Customer Portal

Commonly Asked Questions

1. How do I qualify for a NWT Portal account?

As an NWT applicant, you must fulfill the following criteria:

- Must be an active producer with NWT
- Must have actively done a minimum amount of business with NWT in the last 2 years
- Must have a valid e-mail address

If you do not meet these requirements, please speak with Lindsie at North West Terminal for more information.

2. How do I apply for an NWT Portal account?

Contact Lindsie at lindsie@northwestterminal.com or 306-228-3735. You must provide:

- Your name
- Company name (if applicable)
- A valid e-mail address

Lindsie will sign you up and you'll receive your welcome e-mail immediately.

3. What happens after I get my welcome email?

Once your request has been approved, you will receive a welcome e-mail with your username and a link to change your password. You will be required to change your password before you can log-in to the portal.

4. How do I access the portal?

A link is provided for you in your welcome e-mail. You can access the portal here --> https://portal.northwestterminal.com/frontier

5. How do I obtain my username and/or password if I have misplaced them?

Obtaining Username:

Your username is set by NWT. Your username will be your first and last name, no capitals, no spaces.

Obtaining Password:

If you have forgotten your password, please complete the "Can't access your portal" section on the log-in screen of your portal. An e-mail will be sent to you with a new password. You will need to change this password upon successful login.
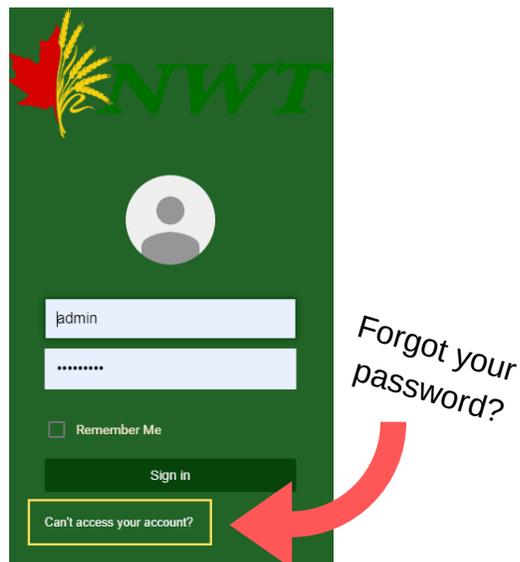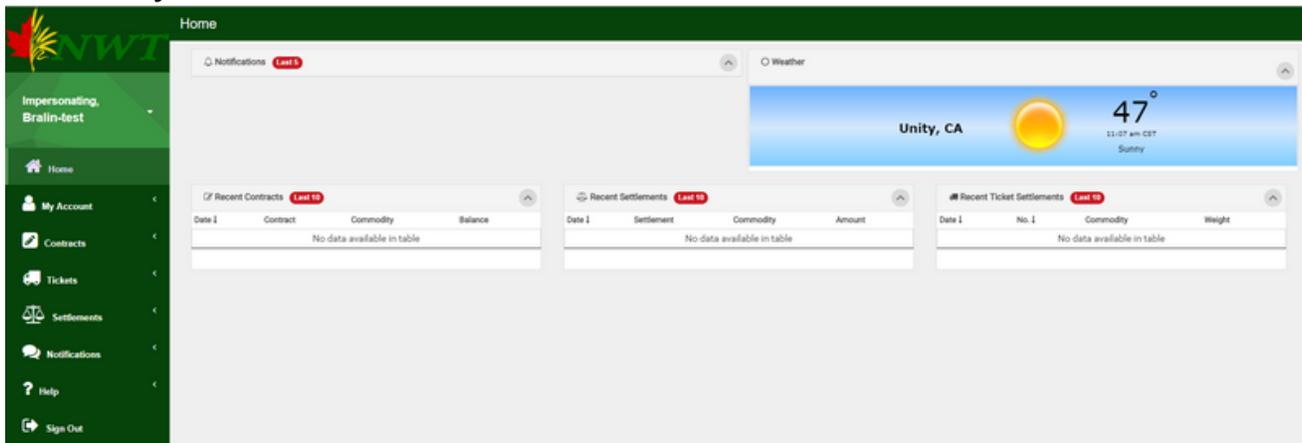

6. What happens if I try to log in and a login error appears?

This typically means that your password needs to be reset, You can do so by clicking on the link (shown above) to reset your password. An e-mail will be sent to you with a new password. You will need to change this password upon successful login.

7. How do I navigate the portal?

Below is your dashboard:

This is the main screen where you will see quick information about your recent ticket settlements, recent contracts and recent settlements.
Along the left hand side of the screen is your main menu.

Menu Key

My Account
Change Password: This section allows you to change your password. Passwords must include at least 1 capital and 1 number.
Account Details: This section holds your address and contact information.
Additional Contacts: This section allows you to add additional contacts to your account

Contracts
Contracts: This section will show you the balance left on your contracts, price, delivery date and contract type.
Contract Balances:This section will show you the balance left on your contracts, delivery date and the amount settled on each contract.

Tickets
Tickets: This section will show you the ticket number, commodity and weight.
Ticket Settlements:This section will show you the ticket number, commodity, status (settled or not settled), contract # the ticket is applied to and the settlement date, amount and settled quantity of the ticket.

Settlements
Settlements: This section will show you the date a commodity was settled. The settlement number, # of tonnes and settlement amount are also included.

Notifications
View: This section will show you all notifications pushed out from the company. The most recent 5 will also appear in the top left hand corner of your dashboard.

Will my condo storage show up on the portal?
No. Condo is not part of the portal yet. We are working on integrating this currently, stay tuned!

Can I export this information into excel?
Yes. Go to the menu item you'd like to export. On the top, right-hand corner you'll see 2 options:

Select "Export" and choose one of the options.

How do I change the settings to show more rows/page?
Go to the menu item you'd like to export. On the top, right-hand corner you'll see 2 options:

Select "Settings" and choose any option you prefer.

How do I find more details on my tickets?

Ensure you hit this arrow

These tabs contain all of the information you need to know about your individual tickets.

How do I see what tickets are on each contract?

Make sure to hit this arrow

Date	Contract	Commodity	Type	UOM	Scheduled Qty	Balance	Unpriced	Scheduled Loads	Delivery Start	Deliv
04/30/2019		L1	Price Later Agree...	MT	272.0000	272.0000	272.0000	0.00	04/30/2019	01/2
04/29		CNL1	Storage - PLA	MT	126.9984	0.0000	0.0000	0.00	04/29/2019	12/3

DETAILS | **TICKETS** → Hit this "tickets" tab to see all tickets applied to a contract

Ticket Date ↓	No. ↓	Commodity	Type	Status	UOM	Split	Unapplied	Vehicle Id.	Contract	Release
04/30/2019		CNL1	In	Not Settled	MT	13.1800	0.0000			1
04/27/2019		CNL1	In	Not Settled	MT	11.6350	0.0000			1
04/27/2019		CNL1	In	Not Settled	MT	13.5100	0.0000			1
04/27/2019		CNL1	In	Not Settled	MT	15.8300	0.0000			1
04/27/2019		CNL1	In	Not Settled	MT	12.9400	0.0000			1
04/27/2019		CNL1	In	Not Settled	MT	16.6400	0.0000			1
04/27/2019		CNL1	In	Not Settled	MT	13.2200	0.0000			1
04/27/2019		CNL1	In	Not Settled	MT	17.0100	0.0000			1
04/27/2019		CNL1	In	Not Settled	MT	13.4350	0.0000			1
04/27/2019		CNL1	In	Not Settled	MT	13.1700	0.0000			1

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