

# Application

## How do I reset my password?

For password reset issues we want to check the following before attempting to resolve the issue.

Is the user created in MyFleetistics and Geotab?

Has the user ever logged into the system before, if so, does the user login through MyFleetistics or Geotab? How to resolve password issues if the user is Created in MyFleetistics and Geotab.

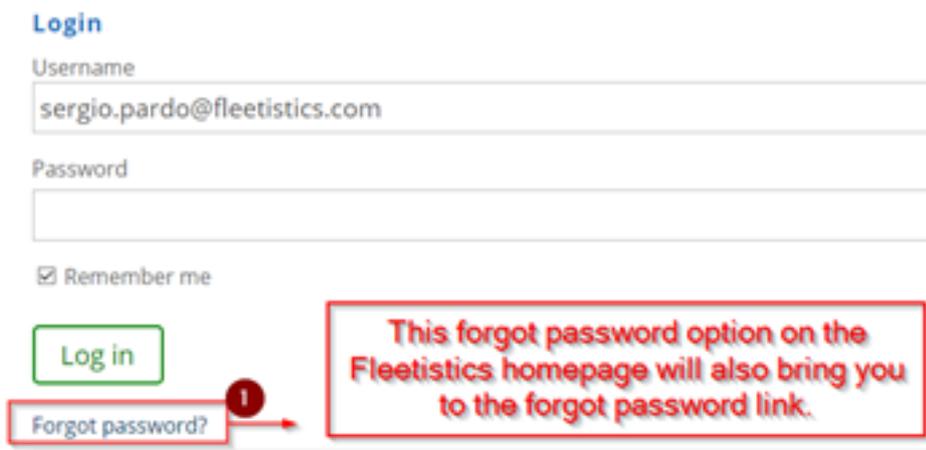
Use this link to generate a password reset email.

<https://my4.myfleetistics.com/forgot-password>

If the client tried this and did not receive the email, we get a copy of these emails. Forward the copy to the client, then have them set the new password.

Ensure both passwords match in MyFleetistics and Geotab. How to reset a password for users who are in MyFleetistics and Geotab. Please see below:

**Step 1.** Click on the Forgot Password option.



The image shows a login form with the following elements:

- Login** (blue text)
- Username** field containing `sergio.pardo@fleetistics.com`
- Password** field (empty)
- Remember me
- Log in** button (green border)
- Forgot password?** link (red border)

A red box highlights the **Forgot password?** link with the text: "This forgot password option on the Fleetistics homepage will also bring you to the forgot password link." A red circle with the number 1 and an arrow points to the link.

**Step 2.** Type in your email and then hit the green Reset password button.

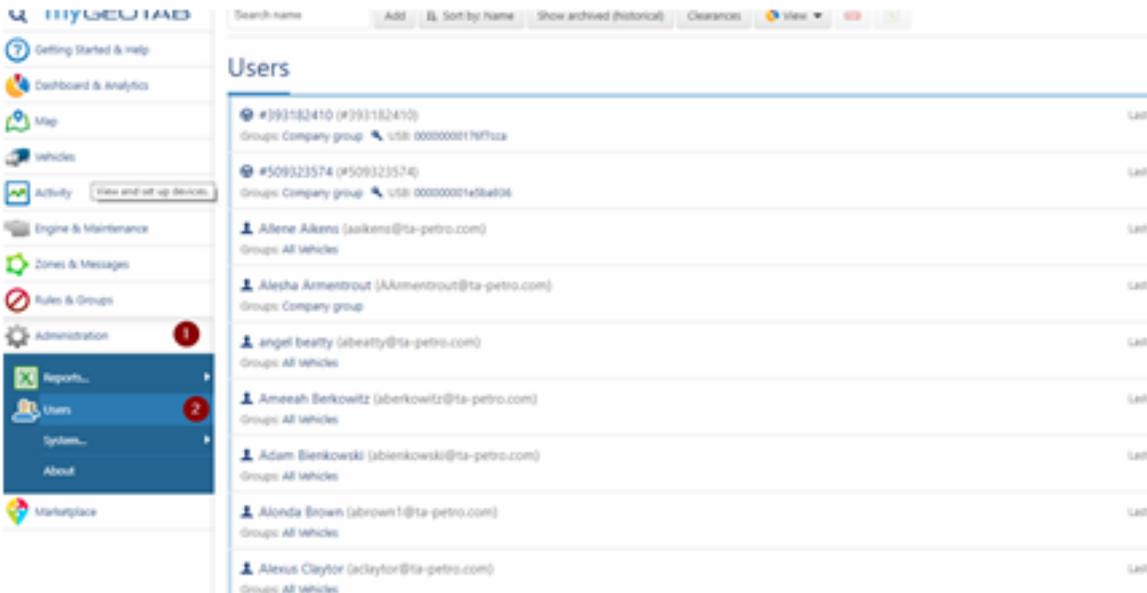
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## How to reset the password for users that are only in Geotab.

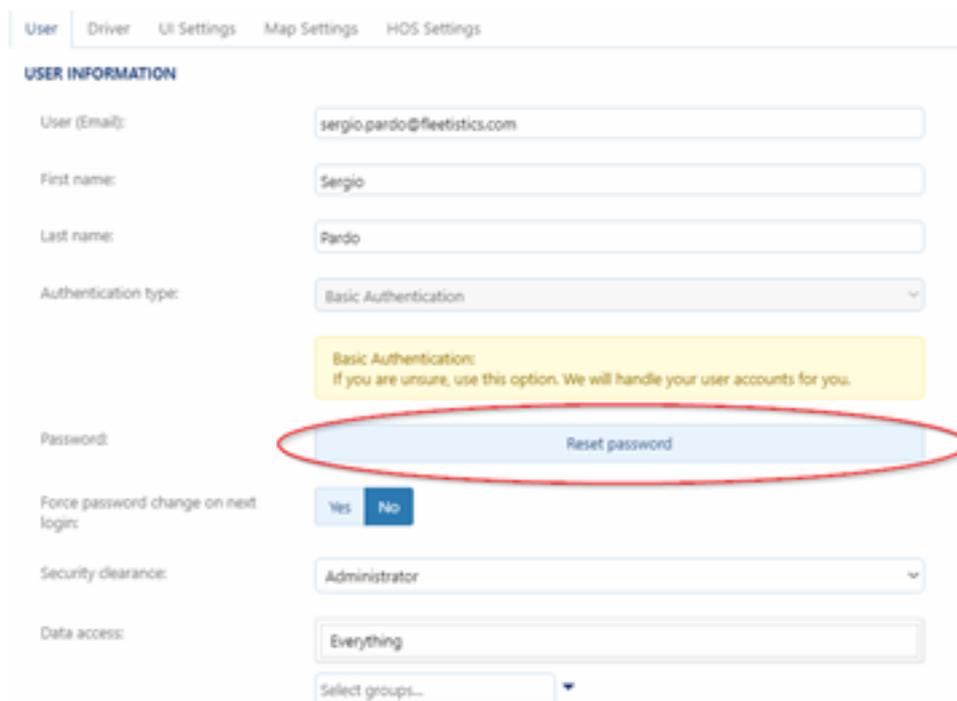
**Step 1.** Log in to the database that has the user having password issues. Use the support email to ensure you have permission to see all users in the account.

**Step 2.** After logging in, click on the Administration tab<User's tab.

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**Step 3.** Once in the User window, click on the specific user, then click the blue Reset password button



**Step 4.** From here you will enter the new password, then click the grey save button on the top right-hand side.

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Save Remove Cancel

## User Edit ?

User Driver UI Settings Map Settings iOS Settings

### USER INFORMATION

User (Email): sergio.gardo@fleetistics.com

First name: Sergio

Last name: Gardo

Authentication type: Basic Authentication

Basic Authentication:  
If you are unsure, use this option. We will handle your user accounts for you.

Password: \*\*\*\*\*

Confirm password: \*\*\*\*\*

Force password change on next login: Yes No

Security clearance: Administrator

Data access: Everything

Select group...

For users in MyFleetistics, if you see the following date this means the user never set his password when the welcome email was sent. The welcome email will need to be sent again.

Arnold	Darryl	darnoldfl@outlook.com	Admin	1/1/01 12:00 AM
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How to send a welcome email for first password set up.

Arnold	Darryl	darnoldfl@outlook.com	Admin	1/1/01 12:00 AM				Set darnoldfl@outlook.com to 'First Login'
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Step 1. Click on the blue square with the unlocked lock icon in it.

## Reset & Flush

Set user darnoldfl@outlook.com to "First Login"?

Welcome & Flush Reset & Flush Flush Only Cancel

Step 2. In the Reset and Flush window, click the green Welcome & Flush button.

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***If you are still having issues, please contact support at 1(800)481-1319.***

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