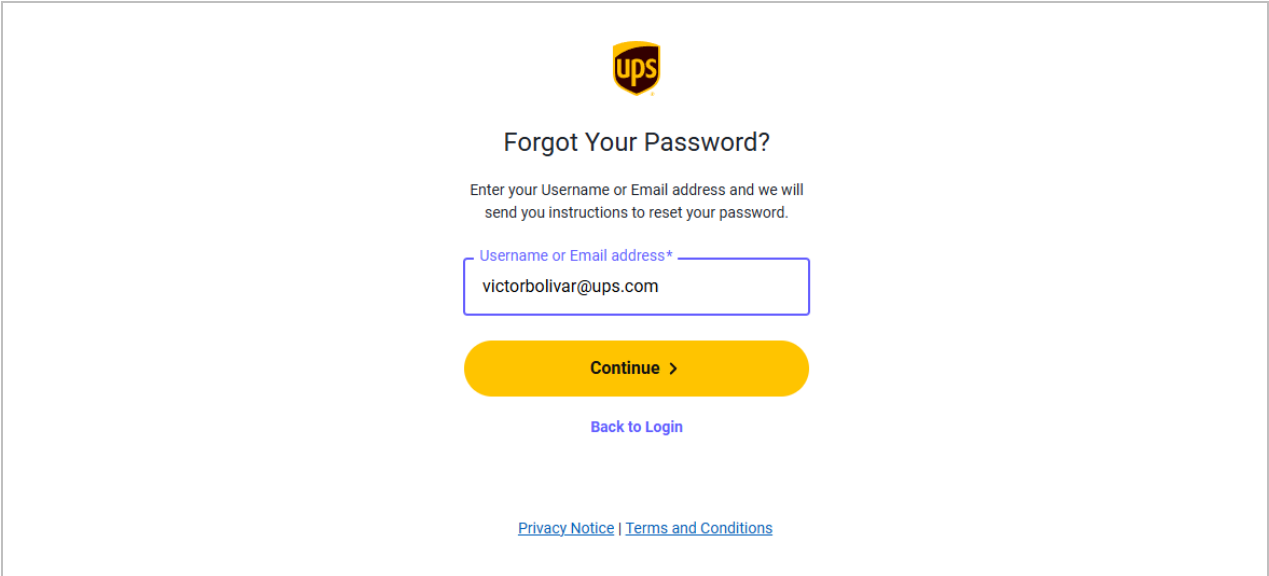


Password screen with the Forgot Password? link

Expected Result: The IRL dashboard/Shipping page depending upon the role is displayed. If a **Sign In** window appears instead, see Section 2.3, step 3.

2.2 Reset your password

1. After clicking **Forgot Password?**, the **Forgot Your Password?** screen is displayed. Enter a valid email address in the **Username or Email address** field and click **Continue**.

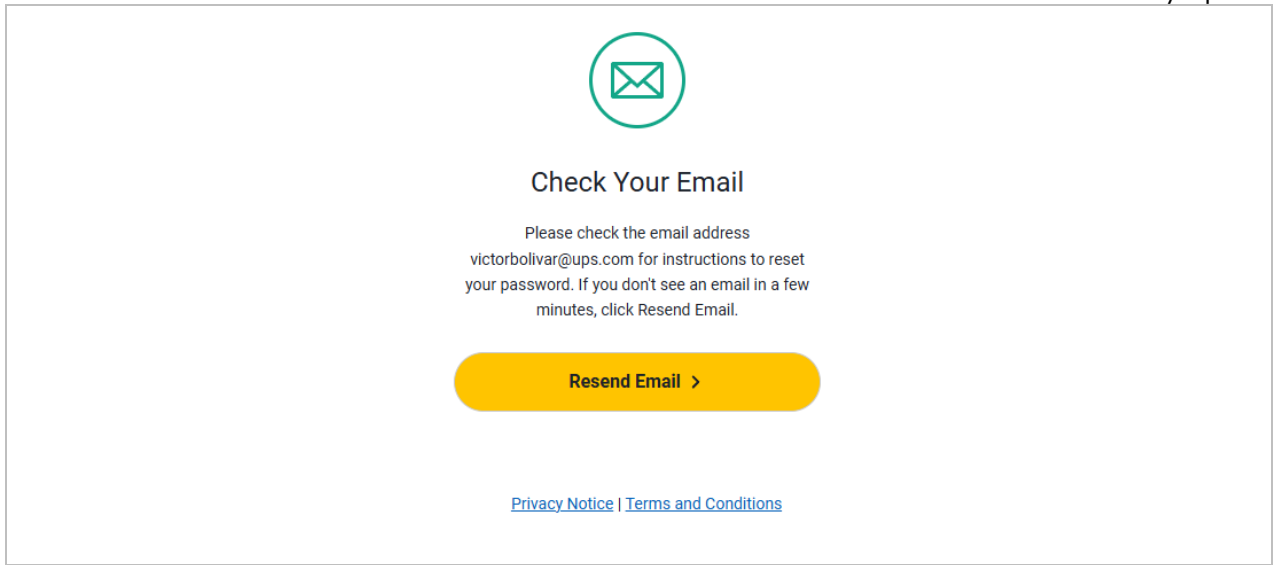


Forgot Your Password? screen

2. The **Check Your Email** screen confirms that a password reset email has been sent to you.

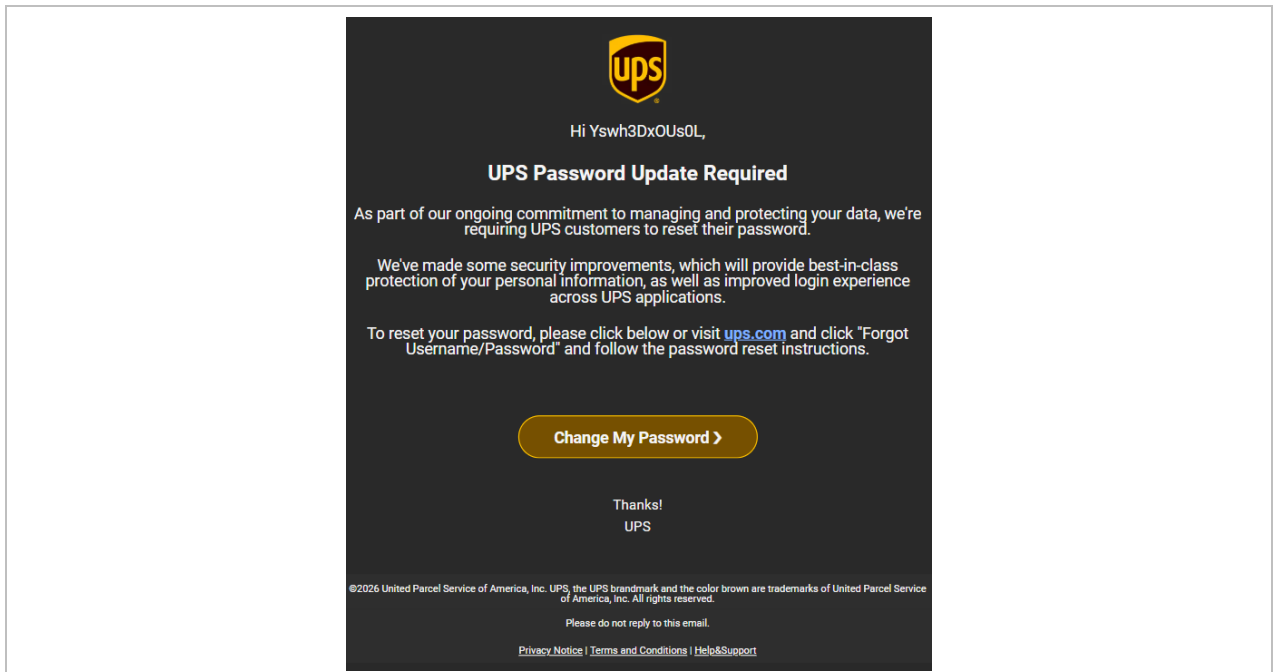
Note: If the email has not arrived after a few minutes, click **Resend Email**.

If you entered an incorrect email address, start the process again from Section 2.1, step 1.



Check Your Email screen

3. Open the password reset email from UPS (**UPS Password Update Required**) and click **Change My Password**.



Password reset email

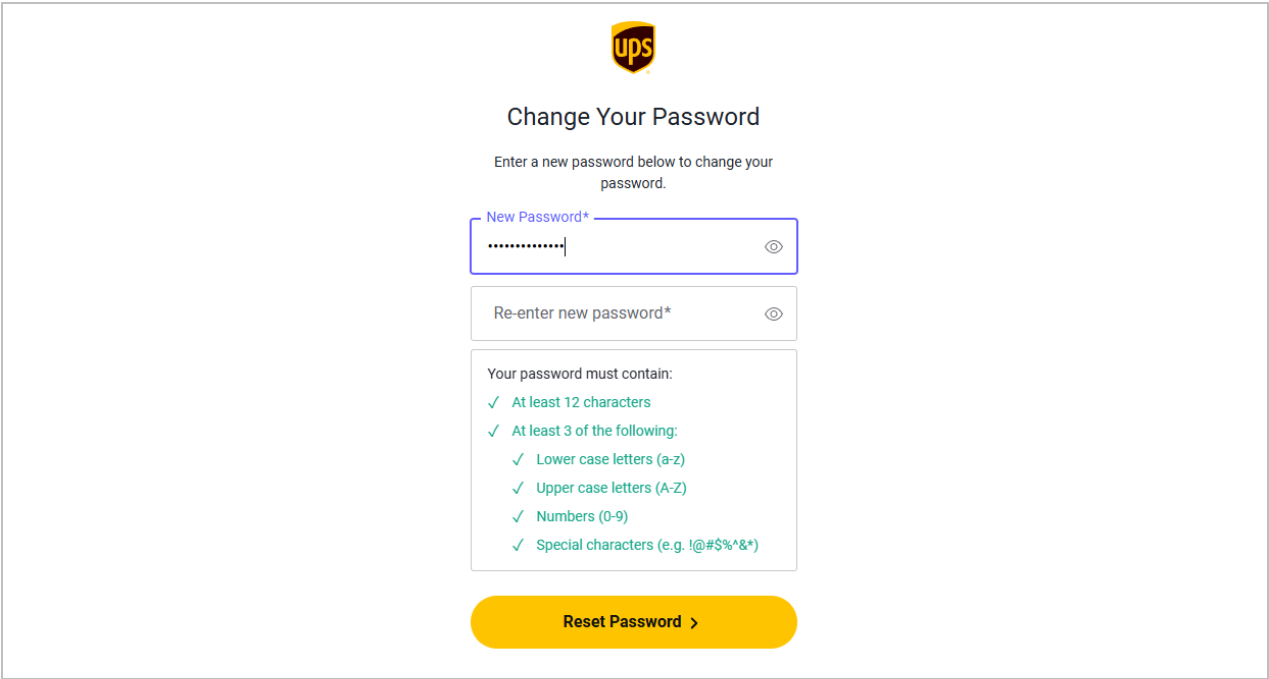
- On the **Change Your Password** screen, enter your new password in the **New Password** field, then enter it again in the **Re-enter new password** field.

Password requirements (shown on screen as you type):

- At least **12 characters**.
- Characters from **at least 3 of these 4 categories**:
 - Lowercase letters (a–z)
 - Uppercase letters (A–Z)
 - Numbers (0–9)
 - Special characters, for example: ! @ # \$ % ^ & *

Important: The following examples are fictional and only show the expected format. **Do not use them as your actual password.**

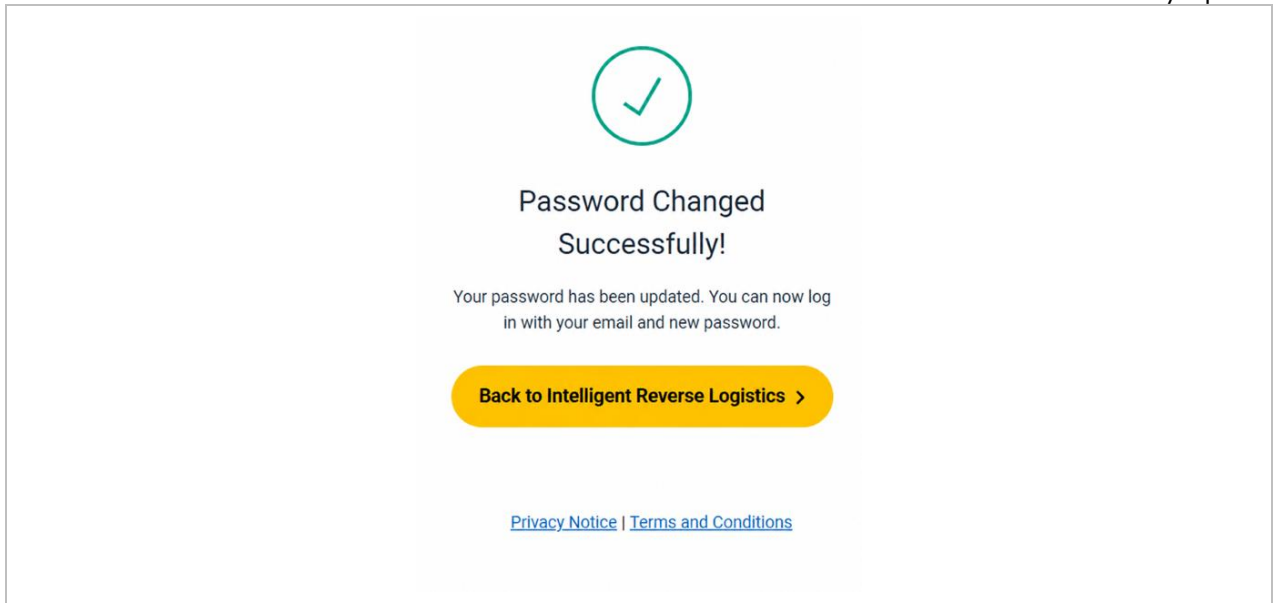
River#Cloud82! Mango\$Tree947 Blue@Rocket56 Coffee#Moon73! Tiger&Stone2026 Purple*Lake84!
Winter@Road592 Cloud\$Garden47



Change Your Password screen with password requirements

- Click **Reset Password**.

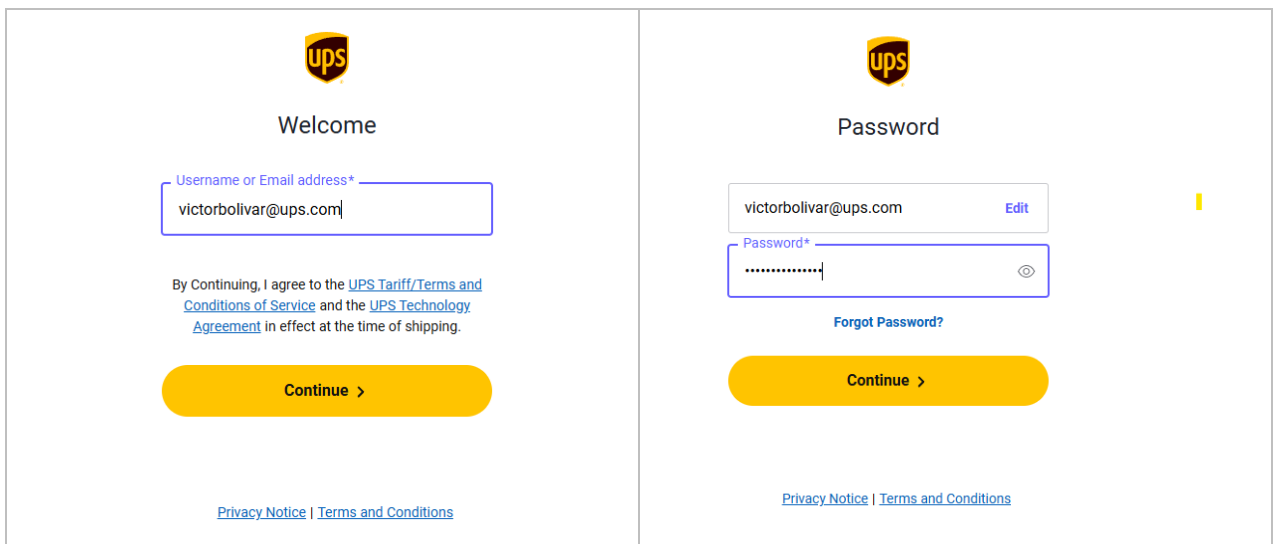
Expected Result: The **Password Changed Successfully!** screen is displayed.



Password Changed Successfully! screen

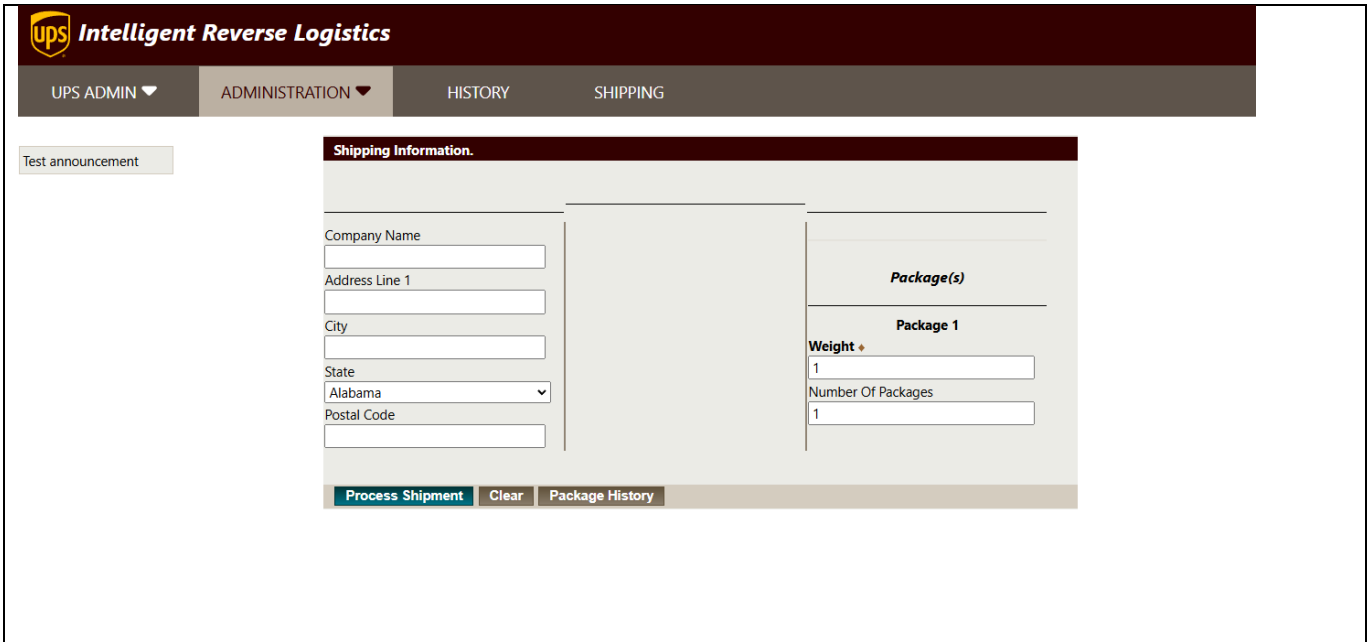
2.3 Sign in with your new password

1. Click **Back to Intelligent Reverse Logistics**. You are redirected to the UPS sign-in page.
2. On the **Welcome** screen, confirm your email address and click **Continue**. On the **Password** screen, enter your new password and click **Continue**.



Welcome and Password screens

Expected Result: The Shipping users will be redirected to the Shipping page.



IRL Shippers

2.4 Getting help

As stated in the Security Notice on the IRL sign-in page, if you are unable to sign in, reset your password (Section 2.2) and try again. Contact the Support Team if:

- your password reset is unsuccessful,
- your account remains locked after you reset your password, or
- you experience other sign-in issues.

If you do not know the contact information for your company administrator, contact the support desk at psisupport@ups.com (Europe: soldiiteurope@ups.com). Include the **Company Alias** you are trying to access.