



1Line Modernization

Business to Consumer (B2C) Login Update
Pre-Registration Campaign

May 2026

What is new?

The 1Line application and EBB will be undergoing a new look and feel.

We are modernizing the 1Line login experience to improve security, streamline sign-in, and support future enhancements.

Beginning June 1, 2026, all 1Line users must complete a one-time setup email pre-registration process in the database using a new page that will display after logging in and also to set up an MFA (Multi-Factor Authentication). This process will continue through the anticipated implementation date of August 16, 2026. After August 16, all users **will be required** to register in order to access the 1Line system.

When the 1Line user logs into 1Line, they will be directed to a new page, New Application Pre-Registration, to confirm their email and will have the following 2 options:

Option 1 – 1Line user can pre-register their email for a one-time set up into the database. This will be for the new log in screen anticipated to be effective August 16, 2026. The following slides will provide the step-by-step instructions.

Option 2 – 1Line user can continue to the current 1Line system by skipping Option 1 (please note that the New Application Pre-Registration page will continue to display until the 1Line user registers their email for the B2C database).

We encourage all users to have their own email for logging in and for the MFA (Multi-Factor Authorization) setup.

1Line Pre-registration for B2C (Business to Consumer)



New Pre-Registration page:

After logging in, all 1Line users will be directed to this page.

The screenshot shows the 1Line Pre-Registration page. At the top, it says "Welcome to 1Line application. Please login below" and "05/15/2026". The Williams logo is on the left and the 1LINE logo is on the right. The main content is divided into two columns. The left column is titled "New Application Pre-Registration" and contains the following text: "We are transitioning to a new application experience. To ensure continued access, please pre-register your account by clicking the link below." "The following email address will be used for your new account:" "TestB2C@gmail.com" "Click here to pre-register in the new application" "If this is not the email address you want to use, click 'Continue to 1line' below and update your Login Email in the Contact Details page before your next login." "Continue to 1Line" The right column is titled "Pre-Registration Information" and contains the following text: "We are upgrading our systems to build a modern foundation. As part of this transition, we need you to pre-register an account in our new system." "Clicking the pre-registration link will open a new window where you can complete the process. Once registered, you will be able to access both the current and new application." "The email address shown is your Login Email from your contact details. If you would like to use a different email address, click 'Continue to 1line' to skip the preregistration, go to your Contact Details page, update the Login Email field, and you will be prompted again at your next login." "You may also skip this step and click 'Continue to 1Line' to proceed to the 1line application. You will be prompted again at your next login." Annotations with arrows point to the "Click here to pre-register in the new application" link and the "Continue to 1Line" button.

Option 1 – 1Line users can pre-register their email for the new database by selecting this link

Option 2 – 1Line user may skip the pre-registration and continue into the 1Line system

1Line Pre-Registration steps if Option 1 selected

1Line users will select the account based on their company login type



Williams

Sign in with your account

Microsoft 365

Google

Williams Employee

OR

Email Address

Password [Forgot your password?](#)

Sign in

Login Notes

Do not use your browser's "Back" button to navigate once you have logged in. Doing so may cause your transactions to be submitted incorrectly.

Regular 1Line Maintenance Window 10:00 pm - 12:00 am CST

Routine Weekly Maintenance every Saturday/Sunday 10:00 pm - 4:00 am CST:

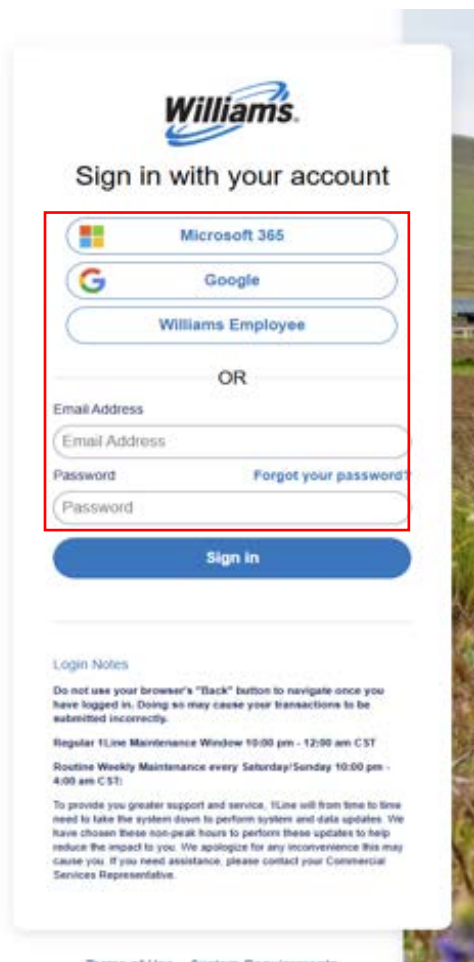
To provide you greater support and service, 1Line will from time to time need to take the system down to perform system and data updates. We have chosen these non-peak hours to perform these updates to help reduce the impact to you. We apologize for any inconvenience this may cause you. If you need assistance, please contact your Commercial Services Representative.

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1Line Pre-Registration steps continued

1Line users will select the account based on the login type



Microsoft 365

1. Click the preregistration link below
2. Sign in using your work Microsoft 365 account
3. Approve any prompts from your organization's IT (some companies require admin approval)
4. Set up MFA if prompted



Google

1. Click the preregistration link below
2. Sign in using your work Google account
3. Approve any prompts from your organization's IT
4. Set up MFA if prompted

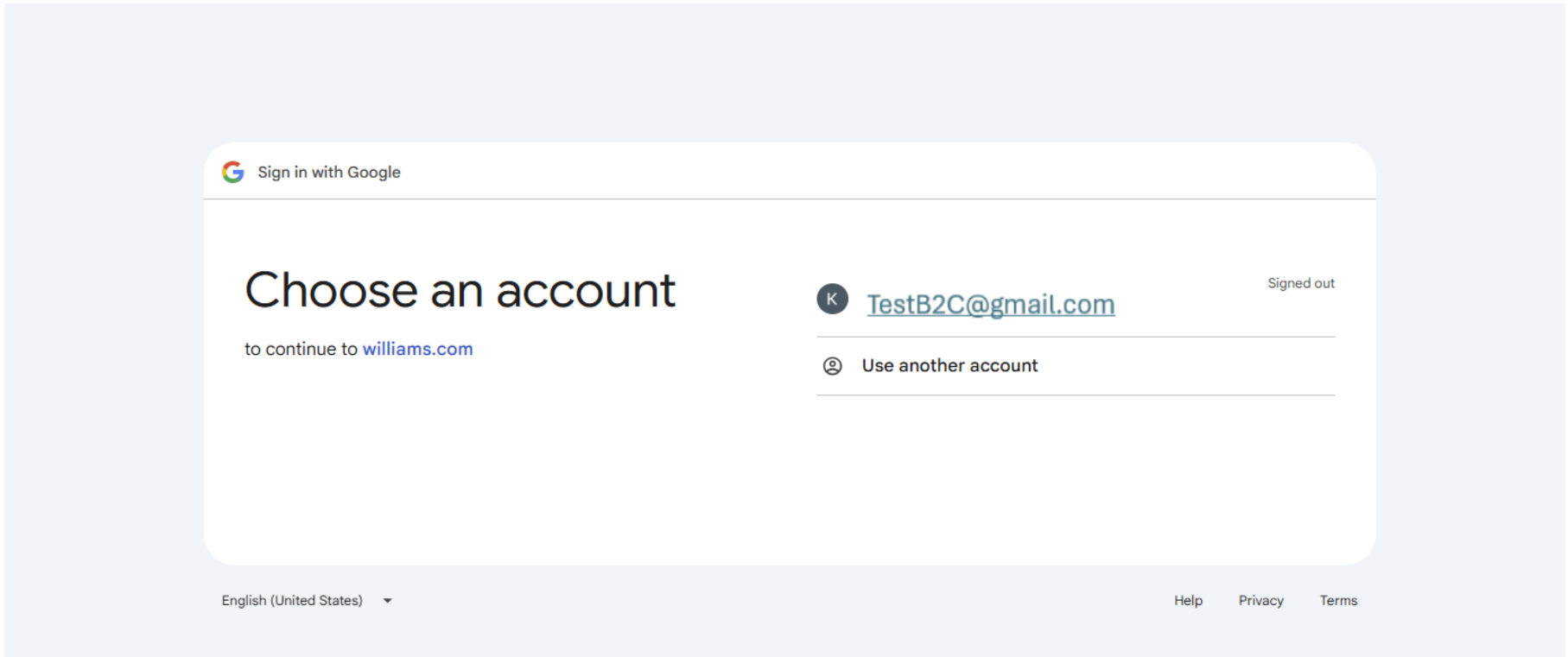


Local Account (Email + Password)

1. Open the preregistration link
2. Verify your email
3. Set up your MFA method (Authenticator App recommended)
4. Confirm your profile information

1Line Pre-Registration Steps

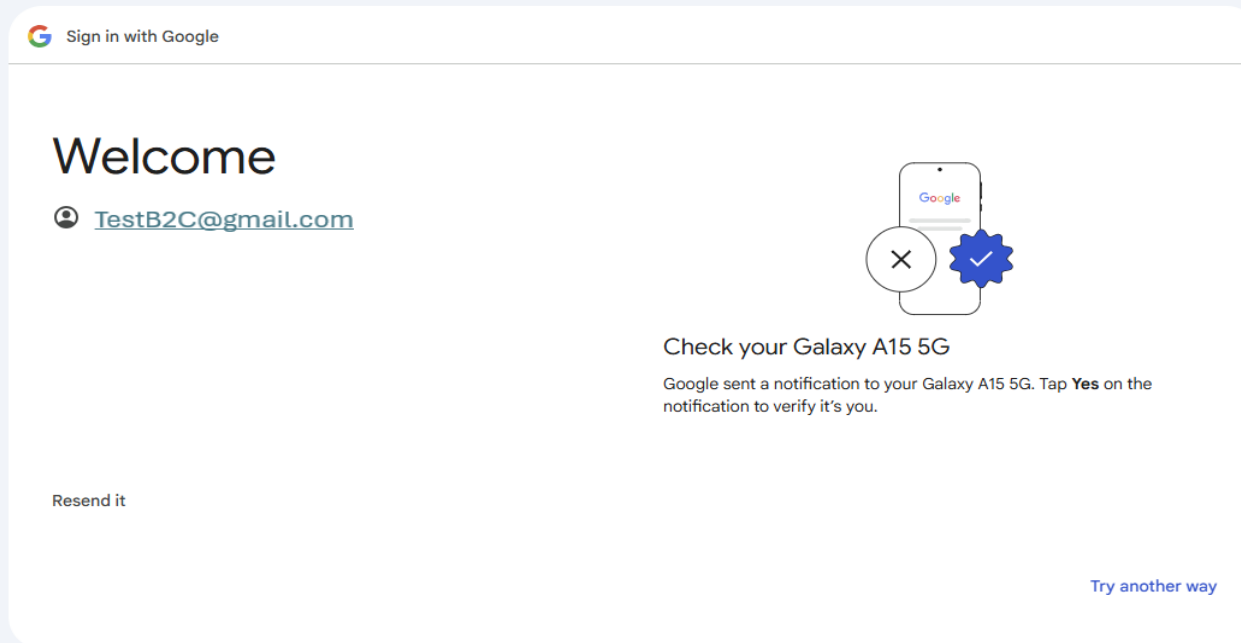
❖ Example – 1Line user selects Google



1Line Pre-Registration Steps



❖ Example – Follow the prompts provided by Google



English (United States) ▾

[Help](#) [Privacy](#) [Terms](#)

1Line Pre-Registration Steps



- ❖ 1Line user will be prompted to select MFA method either by Email or Phone

Williams.

Please select an MFA method to verify yourself

Email

Phone (Text or Call)

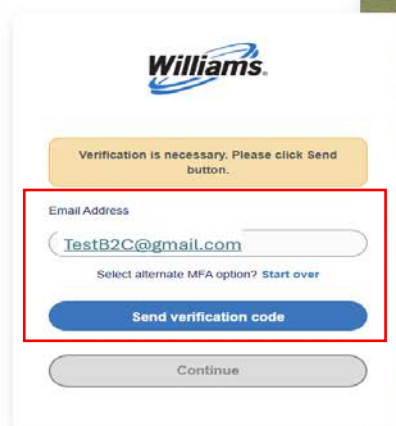
Continue

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1Line Pre-Registration Steps

- ❖ Example – Input email and select Send verification code



Williams

Verification is necessary. Please click Send button.

Email Address

Select alternate MFA option? [Start over](#)

[Send verification code](#)

[Continue](#)

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1Line Pre-Registration Steps



❖ Example – Email Verification code

Williams - QA account email verification code Inbox x



Microsoft on behalf of Williams - QA <msonlineservicesteam@microsoftonline.com>
to me ▾

11:33 AM (0 minutes ago)




Verify your email address

Thanks for verifying your TestB2C@gmail.com account!

Your code is: 948821

Sincerely,
Williams - QA

This message was sent from an unmonitored email address.
Please do not reply to this message.



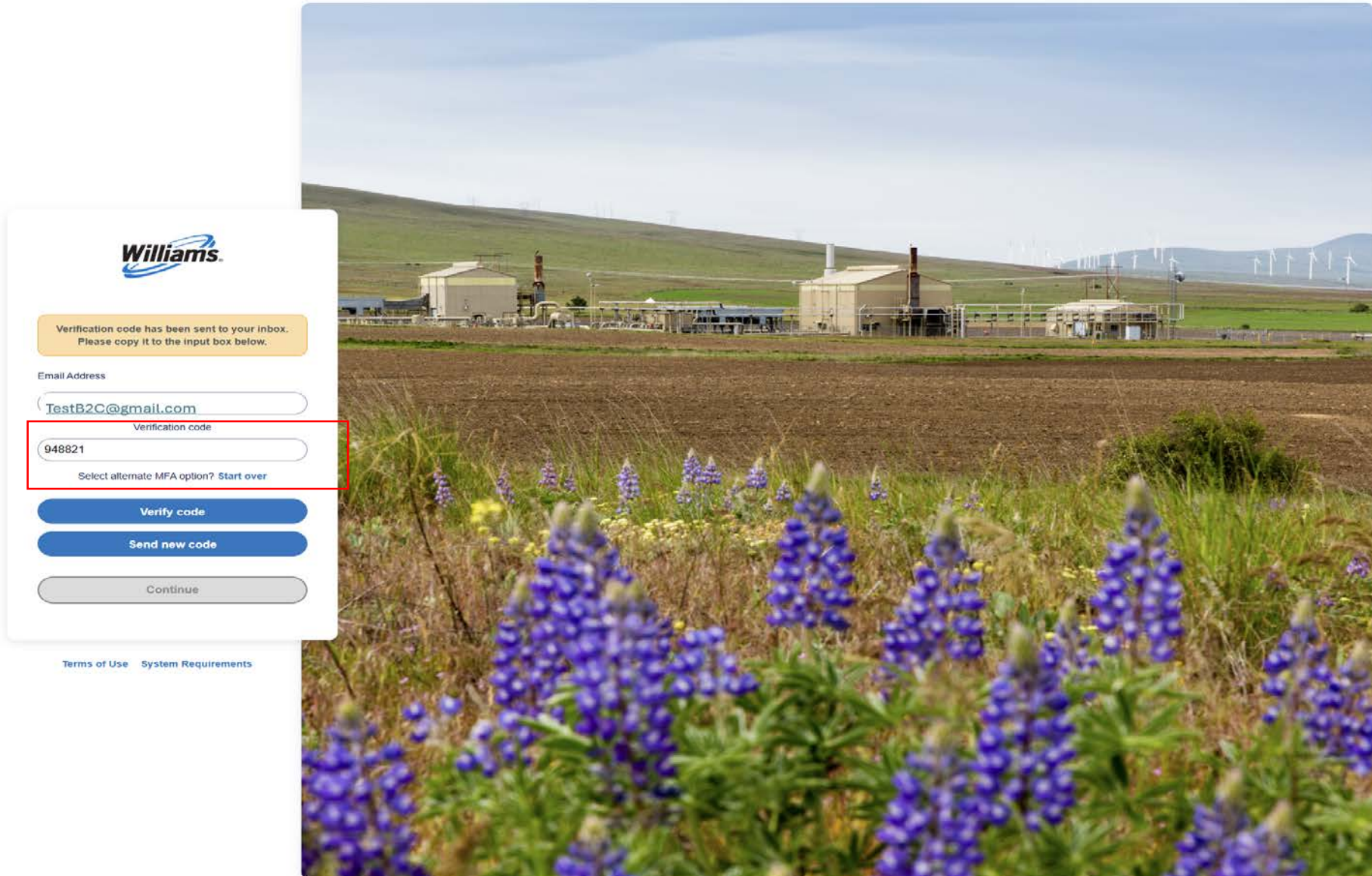
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1Line Pre-Registration Steps



- ❖ Example – Input verification code and select Verify code



Verification code has been sent to your inbox.
Please copy it to the input box below.

Email Address

TestB2C@gmail.com

Verification code

948821

Select alternate MFA option? [Start over](#)

Verify code

Send new code

Continue

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1Line Pre-Registration Steps



- ❖ Example – Verification is complete. Select Continue to log into 1Line.



E-mail address verified. You can now continue.

Email Address

TestB2C@gmail.com

Select alternate MFA option? [Start over](#)

Continue

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Questions?

Please contact your Transportation Services Representative