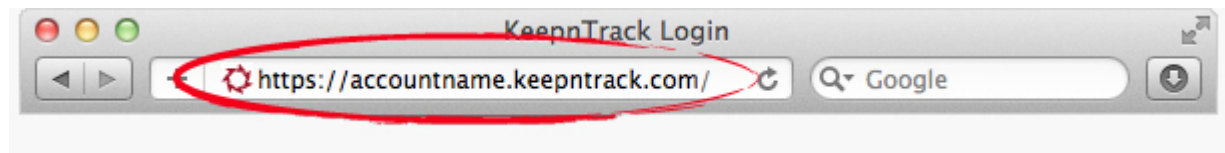# Accessing KeepnTrack

## Contents

### Log In to KeepnTrack

Security is mandatory and permanently enabled. Access to our software requires that the username (i.e. Login ID) and password of a valid operator with the appropriate Security Group credentials be entered every time the program is launched. Your very first operator is an Account Administrator with the equivalent security group access.

Refresh your browser window to access the Log In dialog at any time, then enter your username and password to log in.

### 1. Access

You can access KeepnTrack's application picker in the supported internet browser of your choice; just enter your main KeepnTrack account address into the Address field of the browser window. For example, https://youraccountname/keepntrack.com.
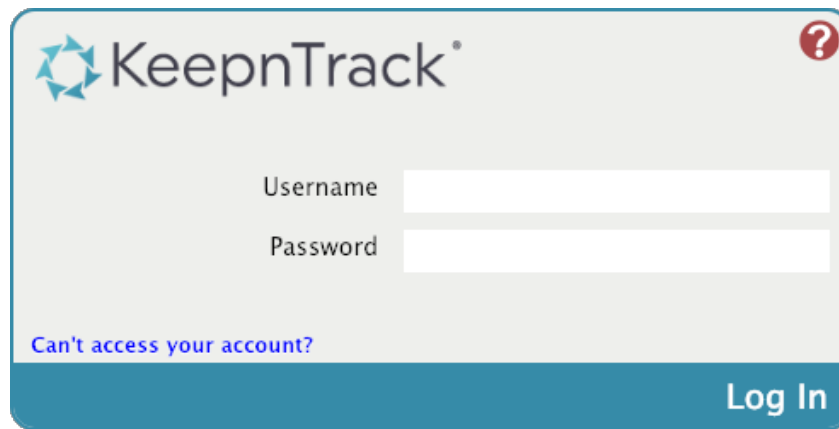


### 2. Application Picker

Next, you will be prompted to choose which interface you want to access. Depending on your account privileges and permissions, you may or may not have access to certain areas of KeepnTrack.



> ⊘ Bookmark the KeepnTrack application picker for future reference.

### 3. Log In

Enter your username and password, then click Log In.

## Accessing KeepnTrack as a Different Operator

There are times when you will need to access KeepnTrack as a operator other than the one who is currently logged into the program; especially if you are required to perform a specific task that the current operator does not have the security permissions to accomplish. For example, if a Facility Administrator is currently logged in, you may have to log in as the Account Administrator to change an account preference.
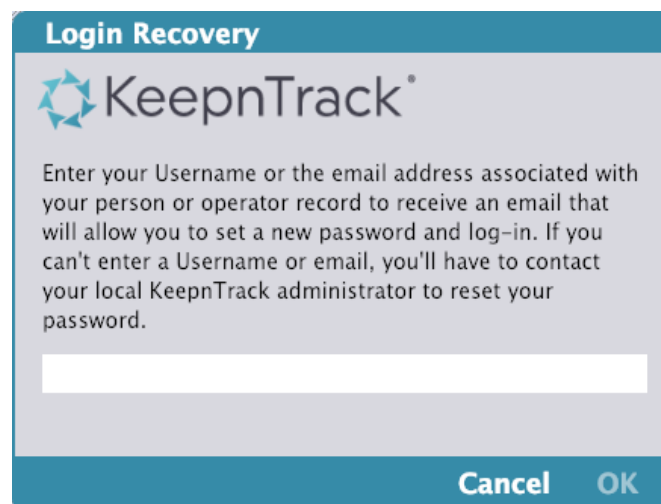
Here's how you can access KeepnTrack as a different operator:

1. Refresh (Ctrl+R) (+R) your browser window.
2. Enter your username and password, then click Log In.

> ⊘ Usernames and Passwords are **not** case sensitive.

## Reset Password

If you forget your password or would like to reset it, click the Can't access your account? link at the bottom of the Log In dialog. When the Login Recovery dialog appears, enter your username, Person ID, or email address associated with your account. If you do not have an email address associated with your account, please see your local KeepnTrack Administrator.



> ⚠ If this is your first time logging into the KeepnTrack system, you should find your login credentials included with your license registration letter. If you are experiencing difficulty logging in, please contact COMPanion's Customer Support team at 1-800-320-5830.