

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.



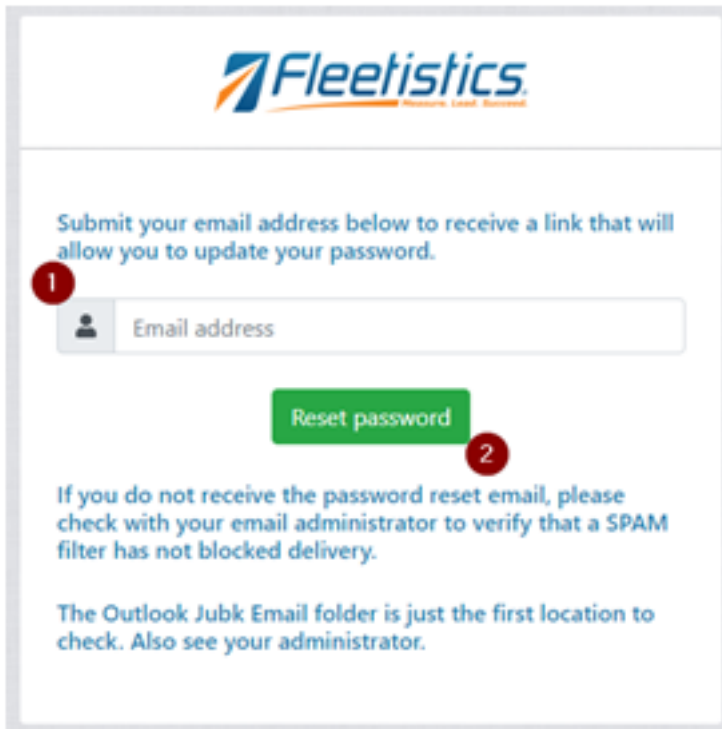
The screenshot shows a login form with the following elements:

- Login** (blue text)
- Username** field containing `sergio.pardo@fleetistics.com`
- Password** field (empty)
- ☒ **Remember me**
- Log in** button (green border)
- Forgot password?** link (blue text, highlighted with a red box and an arrow pointing to a red circle with the number 1)

A red-bordered box contains the text: "This forgot password option on the Fleetistics homepage will also bring you to the forgot password link."

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

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The image shows a web form for resetting a password on the Fleetistics platform. At the top is the Fleetistics logo. Below it, a text prompt asks the user to submit their email address to receive a password reset link. A red circle with the number '1' points to an input field labeled 'Email address' with a person icon. Below the input field is a green 'Reset password' button, which is pointed to by a red circle with the number '2'. Further down, there is instructional text about checking spam filters and the Outlook Junk Email folder, and a note to consult an administrator.

Fleetistics

Submit your email address below to receive a link that will allow you to update your password.

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If you do not receive the password reset email, please check with your email administrator to verify that a SPAM filter has not blocked delivery.

The Outlook Junk Email folder is just the first location to check. Also see your administrator.

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.



The image shows the 'myGEOTAB' login interface. It features a header with the 'myGEOTAB' logo. Below the logo are two input fields: 'User (Email)' containing 'support@fleetistics.com' and an empty 'Database' field. Under the 'Database' field, there are two links: 'Travel Centers Of America' and 'Prorate Services LLC Snap On Incorporated'. To the right of these links is a blue 'Next' button. At the bottom left, there is a 'New customer? Register' link. At the bottom right, there is a checked checkbox labeled 'Remember me'.

myGEOTAB

User (Email) support@fleetistics.com

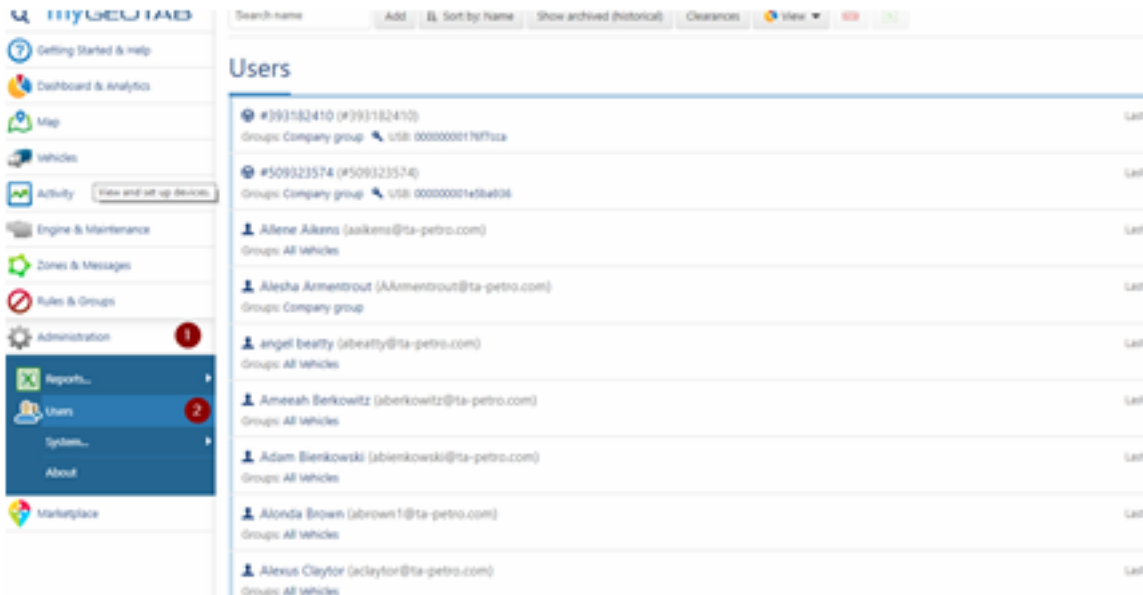
Database

[Travel Centers Of America](#) [Prorate Services LLC Snap On Incorporated](#) Next

New customer? [Register](#) ☒ Remember me

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

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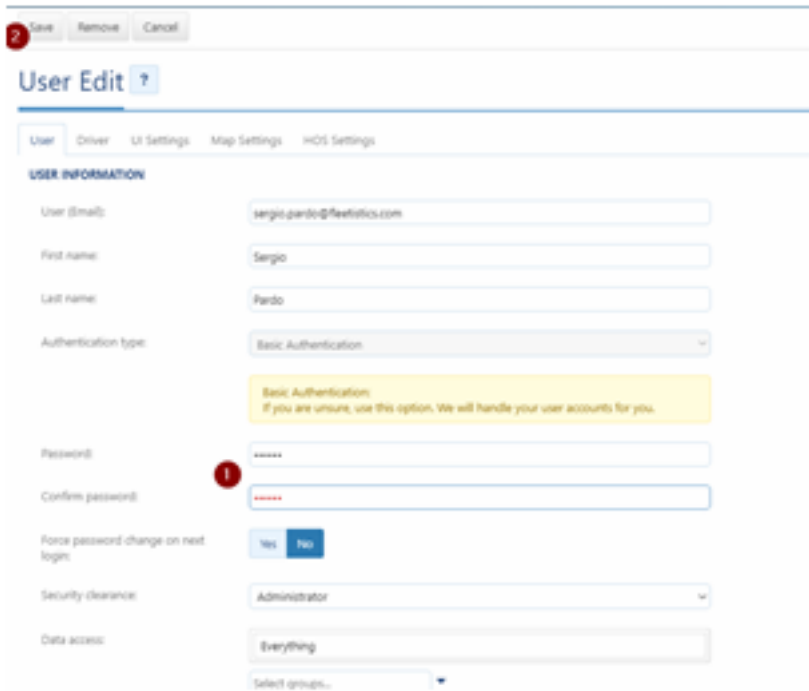


Step 3. Once in the User window, click on the specific user, then click the blue Reset password button

A screenshot of the 'User Information' form in the application. The form includes fields for User (Email), First name, Last name, Authentication type (set to Basic Authentication), Password, Force password change on next login (Yes/No), Security clearance (set to Administrator), and Data access (set to Everything). A yellow warning box states: 'Basic Authentication: If you are unsure, use this option. We will handle your user accounts for you.' The 'Reset password' button is highlighted with a red oval. At the bottom, there is a 'Select groups...' dropdown menu.

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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The image shows the 'User Edit' form in the MyFleetistics application. At the top, there are buttons for 'Save', 'Remove', and 'Cancel'. Below the title 'User Edit', there are tabs for 'User', 'Driver', 'UI Settings', 'Map Settings', and 'iOS Settings'. The 'User' tab is selected. The form is divided into sections: 'USER INFORMATION' and 'Basic Authentication'. Under 'USER INFORMATION', there are fields for 'User (Email)' (sergio.gardo@fleetistics.com), 'First name' (Sergio), 'Last name' (Pardo), 'Authentication type' (Basic Authentication), 'Password' (masked with asterisks), 'Confirm password' (masked with asterisks), 'Force password change on next login' (Yes/No buttons), 'Security clearance' (Administrator), and 'Data access' (Everything). A yellow tooltip is visible over the 'Basic Authentication' section, stating: 'Basic Authentication: If you are unsure, use this option. We will handle your user accounts for you.' A red circle with the number '1' is placed over the 'Confirm password' field.

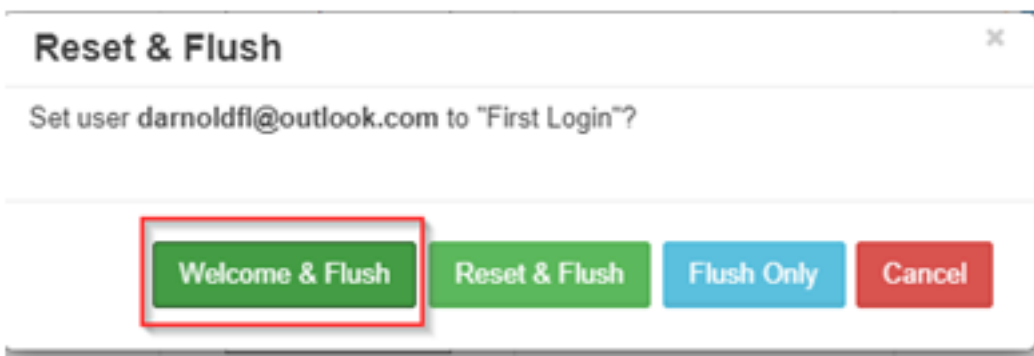
For users in MyFleetistics, if you see the following date this means the user never set his password when the welcome email was sent. The welcome email will need to be sent again.

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.



The image shows a 'Reset & Flush' dialog box. The title is 'Reset & Flush'. The text inside says 'Set user darnoldfl@outlook.com to "First Login"?'. At the bottom, there are four buttons: 'Welcome & Flush' (green), 'Reset & Flush' (green), 'Flush Only' (blue), and 'Cancel' (red). A red box highlights the 'Welcome & Flush' button.

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.

Unique solution ID: #1025

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Last update: 2021-05-06 19:27