# MyFleetistics Portal

# Unable to login to MyFleetistics or your GPS system

**Issue:**

If you are unable to login into your <u>MyFleetistics</u> account from the Fleetistics.com website, follow these steps. If you are unable to login to your <u>MyGeotab</u> account <u>click here</u>. Only change your password in MyFleetistics, never in MyGeotab.

**Routine Fix:**

1. Ensure your GPS program manager has submitted your name, email and security level to Fleetistics and the profile is active.  If it is not, it can be submitted by opening a support ticket from the Help Center>Support>Cases menu or by having the GPS program manager email support@fleetistics.com.  We must have the request from your GPS program manager for security. All other requests will be declined.  The support case will be updated in this location for your convenience.
2. Ensure you are using a supported web browser and clear the browswer cache (history) to delete any "memorized" information for this URL. Click the link to view browser details. <u>http://www.fleetistics.com/browser-help.php</u>
3. Add Fleetistics.com, myfleetistics.com and mygeotab.com as exceptions to browswer your popup blocker.
4. Follow the Forgot Password steps by going to www.fleetistics.com. In the top right corner of MyFleetistics click on Customer Login. On the login popup window select Forgot Password and follow the steps. If you do not receive the password reset email in a few minutes check your junk mail and ask your IT person to white list fleetistics.com, myfleetistics.com and mygeotab.com.

If these steps fail please submit a case through MyFleetistics>Help Center>Support>Cases. Our support team will review all settings and contact you to help resolve the issue. By submitting a case in this manner you will avoid benig on hold or leaving a voicemail and it allows us to review the situation and get back to you with a resolution.

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Author: n/a
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