FAQ: Navigating between multiple customer portal accounts

Updated March 5, 2026

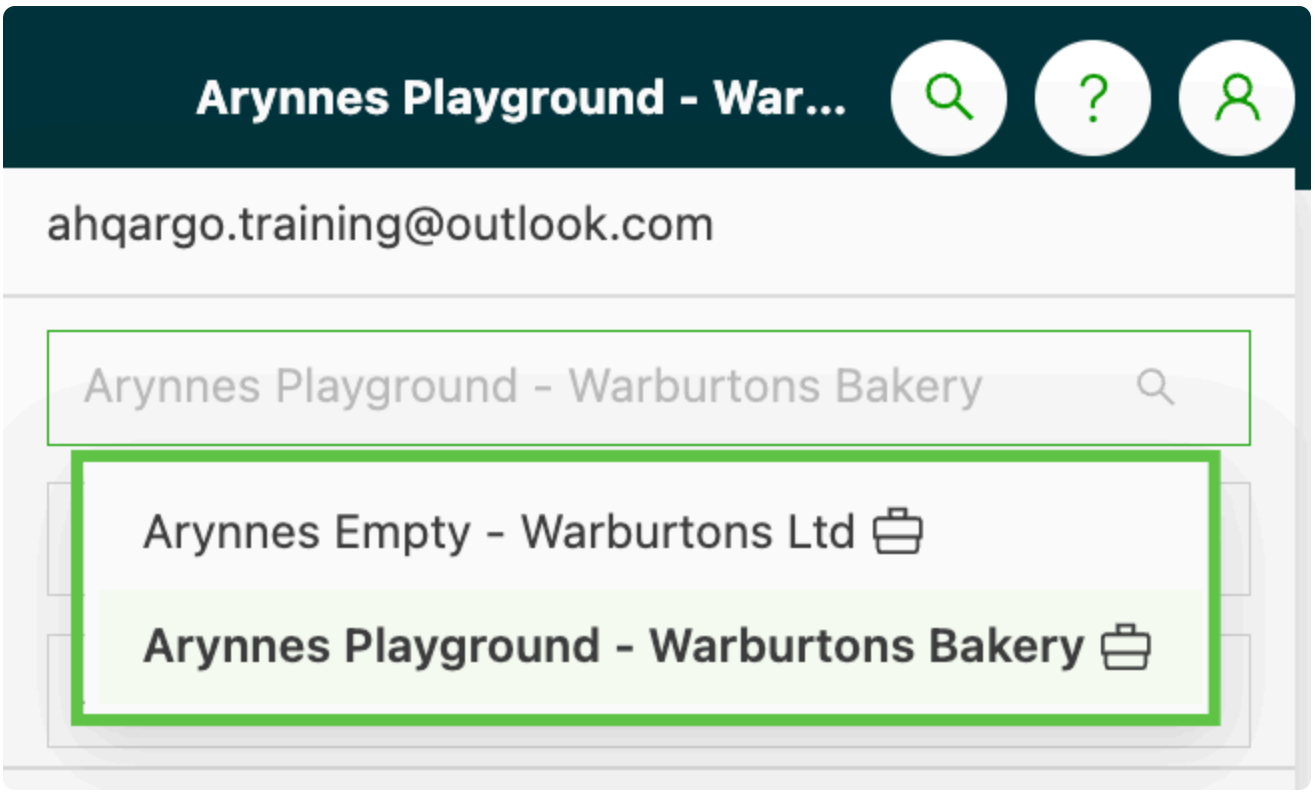
Can a customer access more than one carrier's portal with the same login?

Yes. If the same email address has been granted portal access by more than one carrier, all portals are accessible from a single login. There is no need to create separate accounts or use different email addresses.

How does a customer switch between portals?

Use the **tenant switcher** in the top-right corner of the portal. It displays the name of the currently active carrier alongside the customer company name.

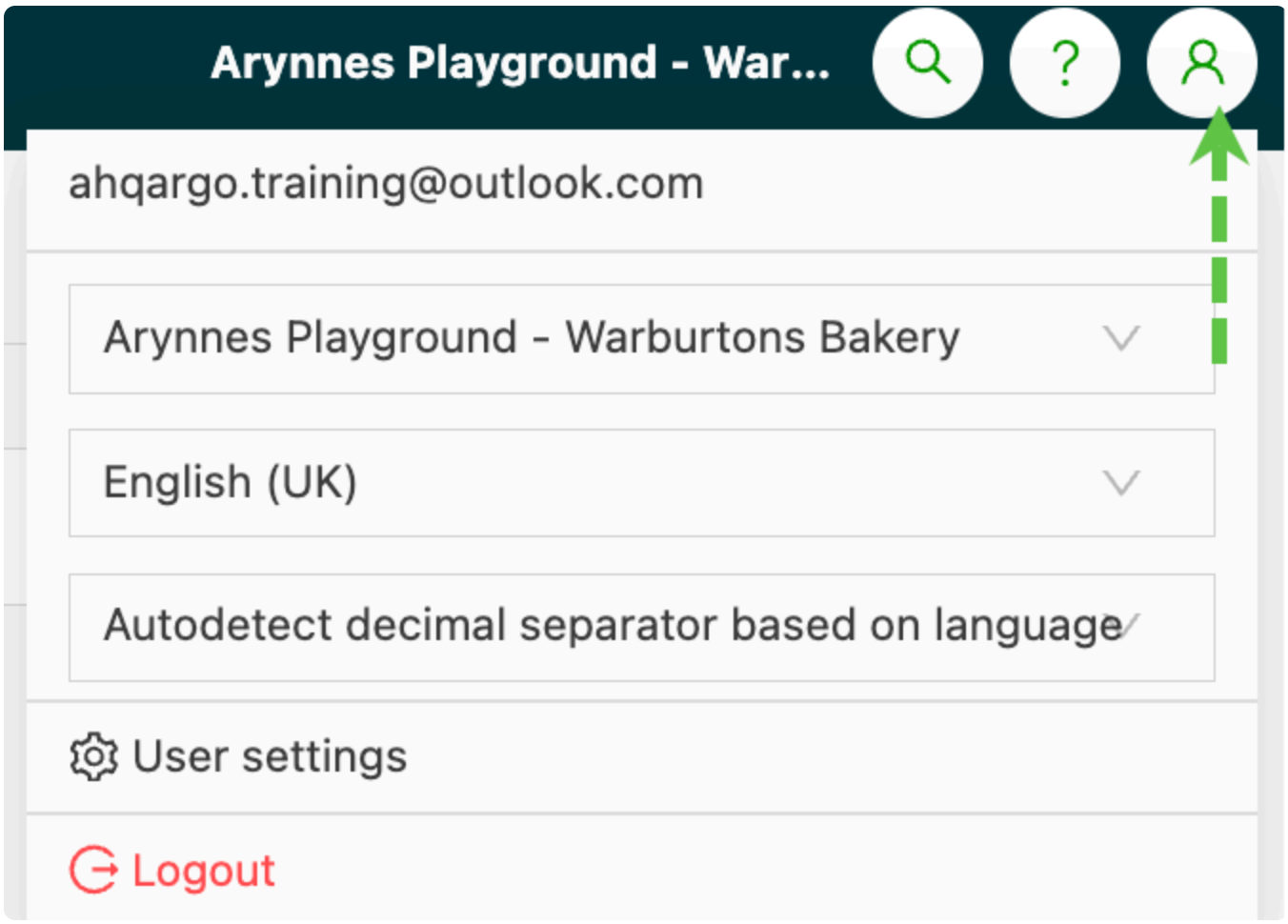
- **Click** the switcher to see all portals available to the logged-in email address
- **Select** the carrier to switch to.



- The portal reloads under the selected carrier's account.
- No logout is required. Switching can be done at any time from within the portal.

Where exactly is the tenant switcher?

The tenant switcher is located in the **top-right corner** of the portal interface. It shows the active carrier's tenant name and the customer company name in the format: *[Carrier name] [Customer name]*.



Will a customer see orders from all Qargo carriers in one view?

No. Each portal is separate. Only the orders submitted to—or managed by—the currently active carrier are visible. To view orders for a different carrier, **switch** to that carrier's portal using the tenant switcher.

What if the tenant switcher is not visible?

- The tenant switcher only appears when the logged-in email address has been **granted access to more than one carrier's portal**.
- If access to a second portal is expected but the switcher is not visible, contact the relevant carrier and ask them to verify that portal access has been enabled for the email address in question.

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