

FREQUENTLY ASKED QUESTIONS

General

1. How do I register for NTG*Vision*?
 - a. You can register for an NTG*Vision* account by going to NTGVision.com/Account/Register.
2. How many users can access a single login at one time?
 - a. Each login can only have one session running at a time. If you have multiple employees that would like access to NTG*Vision*, they will each need to register their own email address.
3. How do I reset my password?
 - a. You can reset your password from the Login page – just enter your email address and then click “Reset my Password.” If your email has been registered and activated, you will receive an email with a link to reset your password.
4. How do I update my email?
 - a. We are not able to change the email associated with an account. If you would like to use a new email address, you must register the new email address at NTGVision.com/Account/Register.
5. What should I do if I have an issue that is not addressed in this FAQ, if I receive an error message while using NTG*Vision*, or if I’m having issues with my account?
 - a. Please send an email to NTGVSupport@ntgfreight.com and include: a description of your issue, the email address registered for your login, and any screenshots of the problem (if applicable).

Carrier Users

1. What email address can I register for NTG*Vision*?
 - a. While you can register ANY email for NTG*Vision*, your account will need to be verified by someone with access to the email address that is registered for your company with the FMCSA, or to an email address that NTG has on file for your company.
2. What if I’ve registered but I still can’t log into NTG*Vision*?
 - a. Each carrier account must be activated before you can access NTG*Vision*. To activate your account, simply look for an activation email sent to the email address you selected when registering and click the “Activate” button in the email.
3. Why can’t I see the Load Board?

- a. Access to the Load Board is only granted after NTG's Carrier Relations team reviews your account. Once your account is approved, you will be upgraded to the Basic Tier.
4. Why can't I see rates on the Load Board?
 - a. The ability to view rates on available loads is only granted to Premium and Gold Star users. If you would like to raise your access tier, please email Goldstar@ntgfreight.com.
 5. Why can't I book or bid on any loads?
 - a. The ability to bid on and book available loads in NTG*Vision* is only granted to Premium and Gold Star carriers. If you would like to raise your access tier, please email Goldstar@ntgfreight.com
 6. How do I receive the Rate Con after booking a load?
 - a. Gold Star Carriers will receive the Rate Con immediately after booking a load through NTG*Vision*. The Rate Con will open in a new browser tab. If this browser tab gets blocked by your popup blocker, you can also access the Rate Con by clicking the "Please click here to download the carrier confirmation" link on the Book Load Page.
 - b. Premium Tier users will need to contact their Carrier Sales representative in order to receive the Rate Con.
 7. How do I upload my POD or other important documents?
 - a. To upload documents, first navigate to the "Payments" or "Paperwork" page in NTG*Vision*. Find the load that you wish to upload documents for, and then click the "Need Delivery Documents" hyperlink within the "Status" column. The "Need Delivery Documents" hyperlink must be clicked for the Load# that the documents belong to.
 8. How do I check my Payment Information?
 - a. To check payments status for a load that you have run for NTG, first navigate to the "Payments" page in NTG*Vision*. Find the load that you wish to view payment status for, and then click the "Paid" hyperlink in the "Status column". This will open a popup window displaying that load's payment information.

Factor Users

1. What if I've registered but still can't log into NTG*Vision*?
 - a. Every Factor account will need to be reviewed and activated by our accounting department. Once your account is activated, you will receive an email letting you know that your account is active.

2. Why am I unable to see a specific load or loads for a specific carrier?
 - a. Most likely this is due to the carrier not being recognized as a customer of your factoring company. Please reach out to ach@ntgfreight.com with the load# or carrier that you are missing.

3. How do I check my Payment Information?
 - a. To check payments status for a load that you have run for NTG, first navigate to the “Payments” page in *NTGVision*. Find the load that you wish to view payment status for, and then click the “Paid” hyperlink in the “Status column”. This will open a popup window displaying that load’s payment information.

4. Why does the error “Please select a carrier” appear when I click Search?
 - a. Every Factor user must select at least one carrier from the “Carrier Name(s)” field in the top right corner. Once a carrier is selected, you will be able to view all loads run by that carrier for NTG.

Shipper Users

1. What if I’ve registered but still can’t log into *NTGVision*?
 - a. Every Shipper account will need to be reviewed and activated by our accounting department. Once your account is activated, you will receive an email letting you know that your account is active.

2. Why are some of my loads not showing up in the Search Results Table?
 - a. Most likely this is due to your account not being set up to include all branches of your company. Please reach out to NTGVCustomers@ntgfreight.com with the NTG Load# you wish to view.

3. How can I view location updates for my loads?
 - a. Click the “View” hyperlink within the “Details” column. This will open a Load Details popup window. If your load has been tracked via GPS, you will see a button labeled “View Location Updates” in the bottom-left corner of the Load Details popup window. Clicking this button will display all location updates for that load.

4. How can I view my Past-Due Balance or Open Balance?
 - a. Click the “View Past Due/Open Balance Loads” button in the top-right corner. This will open a new browser tab displaying all loads that are Past Due. Click the “View Full Open Balance” toggle in the top-right corner. This will change the grid to show your entire Open Balance with NTG.