



GREYHOUND 

MARKETING / ADMINISTRATION CIRCULAR NO. 2015-09-AM

DATE: May 08, 2015

TO: All Supervisors and Agents

FROM: Raelonda Howard, Tariff Coordinator

RE: **TRIPS Self-Service Password Reset**

All users of TRIPS systems (US and Canada) need to utilize the TRIPS Self-Service password screen for password resets.

To reset your TRIPS password please use the website to reset it yourself
<https://extranet.greyhound.com/tripspasswordreset/reset.aspx>

Please refrain from calling the service desk to reset your password for the following systems:

- **US TRIPS**
- **US MAX**
- **GPX**
- **Canada TRIPS**
- **EXPRESS**
- **Canada MAX**
- **Helpdesk Password Reset Services**

Here is how it works:

Click on this link or cut and paste into your browser – be sure to book mark for future use.
<https://extranet.greyhound.com/tripspasswordreset/reset.aspx>

The Trips Password Reset Login Window appears.

Please Enter Your Login Information

Country: -Select-

Agency Number:

Agent ID:

[Next](#)

Done Local intranet 100%

1. Select your country.

Country: -Select-

-Select-

US

Canada

2. Enter your Agency Number and Agent ID in the fields provided.

Please Enter Your Login Information

Country: US

Agency Number: 7676

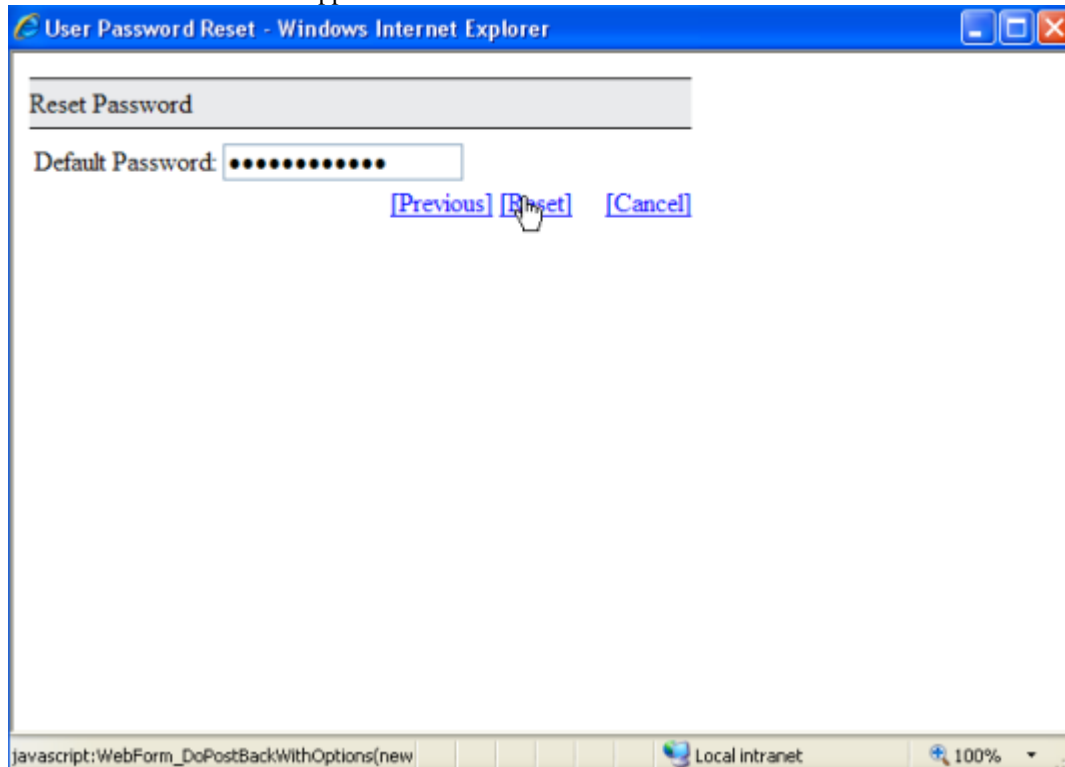
Agent ID: 6883

[Next](#)

Local intranet 100%

3. Click **Next**.

The Reset Password screen appears.



4. Enter your default password.

Note: Your password will be locked if your default password is entered incorrectly 3 consecutive times.

5. Click **Reset**. (This will reset your TRIPS/MAX password)

Note: If you enter an incorrect default password initially, you will be prompted to answer the Password phrase (Hint Question). The Hint question was determined in the initial UAR .
If you cannot answer the password phrase hint question or if your password has expired due to lack of use please contact the servicedesk **1-866-550-DESK (3375)**.

Raelonda Howard
Tariff Coordinator
May 8, 2015