

Quick Reference

Log in from the login screen. (<https://webportal.globaltfs.com/>)

There are two login methods: **“Okta authentication”** and **“Email address and password”**.

Have you applied to the IT team to use Okta (add to AD group)?

Yes → **A** Login with Okta

No → **Have you received an ID (email address) and password?**

Yes → **B** Login with Mail Address and Password

No → **C** If you have any troubles with login.

Click on the words “Helpdesk”.

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Log in with Okta authentication

A Enter the **email address** and **password** used in your Okta account to log in.

TOYOTA
FINANCIAL SERVICES

Login Guide

Login with Okta ⓘ

okta

↑ **Click**

Mail Address

Password

Login

Password Reset Request

If you have any troubles with login.

Helpdesk



Connecting to

Sign in with your account to access TFSC Global Portal – [Prod]

TOYOTA
FINANCIAL SERVICES

Sign In

Email Address

XXX

Password

...

Sign In

[Need help signing in?](#)

Enter the "email address" and "password" of your Okta account.

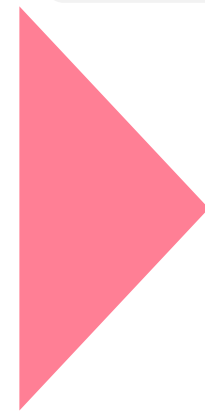
〈First time only〉 Fill in your profile information

Profile information must be updated when logging in for the first time.
Those who have logged in with an email address and password must change their password for the first time.

The screenshot shows the 'Profile' page with the following elements highlighted:

- (1) A red box around the 'Name *', 'Affiliated Company *', and 'Department' input fields.
- (2) A red box around the 'Current Password', 'New Password', and 'New Password (Check)' input fields.
- (3) A red box around the checkbox labeled 'agree to the Privacy Policy *'.
- (4) A red box around the blue '→ Update' button at the bottom.

1. Enter "Name", "Affiliation".
(“Department” is not a required field.)
2. Change the initial password to any password.
(Only those who log in with their email address and password.)
3. Select the check box to agree to the Privacy Policy.
4. After entering all required fields, click "Update".
5. Click "Confirm" on the confirmation screen to complete.



The screenshot shows the 'Update data' confirmation screen with the following elements:

- A confirmation message: "Are you sure you want to make this update?"
- A blue button labeled '→ Confirm' highlighted with a red box and the number (5).
- A '← Back' button is also visible.

If the problem persists, please contact us using [the inquiry form](#) on the login screen.

Questions	Answers												
I can't log in.	<p>There are several possibilities. (The following are common ones)</p> <ul style="list-style-type: none"> ◆OKTA or multi-factor authentication account not registered →Please follow the instructions in this document to register. ◆Multi-factor authentication password is incorrect. →Please use the correct password. If necessary, use the inquiry form on the Login screen to request password initialization. ◆Multi-factor authentication login failed a predetermined number of times and a lock (MSG: Your account has been locked) was applied. →Please use the inquiry form to request password initialization. 												
I don't receive mail.	<p>There are several possibilities. (The following are common ones)</p> <ul style="list-style-type: none"> ◆It is in your spam box. →Please register to the white list. 												
I get a 403 Forbidden (Microsoft-Azure-Application-Gateway/v2) MSG.	<p>There are several possibilities. (The following are common ones)</p> <ul style="list-style-type: none"> ◆A specific pattern (private) string is used in the password for multi-factor authentication, and it has been determined that there is a possibility of an attack. →Please change the password. 												
What is the sender name of the email from Global Portal?	webportal <webportal@tfscglobal.onmicrosoft.com>												
What is the subject line of the email from Global Portal?	<p>The subject line differs depending on the type of mail and is shown in the table below.</p> <table border="1" data-bbox="733 1058 2346 1315"> <thead> <tr> <th>Type</th> <th>Subject</th> </tr> </thead> <tbody> <tr> <td>Setting up multi-factor authentication</td> <td>TFS Global Portal Action Required: Verify Your Login</td> </tr> <tr> <td>Survey Response Request Email</td> <td>TFS Global Portal Survey Open - /*Survey Title/</td> </tr> <tr> <td>Comment exchange between client and respondent</td> <td>TFS Global Portal Survey Notification - /*Survey Title/</td> </tr> <tr> <td>Additional respondents (to additional subjects)</td> <td>TFS Global Portal Survey Notification - /*Survey Title/</td> </tr> <tr> <td>Reminder (due date)</td> <td>TFS Global Portal Survey Reminder - /*Survey Title/</td> </tr> </tbody> </table>	Type	Subject	Setting up multi-factor authentication	TFS Global Portal Action Required: Verify Your Login	Survey Response Request Email	TFS Global Portal Survey Open - /*Survey Title/	Comment exchange between client and respondent	TFS Global Portal Survey Notification - /*Survey Title/	Additional respondents (to additional subjects)	TFS Global Portal Survey Notification - /*Survey Title/	Reminder (due date)	TFS Global Portal Survey Reminder - /*Survey Title/
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