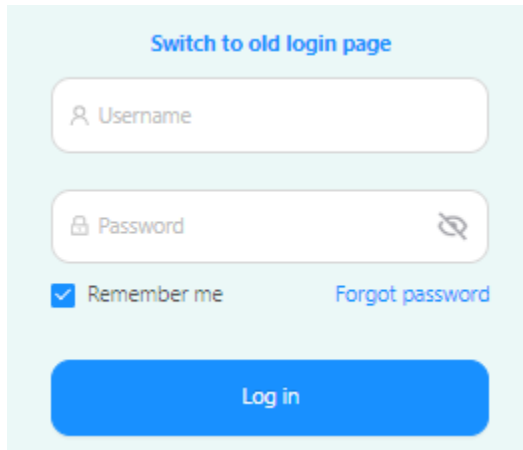


## How Do I Reset My Password?

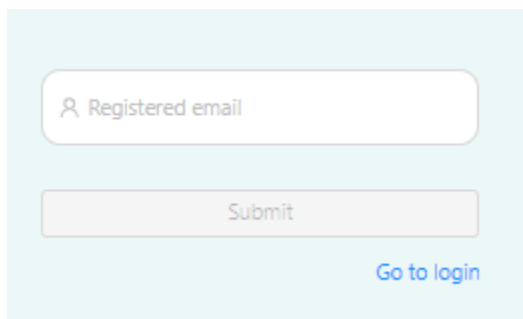
*The email you use for QTrak must be an email that you have access to in order to receive the necessary verification code.*

Click the “**Forgot password**” link on the main login screen.



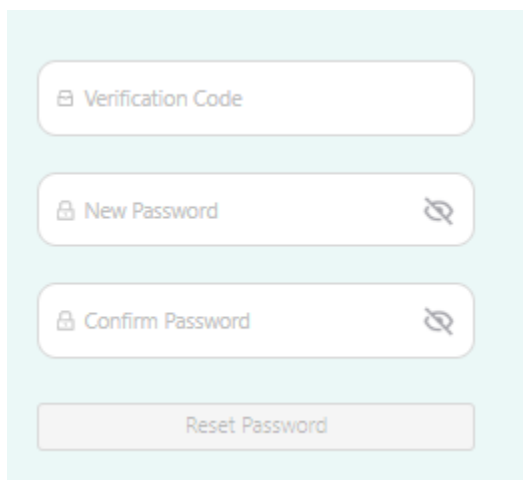
The main login screen features a light blue background. At the top, there is a link "Switch to old login page" in blue. Below this are two input fields: "Username" with a person icon and "Password" with a lock icon and a toggle for visibility. A "Remember me" checkbox is checked, and a "Forgot password" link is to its right. At the bottom is a large blue "Log in" button.

Enter the email you use to login to QTrak. Your email should be in all lower case.



This screen has a light blue background. It contains a single input field labeled "Registered email" with a person icon. Below the field is a grey "Submit" button. At the bottom right is a blue link "Go to login".

A verification code will be sent to the email provided. If you do not see it in your inbox, check your spam or junk folder. The sender that the verification code comes from is **no-reply@verificationemail.com**. It is advised to add this email to your safe sender list.



The password reset screen has a light blue background. It contains three input fields: "Verification Code" with a calendar icon, "New Password" with a lock icon and a toggle for visibility, and "Confirm Password" with a lock icon and a toggle for visibility. At the bottom is a grey "Reset Password" button.

You will then be able to set a new password. The password must be a minimum of eight characters, and contain at least one uppercase letter, one lowercase letter, one number and one special character. The system will not accept the pound (#) or dash (–) symbols as the special character.

### **User Does Not Exist**

If you receive an error when logging in saying that the user does not exist, first please verify that you are typing in your username (email) in all lowercase. The system is case-sensitive. If that still does not work, follow the steps to above reset your password. If you are still having issues, please contact Support.

### **Account Suspended**

If you receive an account suspended error when logging in, it means that the account has been locked and is unable to be accessed. Please immediately email **admin@qtrak.net** or contact Key Business Solutions (KBS) to resolve the issue. Once the account is unsuspended you will be able to login again as usual.

### **Updating the QTrak Application**

When there is a new update for QTrak, it is advised to completely uninstall the existing app and download the updated version from the appropriate app store.

For Android devices:

- You can uninstall the application by long pressing on the app icon and clicking “uninstall.”
- To install the new version, open the Google Play Store and search for QTrak.
- Install the app called “**QTrak Internal Logistic System.**”

For iOS devices:

- You can uninstall the application by long pressing on the app icon and clicking “remove.”
- To install the new version, open the App Store and search for QTrak.
- Install the app called “**QTrak Internal Logistic System.**”

### **Routing Dropdown Box Not Appearing**

QTrak requires a network connection in order communicate with the server and pull contact information from it. If you do not see the dropdown box populate, first check your internet connection. On Android this is found under Settings -> Connections. On iOS is it under Settings -> Wi-Fi.

If there is a connection, try rebooting the application by swiping **up** to see the active applications and closing it. You can also try to log out and back into the app to reset the connection to the QTrak server.

### **App Will Not Load/Is Crashing**

If the app will not load at all or crashes when loading or trying to use it, please uninstall and reinstall the application. This will ensure you are using the latest version of QTrak which may contain bug and compatibility fixes required to make the app work correctly.

For Android devices:

- You can uninstall the application by long pressing on the app icon and clicking “uninstall.”
- To install the new version, open the Google Play Store and search for QTrak.
- Install the app called “**QTrak Internal Logistic System.**”

For iOS devices:

- You can uninstall the application by long pressing on the app icon and clicking “remove.”
- To install the new version, open the App Store and search for QTrak.
- Install the app called “**QTrak Internal Logistic System.**”

If the issue persists, please provide the device model and software information to QTrak Support, as well as the version of QTrak you are using if able.

### **Web Portal Not Loading**

If the QTrak web portal will not load or does not show data or other similar issues, please clear the cache and cookies for the browser you are using. *You do not need to clear browsing history or passwords.* It is recommended to set the timeframe to “**all-time.**”

Chrome:

<https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DDesktop>

Microsoft Edge: <https://www.microsoft.com/en-us/edge/learning-center/how-to-manage-and-clear-your-cache-and-cookies?form=MA13I2>

Firefox: <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>

### **Pending Transactions**

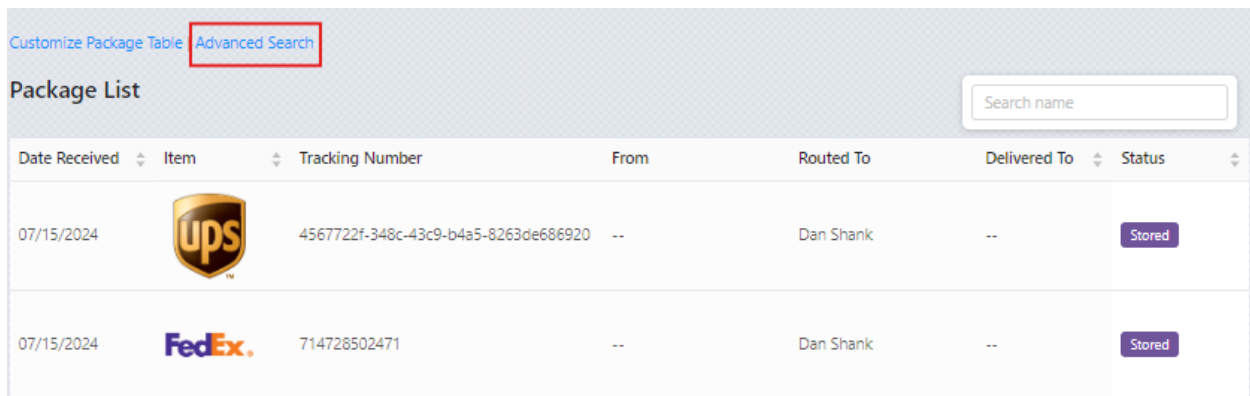
If the mobile device you are using QTrak on does not have a secure network connection, then transactions for packages that are being received, routed or delivered may go into the “**pending transactions**” queue. They will be stored locally until the network connection is restored, then will be automatically pushed to the server.



If you notice that there are pending transactions that have not synced, ensure that the device has a stable internet connection, then tap the button with three lines at the upper right corner of the

Home screen in the QTrak app next to the log out button. This will take you to the Pending Transactions screen where you can see all transactions that are waiting to be synced. Pressing the circular arrows button in the upper right corner will make the app attempt to sync those transactions.

## Advanced Search

If you want to look on the Packages tab for specific parameters, you can use the Advanced Search function, which is found above the package list.



Date Received	Item	Tracking Number	From	Routed To	Delivered To	Status
07/15/2024		4567722f-348c-43c9-b4a5-8263de686920	--	Dan Shank	--	Stored
07/15/2024		714726502471	--	Dan Shank	--	Stored

Clicking this will bring up a search options box where you can search and filter by the following:


- Transaction Type
- Item (specific carriers or custom items)
- Search item (tracking number, routed/delivered to, date routed, etc)
- Start Date
- End Date
- Search Text (for specific names, for example)

When you click **“Search”** the system will display all the packages that fit the parameters set in the main Package List window. You can also tick the option to download the search results as a CSV file.

## Emails Not Being Delivered/Received

On the packages tab, when you click on a package to display the most recent information, you will see “**Email Status.**” When routing emails are sent out, this will display “**Delivered**” beneath it.

05/13/2024




1Z7678Y93810724536

--

thomas smith

--

Routed



1Z7678Y93810724536

Routed

Email This Info

Package PDF

View Photo

Mark as Delivered

Delete Package

Edit Package

UPS

Routed By:

From:

Date Routed:

To:

Time Routed:

Note:

Dan Shank

--

05/13/2024

Thomas Smith

10:20 AM

Lil Punk,Lil Boy

Email Status

Delivered

[View Package Location](#)

[View Complete Package History](#)

[Close](#)

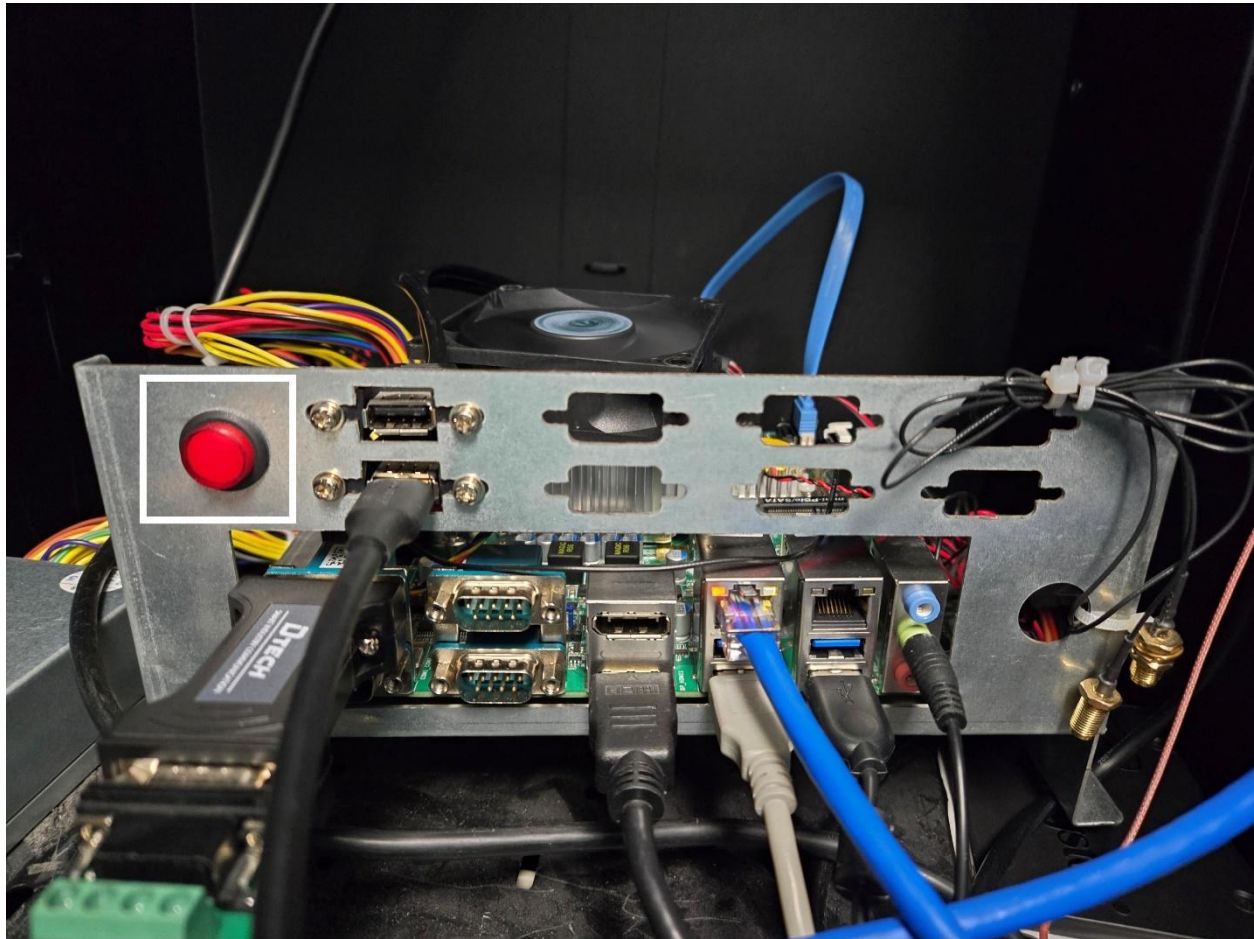
If you notice that the status is not changing for several packages, please first check under “**Settings**” to see if there is a delay set for email notifications. The status will not update until the delay has passed and the system has sent out the email.

If recipients are reporting that they are not receiving their notification emails and the email status says delivered, please advise them to check their spam or junk folder. The default email for notifications to send from is **info@qtrak.net**. If this is the email you are using, have the affected recipients add it to their safe sender list.

If you are using a different email address and recipients are reporting issues with not receiving emails, please contact the Support team for DKIM/DMARC information to resolve the problem.

## Locker Connection Errors

If you experience connection or software issues with the smart lockers, the first thing to do is to restart the entire system. This should be done by opening the kiosk panel with the keys provided on installation. Inside will be a central hub that the computer board and all necessary wires are plugged into. On the left is a **red button**.



Press the button **once** to turn the system off. Wait at least **15 seconds**. Press the button **again** to turn the system back on. The fan should power up and the computer will go through its start up cycle and launch the QTrak kiosk software automatically.

If you cannot access the inside of the kiosk, you can also unplug the main power cable from its outlet, wait at least 15 seconds, and then plug it back in.

If this does not resolve the issue, please contact Support.

## How To Contact Support

If you need further assistance with any of the above or with something that is not listed you can contact our Customer Success team at the following:

- +1 (877)-787-2511
- [success@qtrak.net](mailto:success@qtrak.net)

Our office hours are 8:30AM – 5:00PM EST.