MyFleetistics Portal

Unable to login to Geotab account from within MyFleetistics

Issue:

If you are able to login to your MyFleetistics account but not able to launch or access your Geotab account, your passwords are out of sync. In order to provide single sign on from MyFleetistics to MyGeotab the passwords must match. *Never change your password in Geotab*, just in MyFleetistics. Your MyFleetistics password will be automatically sync and over write your Geotab password so they match. This will not work going from Geotab to MyFleetistics.

Fix:

1. Click F5 in your browser or take other steps to delete your browser cache may be needed.For more tips click this link. https://fleetistics.com/browser-help.php
2. In MyFleetistics, click the down arrow by your name in the top right corner, select Your Profile. Click the green tile that says Password and change your password. You can re-enter your current MyFleetistics password or enter a new one. Whatever you enter will be used going forward.
3. Also check your browser for a pop-up blocker.

If you still have issues contact Fleetistics through the Help Center>Support>Cases menus on MyFleetistics.

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