

# UPS Aurum

## Auth0 Login Migration Guide



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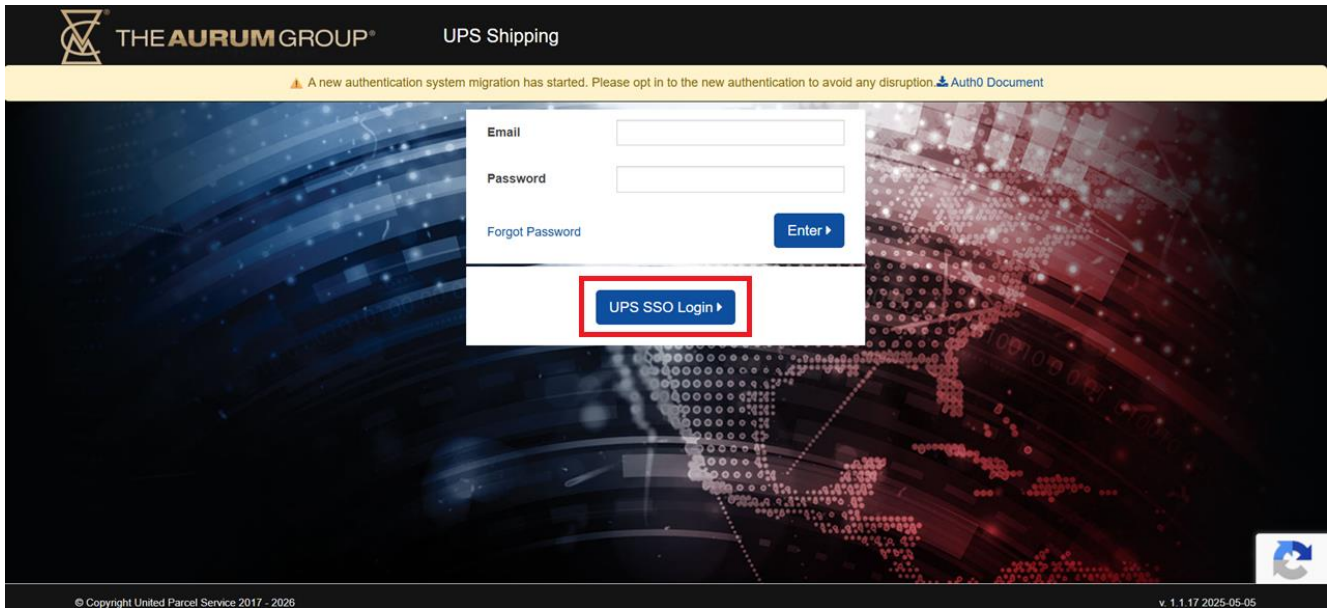
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# Introduction

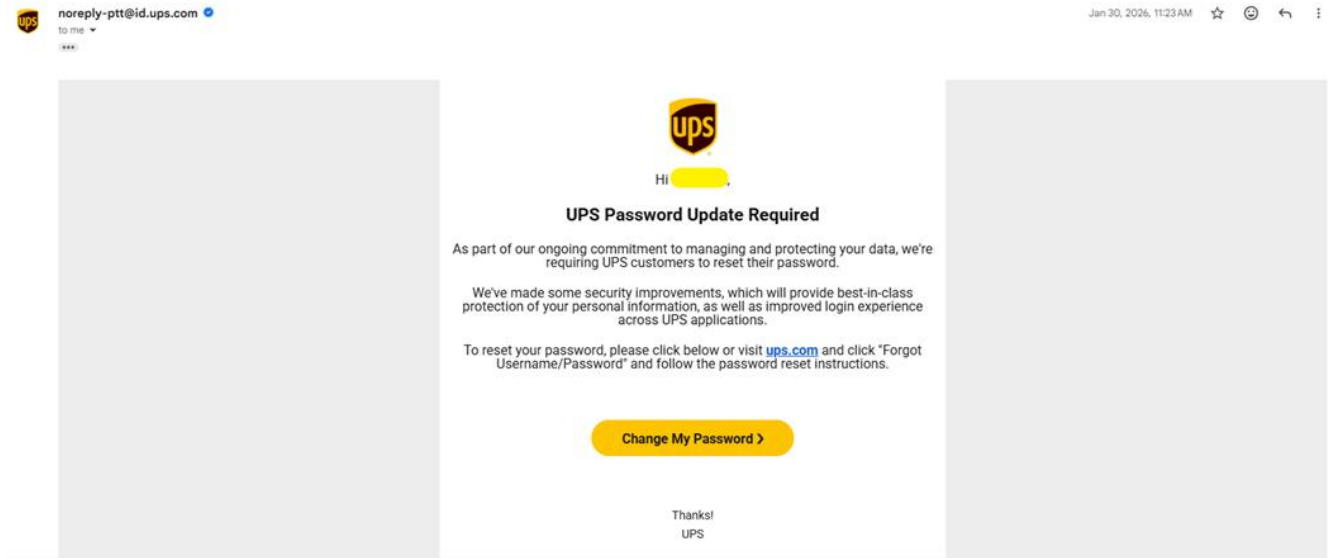
UPS Aurum Return portal is moving towards Auth0 login process. In this document, we will go over how existing users migrate to this new login method.



## If You Don't Have A UPS.com Profile

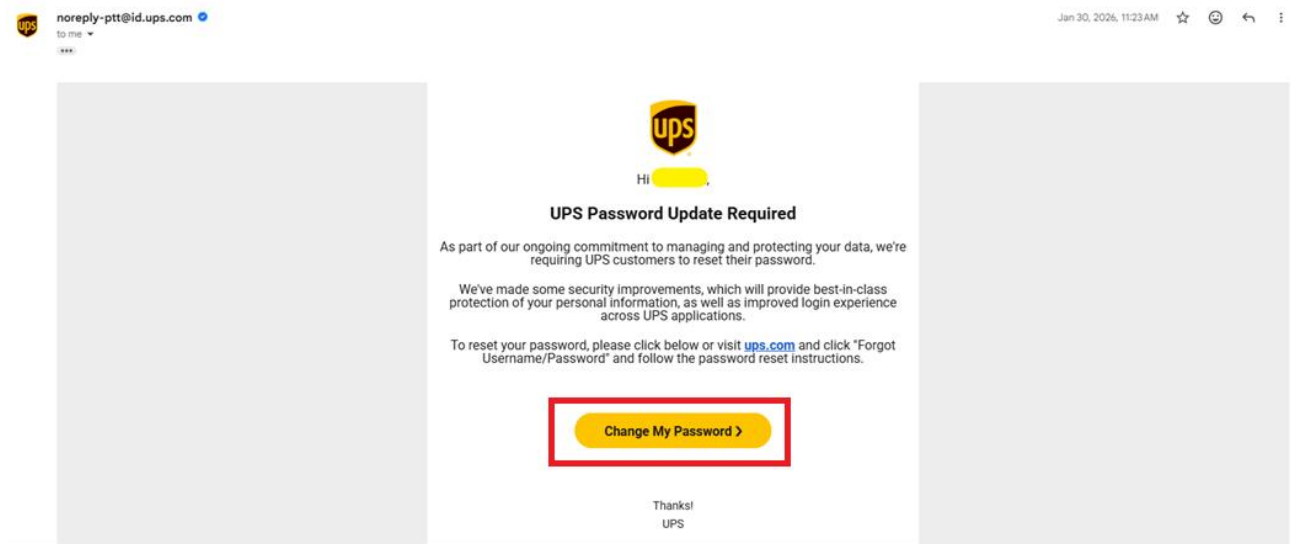
If you don't have a UPS.com profile during migration, one will be created for you. Please be on the lookout for an email. It will contain a link to ask you to reset the password.

The email should look like something below.




Please follow the steps below.

- Click "Change My Password" link button in the email.



- It will lead you to the password reset page. Enter your new password.




### Change Your Password

Enter a new password below to change your password.

  
  
[Reset Password >](#)  
[Privacy Notice](#) | [Terms and Conditions](#)

- You will see that your password has been changed successfully. Click “Back to Aurum Dental” button.



### Password Changed Successfully!

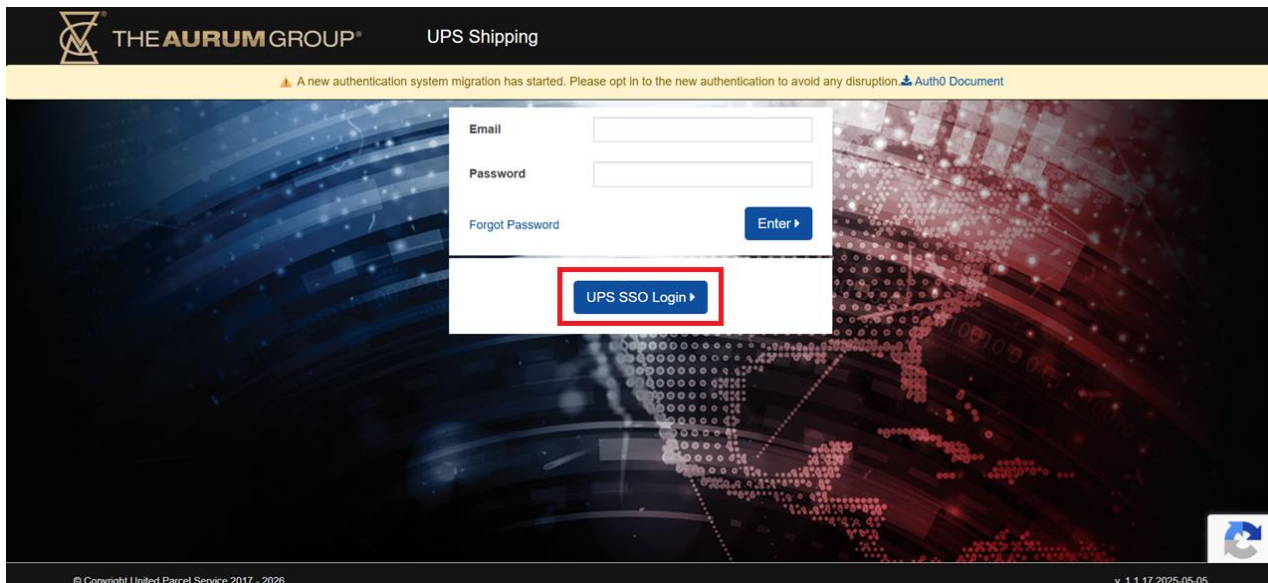
Your password has been updated. You can now log in with your email and new password.

[Back to Aurum Dental >](#)  
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## If You Already Have A UPS.com Profile

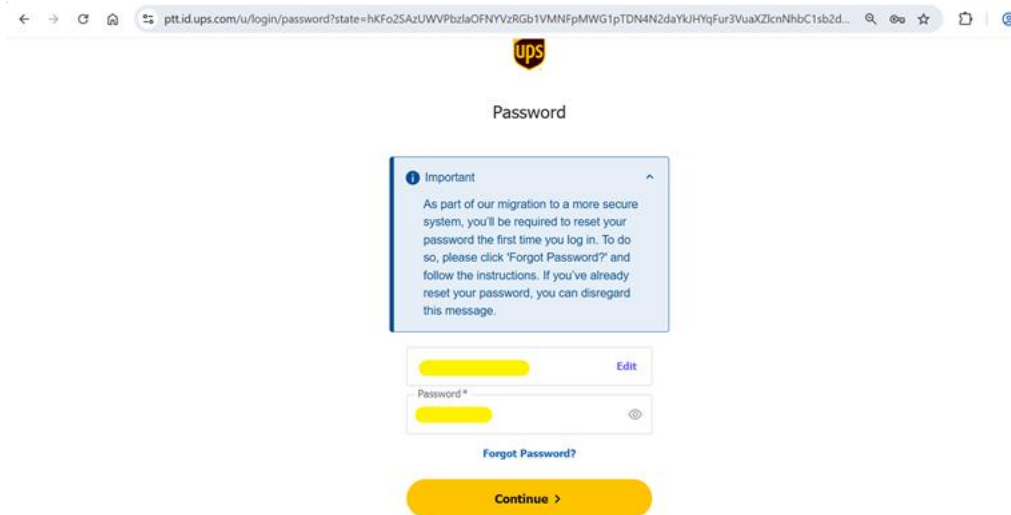
If you already have an existing **UPS.com profile**, or have reset the password from your newly created UPS.com User (from previous section [If You Don't Have A UPS.com Profile](#) ), You can simply log in with your UPS.com credential.

- Go to <https://connectau.ups.com/>
- Click " UPS SSO Login" button.



- Enter your email address and click “Continue.”

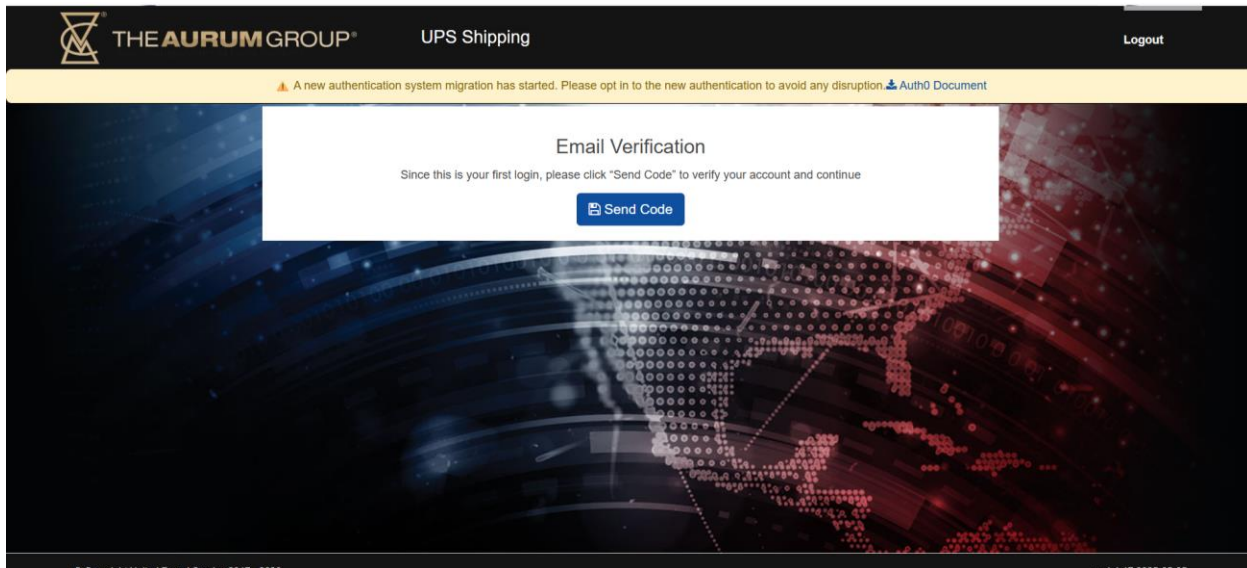
- Enter your UPS.com email and password. Click “Continue.”



The screenshot shows a web browser window with the URL `ptt.id.ups.com/uu/login/password?state=hkFo2SAzUWVPbzlaOFNYVzRgB1VMNFpMWG1pTDN4N2daYkIHqYqFur3VuaXZcnNhbC1sb2d...`. The page title is "Password" and features the UPS logo. A blue notification box with an information icon states: "Important: As part of our migration to a more secure system, you'll be required to reset your password the first time you log in. To do so, please click 'Forgot Password?' and follow the instructions. If you've already reset your password, you can disregard this message." Below the notification is a yellow "Continue >" button, a "Forgot Password?" link, and a password input field with a yellow mask and an "Edit" link.

- You will be prompted to a page for Email Verification. Click “Send Code” button.

*\* This only happens when you log in for the first time with you Auth0 Credential.*



The screenshot shows the "Email Verification" page on the UPS Shipping portal. The header includes "THE AURUM GROUP" logo, "UPS Shipping", and a "Logout" link. A yellow banner at the top contains a warning: "A new authentication system migration has started. Please opt in to the new authentication to avoid any disruption." Below the banner, the page title is "Email Verification" with the instruction: "Since this is your first login, please click 'Send Code' to verify your account and continue." A blue "Send Code" button is centered on the page. The background features a digital, data-driven aesthetic with blue and red tones.

- Go to your email. It should look like something below. Copy the code and paste it back to the Email Verification page. Click “Verify OTP.”

Aurum UPS Shipping Login Created Inbox x

 noreply@ups.com  
to me

9:05 PM (0 minutes ago) ☆ 😊 ↶



Since this is your first login after resetting your password, please enter the verification code sent to your email.

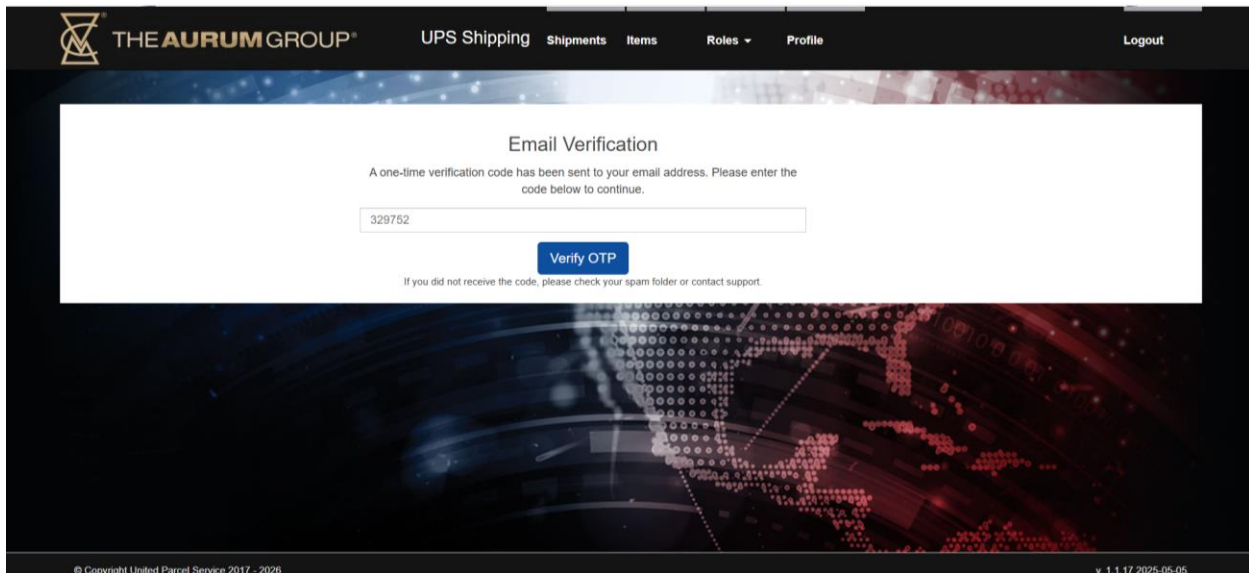
Your verification code is:

**329752**

This code will expire in **10 minutes**. If you did not request this action, please ignore this email.

This is an automated message. Please do not reply to this email.

↶ Reply   ↷ Forward   😊



THE AURUM GROUP<sup>®</sup>   UPS Shipping   Shipments   Items   Roles ▾   Profile   Logout

### Email Verification

A one-time verification code has been sent to your email address. Please enter the code below to continue.

[Verify OTP](#)

If you did not receive the code, please check your spam folder or contact support.

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➤ If the verification is successful, you should be directed to the main page.



## Contact

- For any questions, please direct to the PSI Technology Support [psisupport@ups.com](mailto:psisupport@ups.com)