

## Introduction to FleeTrak Password Recovery

This starter guide is focused on password retrieval for users who lost their login password to the FleeTrak application.

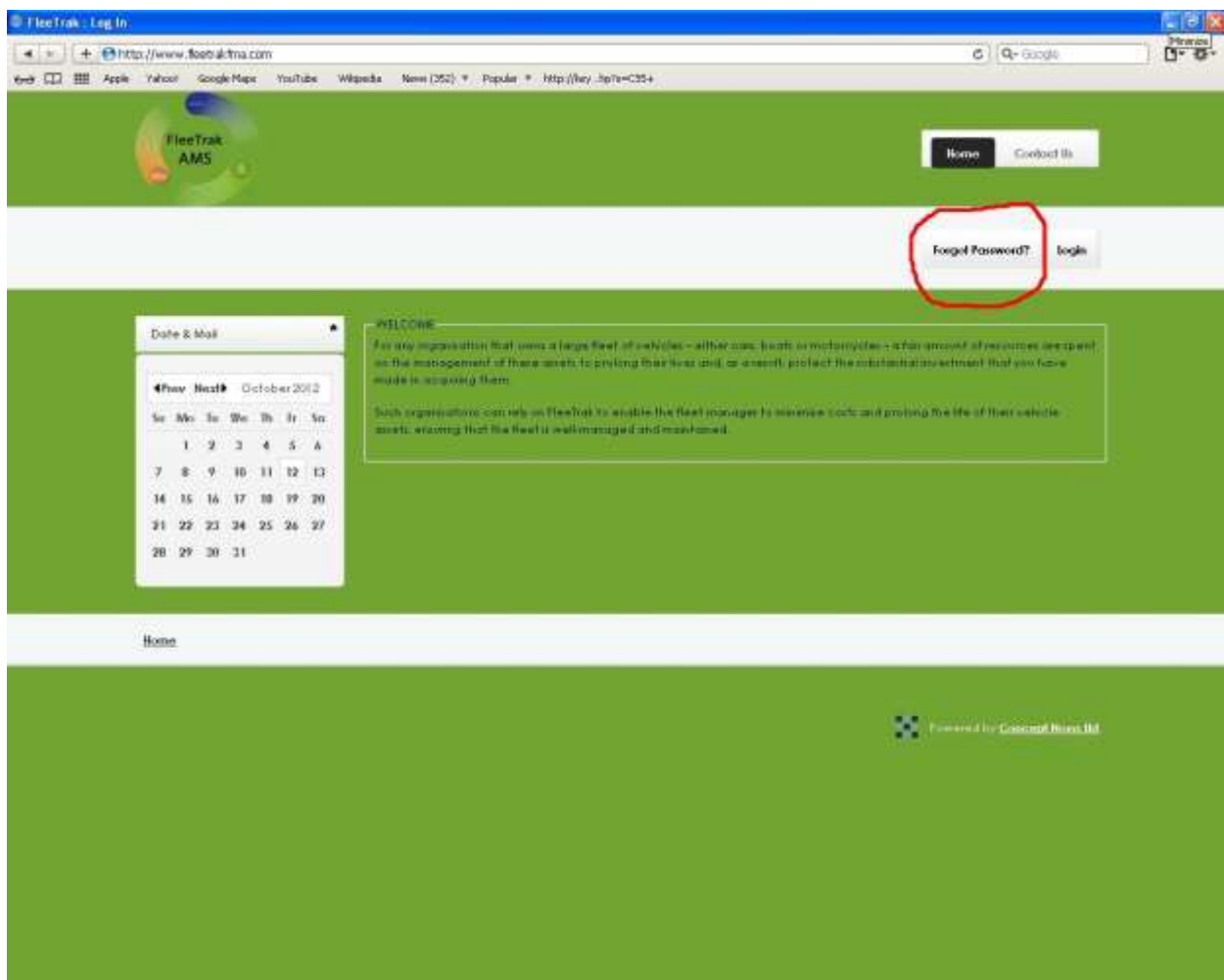
Every standard password recovery process requires the password requestor to provide/remember/have a token which will be used for password recovery. In the FleeTrak Application, the token required to successfully recover lost password is the username which was sent to user on registration. Users are required to provide their login username.

### Recovery Process

Look up the link

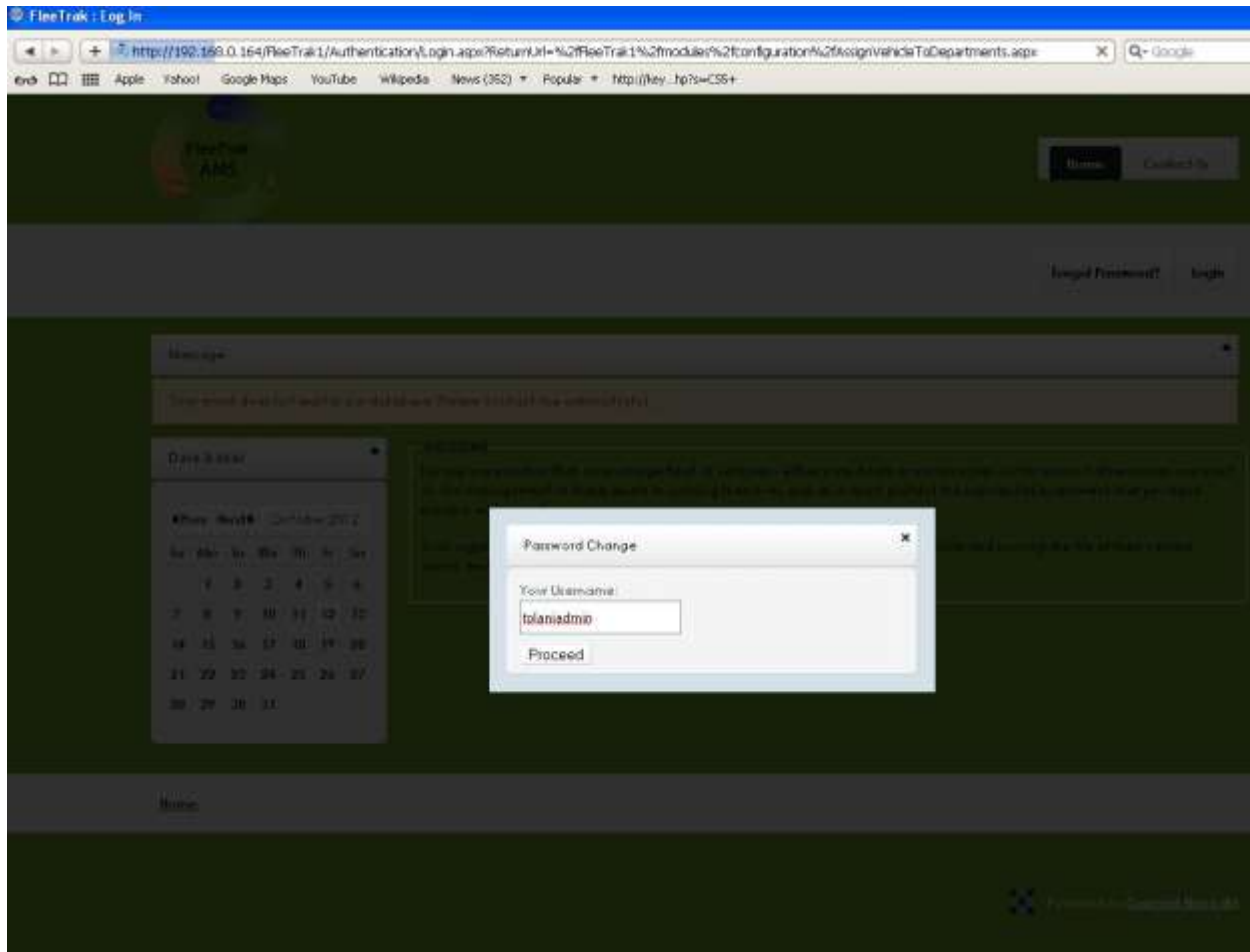
<https://fleetrakfma.azurewebsites.net/Authentication/Login.aspx?ReturnUrl=%2f>

On the FleeTrak Login page, Click on the "Forget Password?" Link circled in red



The screenshot shows the FleeTrak AMS login page. The browser address bar displays <http://www.fleetrakfma.com>. The page features a green header with the FleeTrak AMS logo and navigation buttons for "Home" and "Contact Us". Below the header, there are buttons for "Forgot Password?" (circled in red) and "Login". A "Date & Mail" widget shows a calendar for October 2012. A "WELCOME" message is displayed, explaining that FleeTrak is designed for organizations with large fleets of vehicles to reduce costs and improve vehicle management. The footer includes a "Home" link and a logo for "Powered by: Global Business Ltd."

On click on the forget password link, the website displays a dialog requesting for “username” as displayed below:



When the username is entered and “Proceed” button clicked, FleeTrak application will send an auto generated password to the email address used to register.

### Post Password Recovery

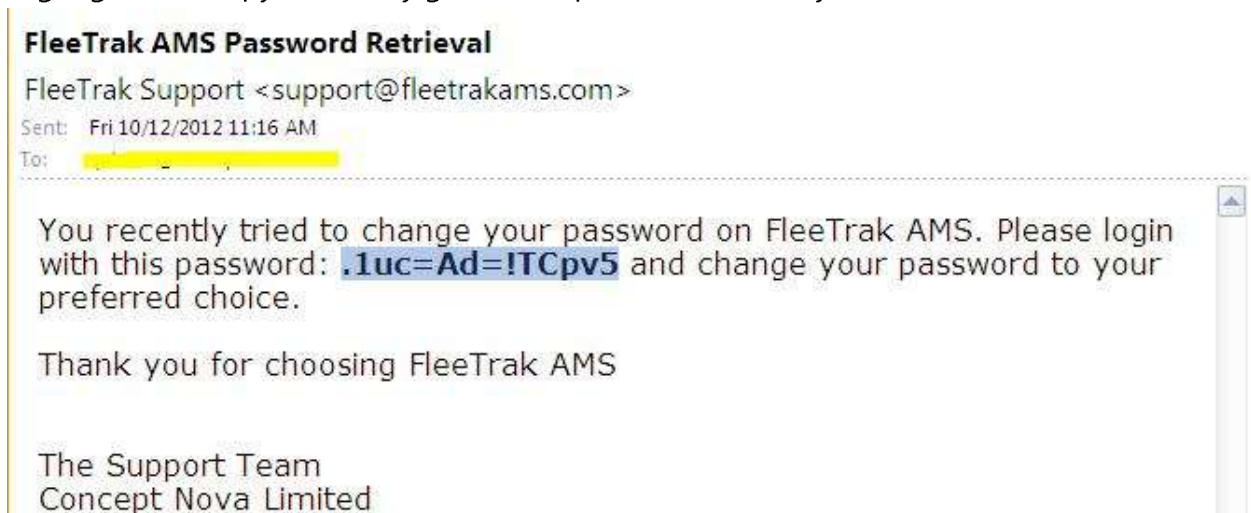
After password recovery, i.e. reception of password by requesters through Email, the requester is required to change the auto generated password sent and the steps are stated below.

## How to change the password:

1. Login with the newly generated password sent to your email by copying and pasting directly from the mail.
2. Click on "Help Desk" and profile



3. Highlight and Copy the newly generated password sent to your mail



4. After Highlighting, copying and pasting the generated password into the "Current password" box, Then enter the "new password", "Confirm New Password" security question and answer, Then click on the "change password" button

Personal Information

Driver's Licence Details

Next Of Kin

Staff ID: CNF1007

Last Login: Friday, October 12,  
Date : 2012

Username: Tolaniadmin

Employment Date: 8/30/2012 12:00:00 AM

First Name: Tolaniadmin

Middle Name: Tolaniadmin

Last Name: Tolaniadmin

Email: qteam@concept-nova.com

Work Phone: 23232

Mobile Phone: 3232323

Update Profile

### Change Password

Current Password :

New Password :

Confirm New Password :

Security Question :

Answer :

Change Password