CargoSprint

eModal

Port Manager - User Profile

Generate, Revoke and Regenerate a User Key

User Guide

Version 1.2 | November 2026 | Motor Carriers, BCOs, and their Developers and TMS Integrators

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Contents

1. Overview 3
2. Before You Begin 3
3. Key Concepts 3
4. Step-by-Step Instructions 4
   4.1 Generate a User Key 4
   4.2 View, Copy, and Protect Your Key 5
   4.3 Revoke a Key and Generate a New One 6
   4.4 Use Your Key with the API 6
5. Troubleshooting 7

1. Overview

What does the document include

This guide shows Motor Carriers and Beneficial Cargo Owners (BCOs) how to generate, view, copy, revoke, and regenerate a User Key on the eModal User Profile page. It is also written for the development teams, TMS providers, and integrators who connect to eModal APIs on their behalf.

What This Product Does

The User Key is a credential on your eModal User Profile that lets your systems access eModal services through the API on your behalf. This guide covers managing the key only. For API documentation and further guidance, see the CargoSprint Developer Portal.

2. Before You Begin

Requirements

- **Access:** An active eModal account with one of these user types: Beneficial Cargo Owner (BCO / Shipper), Dispatcher, or Driver.
- **Access:** Permission to open the User Profile page (hamburger menu, then Administration, then User Profile).
- **Setup:** A development team, TMS provider, or integrator who will use the key with the CargoSprint Developer Portal API documentation.

3. Key Concepts

Term	Definition
User Key	A unique key tied to your user that your systems use to get access to eModal APIs.
Access token	A token your system generates with the User Key and sends as a Bearer token in the Authorization header of API calls.
Primary company	The company shown on your User Profile; your key is generated under your current primary company.
Revoke	Permanently deactivates your current key so it can no longer be used. This cannot be undone.

4. Step-by-Step Instructions

4.1 Generate a User Key

1

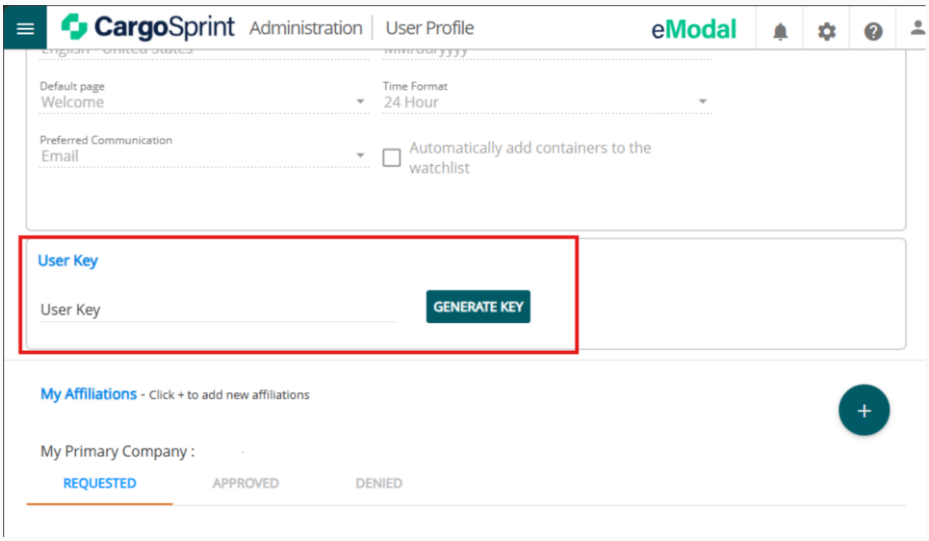
Open the User Profile page

Click the hamburger menu, select Administration, and then select User Profile.

2

Find the User Key section

If you have no key yet, the User Key field is empty and a GENERATE KEY button appears.



3

Click GENERATE KEY

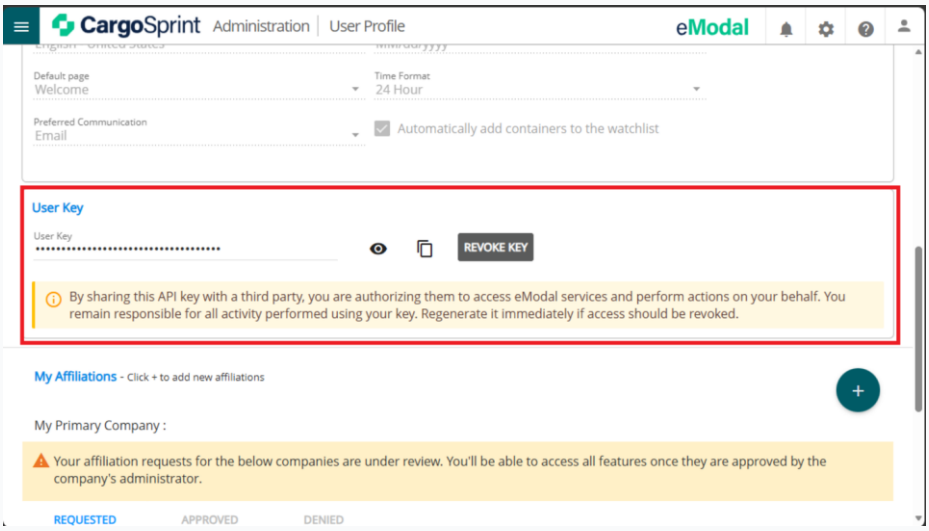
Your new User Key appears in the User Key field. It loads automatically each time you open the User Profile page.

4.2 View, Copy, and Protect Your Key

1

Find your existing key

When the User Profile page loads, an existing key appears in the User Key field. It is masked by default.



2

Select the eye icon to show or hide the key

Click the eye icon once to show the key, and again to hide it.

3

Click the copy icon

This copies the key to your clipboard so you can paste it where it is needed.

4

Share the key only with trusted parties

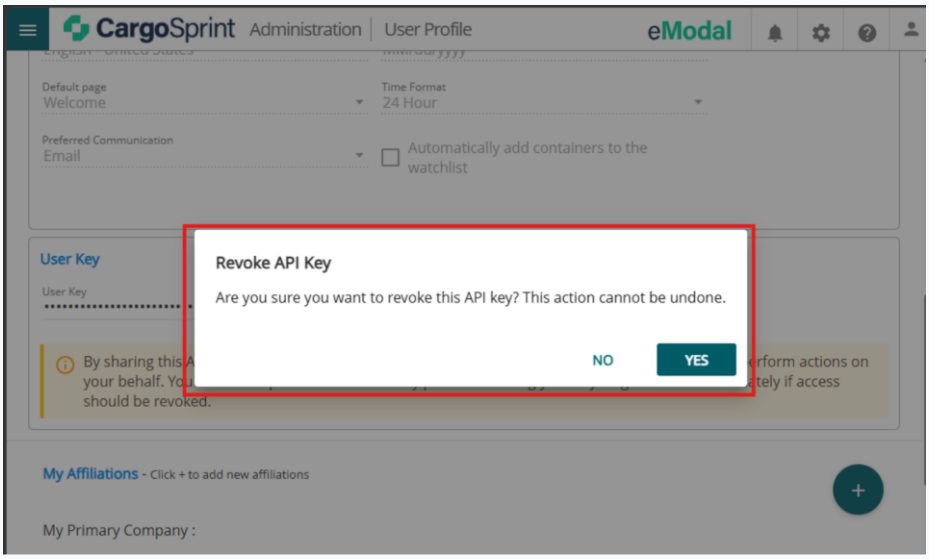
Sharing your key authorizes a third party to access eModal services and perform actions on your behalf, and you remain responsible for all activity performed with it. Store the key in a password manager or secure vault, not in email or chat.

4.3 Revoke a Key and Generate a New One

1

Go to User Key section, then click REVOKE KEY

A Revoke API Key confirmation message appears; it refers to your User Key.



2

Select YES to confirm

This action cannot be undone. The User Key field clears, and the old key no longer works.

3

Click GENERATE KEY

A new User Key appears and becomes your active key. It is different from the revoked key.

4

Update your integration

Give the new key to your development team or TMS provider and replace the old key wherever it is used. Systems still using the revoked key will stop working.

4.4 Use Your Key with the API

1

Send the key to your developers

Share it with your development team, TMS provider, or integrator through a secure channel.

2

Go to the Developer Portal

Open developer.cargosprint.com. It hosts the API documentation, including how to use your User Key.

3	**Follow the API documentation** Your developers should use the Developer Portal for authentication and endpoint details. This guide covers key management only.

5. Troubleshooting

Q: I don't see the User Key section on my User Profile page.

A: The section is available only to certain user types. Confirm you are logged in as a Beneficial Cargo Owner (BCO / Shipper), Dispatcher, or Driver. If it is still missing, contact support.

Q: The GENERATE KEY button is missing.

A: A key already exists, so the page shows a masked key and a REVOKE KEY button instead. To get a new key, revoke the current one first (see section 4.3).

Q: My integration stopped working after I revoked my key.

A: A revoked key no longer works. Generate a new key, then give it to your development team or TMS provider to replace the old one.

Q: I shared my key with someone who should no longer have access.

A: Revoke the key right away, generate a new one, and update your integrations. If you need help, contact support.

6. Support Contact

For eModal customer support, call +1 866-758-3838 or complete the eModal support form.