

## Logging in to the Track Portal for the first time

Requirements for login in:

- URL / Web address
- Your username
- A key and code generator
- A password

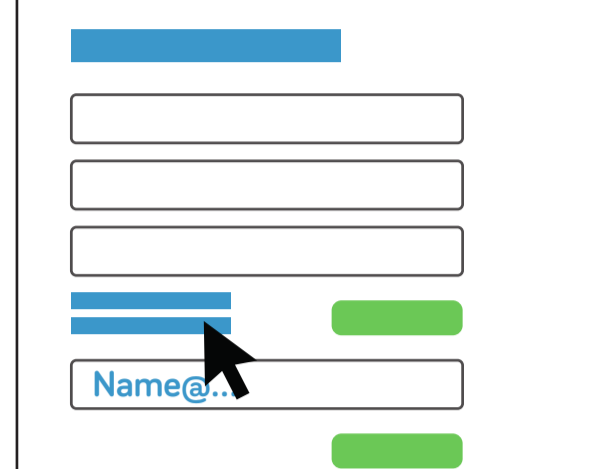
### Step 1

Navigate to the web address.



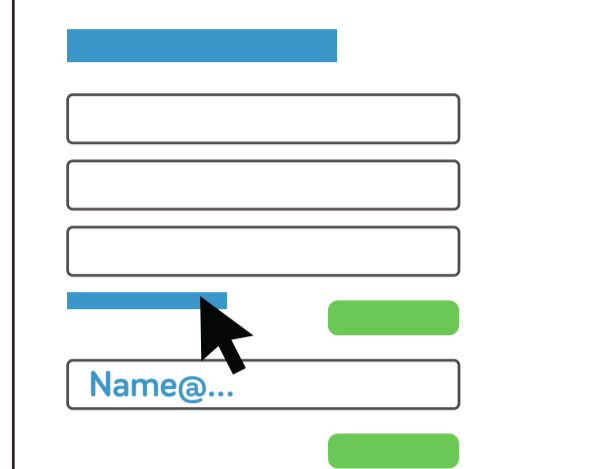
### Step 2

Click on the button 'Request Key' and enter your username or email.



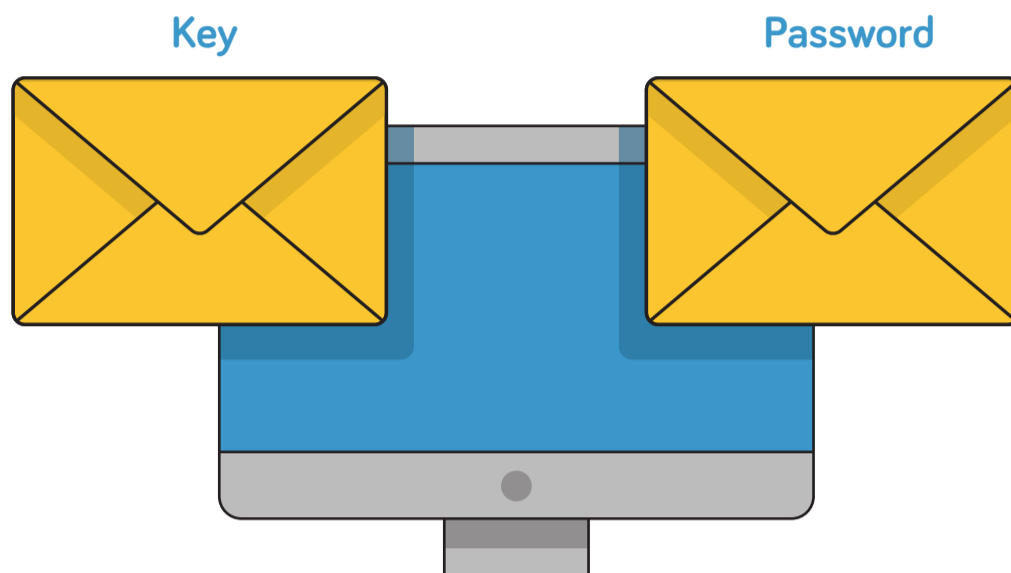
### Step 3

Click on the button 'Forgot password' and enter your username or email.



### Step 4

There are two new emails in your inbox.



### Step 5

First, please set up your key. To accomplish this, you'll need a code generator.

If you don't already have a code generator, you'll need to set one up first.

→ Step 5A

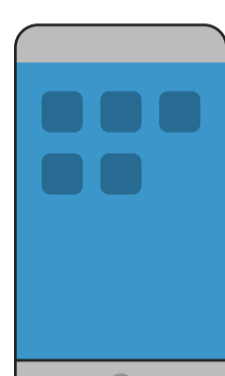
If you have a code generator already, you can proceed with setting up your key.

→ Step 5B

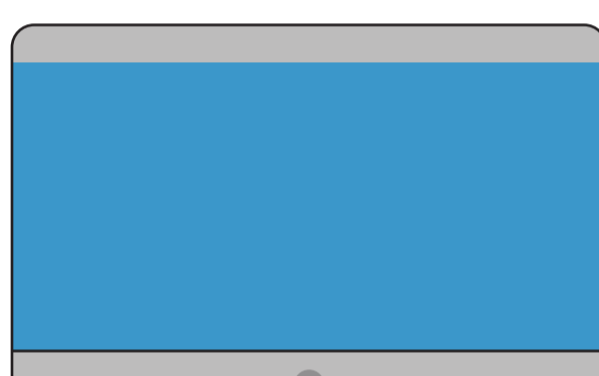
#### Step 5A

Install a code generator. To do this, download an app on your smartphone, such as 'Google Authenticator' or download the program 'WinAuth' on your Windows computer. If you already have a code generator installed, you can skip this step.

#### Authenticator app

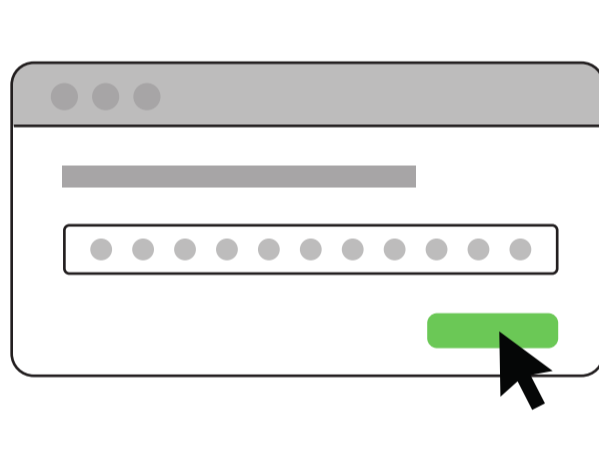


#### WinAuth



#### Step 5B

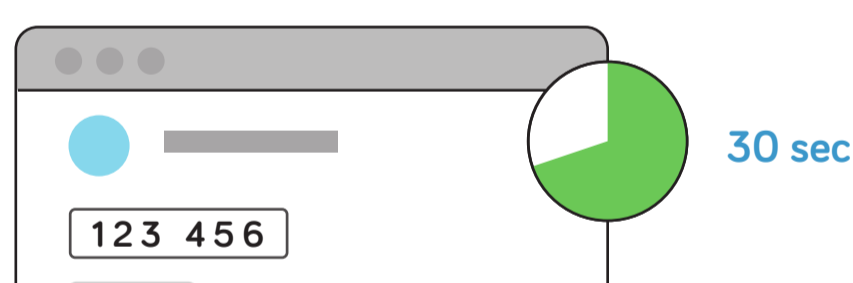
Open the code generator and scan the QR code you received via Email. This will automatically add 'Track' to your generator. If your code generator doesn't support QR codes, you can also enter the key manually.



#### The code generator

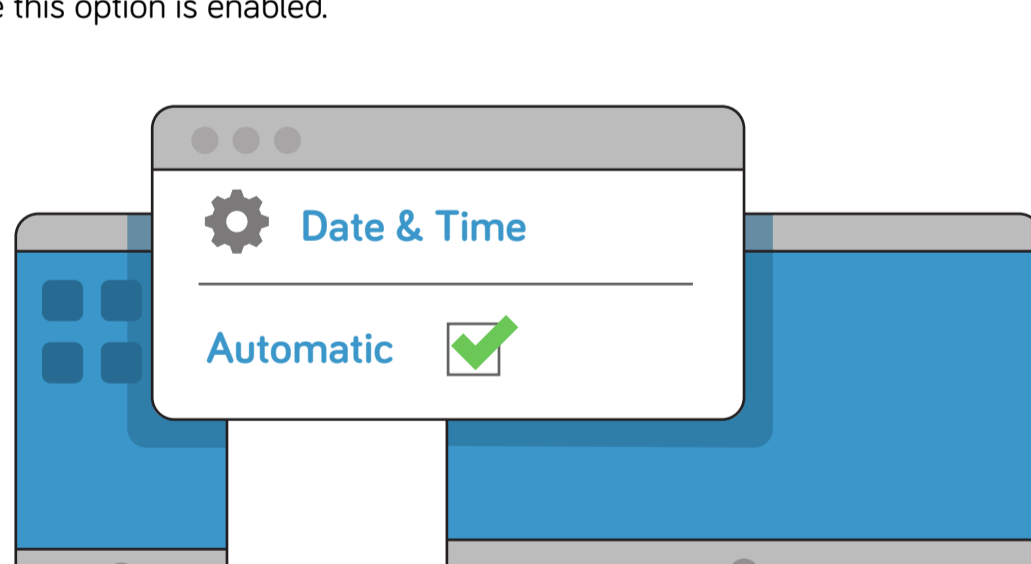
Your code generator will now display a new six-digit code every 30 seconds.

When logging in to Track Portal, make sure to enter the most recent code displayed.



#### Date and time settings

Check your smartphone settings. The date and time must be set to automatic. Make sure this option is enabled.

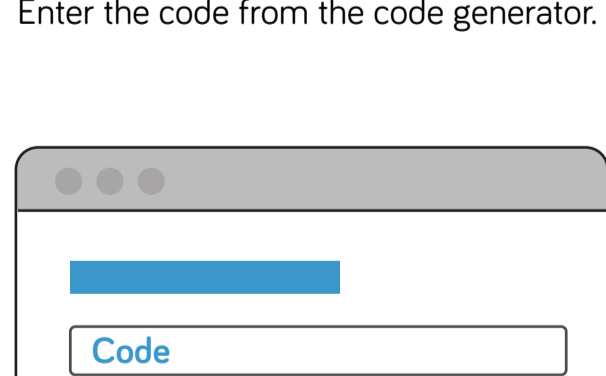


### Step 6

Click the link in the second email you received in step 4. This will bring you to the password setup page. Enter the current code from your code generator, then create a new password.

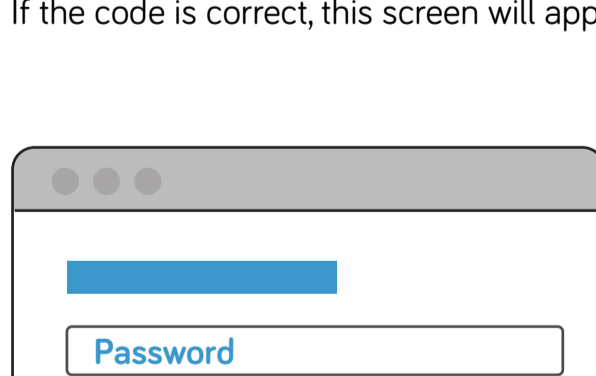
#### Code

Enter the code from the code generator.



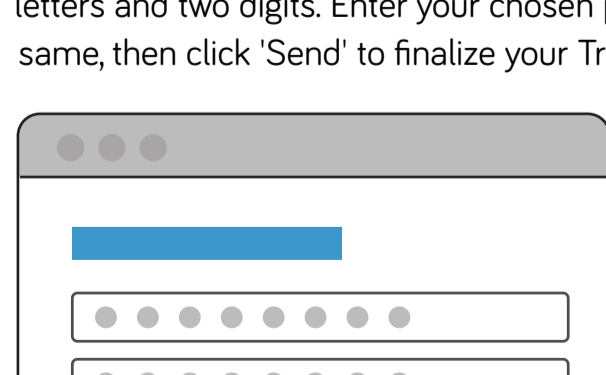
#### Password

If the code is correct, this screen will appear:



#### Send

For maximum security, choose a password with at least 8 characters, including two uppercase letters and two digits. Enter your chosen password in both fields to confirm it's exactly the same, then click 'Send' to finalize your Track Portal setup.



### Step 7

You can now log in to Track portal with your username, password and code.

#### More info

For detailed information about the login process, including guides for Google Authenticator and WinAuth, you can visit:

<https://documentatie.tracksoftware.nl/TrackPortal/InfoInloggen.nsf>

Or use the link below to watch an instructional video about the login process.

<https://player.vimeo.com/video/763716750>

Unfortunately, these sources are currently only available in Dutch.