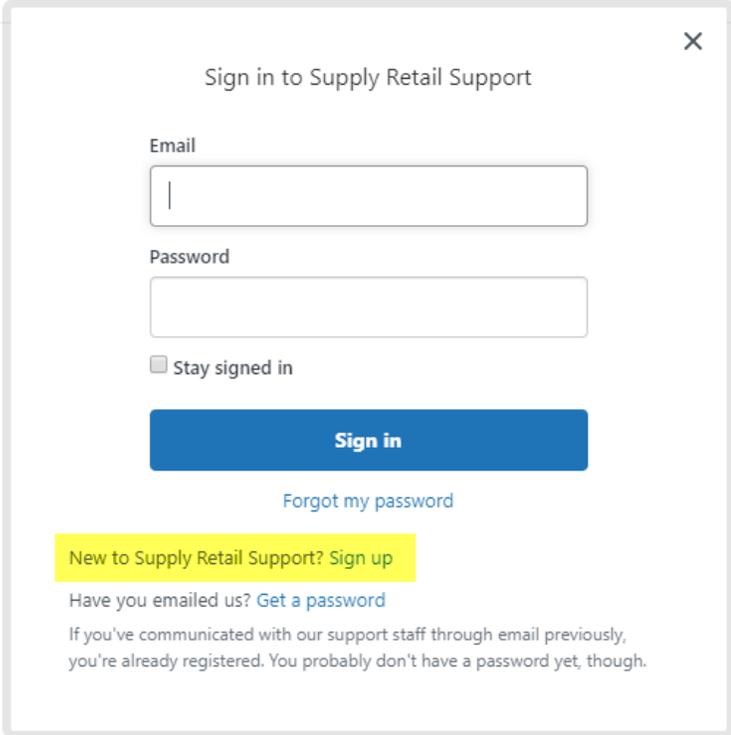


New User Account Creation

For those who have not used Zendesk before at Trane, please follow the steps to create your account:

1. Launch Google Chrome, Firefox, Safari, or Microsoft Edge (**NOTE: INTERNET EXPLORER DOES NOT WORK WITH ZENDESK**)
2. Copy/Paste the following into your address bar:
 - a. iwdsupplyretailsupport.zendesk.com/hc/en-us
 - b. **Save this as a favorite!**
3. You will be prompted to Sign In. Please refer to the highlighted area in the screenshot, and select **Sign Up**



Sign in to Supply Retail Support

Email

Password

Stay signed in

Sign in

[Forgot my password](#)

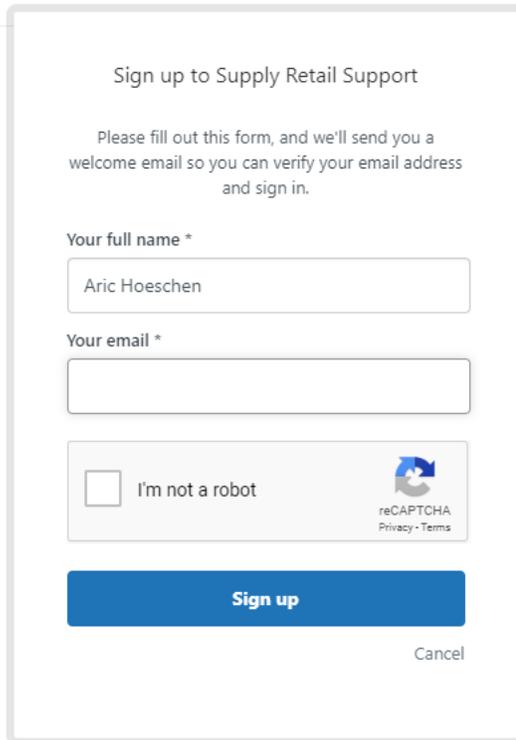
New to Supply Retail Support? Sign up

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

New User Account Creation

4. You will be prompted to enter your name and Trane email. Then, click the box indicating you are not a robot.



Sign up to Supply Retail Support

Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.

Your full name *

Your email *

I'm not a robot  reCAPTCHA
Privacy - Terms

Sign up

Cancel

5. You will receive an email like the screenshot below. Please click on the hyperlink, like in the highlighted section of the email.

Welcome to Trane Technical Support. Please click the link below to create a password and sign-in.

<https://supplyretailsupport.zendesk.com/verification/email/tQkkX60pcOsLPZFTSfQgF28F2ljRQpWN>

Trane Commercial has multiple portals; your profile can be used to sign into the following:

- <https://tranesupport.zendesk.com>
- <https://tranerental.zendesk.com>
- <https://traneextendedwarranty.zendesk.com>
- <https://traneserviceestimators.zendesk.com>
- <https://supplyretailsupport.zendesk.com>
- <https://nationalaccounts.zendesk.com>
- <https://tranetechsupportcso.zendesk.com>
- <https://tranedigital.zendesk.com>
- <https://businessoperationssupport.zendesk.com>
- <https://tranepresalesupportcso.zendesk.com>

New User Account Creation

6. A new window will open, and you will be prompted to create a password.
 - a. Please note! Zendesk does not use your Network password (i.e. the password you use to log in to your computer). If you change your Network Password, this will not change your Zendesk password.

Choose your secret password

You'll use this password to sign in to Supply Retail Support.

Your name

Your password

Password requirements:

- ✓ must be at least 5 characters
- ✓ must be different from email address

[Set password](#)