

How to resend login invitation email to a NEW user:

1	

Select Users from System Management (bell icon). Locate user on list (use Search if needed). You must have Administrator user role.



3

Click the arrow icon under the Actions column for the user. If no arrow icon is shown, the user should use forgot password on the login page to reset their password.

User should check their email for the Cognosos Support verification email and use the temporary password to set up permanent login credentials. Invitation is good for 7 days. Have user check spam if not in Inbox.



Administrator manges applications, administrator zones, user, devices and attaches/detaches vehicles to devices.	Username 👔	Email	Role	Info	Actions	
	adrian@gatego.io	adrian@gatego.io	administrator	zones, users, devices and	× a)	
🗋 🚖 noreply Your temporary Cognosos password - Welcome to your Cognosos RTLS solution. Your username and tempo 🕓	🖞 noreply	Your temporary Cognosos passwo	d - Welcome to your Cr	anosos PTLS solution. V	ur username and tempo	Jan

Need Assistance? Check out the Logistics section of the Knowledge Base or contact us at support@cognosos.com.



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How to reset a user's password:



Select Users from System Management (bell icon). Locate user on list (use Search if needed). Click Reset password (lock) icon.

You must have Administrator user role.

2	
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3

Click Confirm in the pop-up window. The portal generates and displays a temporary password.

Click the Copy icon then Confirm. Paste the temporary password in an email or text and send it to user. The user should utilize the temporary password to re-establish login credentials.

Users				
👌 Download 🕒 Create user	2: Builk upload users 👔 Deactivate users 🔮 Deactivated users 🖤 Filter 🗸			
Q jack				25 0 < 1 > 1
Username 👔	Emak	Role	Info	Actions
jack.cognosos@yahoo.com	jack.cognosos@yahoo.com	standard user	Has read-only access. Can attach/detach	 •
	Reset user password			
Click	confirm to reset TechXRay's password.			
	Close Confirm			
	Reset user password			
	Click confirm to reset TechXRay's p	ord.		
	New password is: Cf3km!7kj			
	Close Confirm			

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