

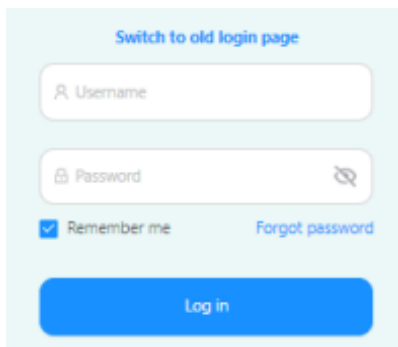
Frequently Asked Questions

Q: How do I reset my password?

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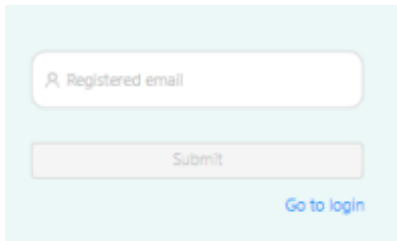
A: To reset your password, follow these steps:

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



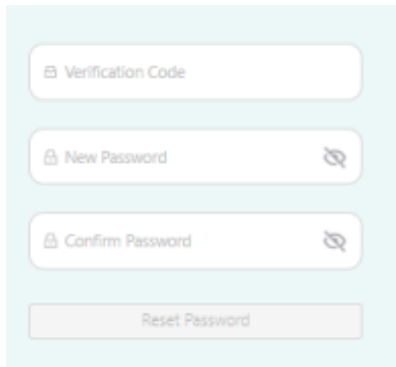
A mockup of the main login screen. At the top, there is a link that says "Switch to old login page". Below this are two input fields: "Username" and "Password". The "Password" field has a toggle icon on the right. Below the "Password" field, there is a checked checkbox labeled "Remember me" and a link labeled "Forgot password". At the bottom is a large blue button labeled "Log in".

2. Enter the email you use to log in to QTrak. Your email should be in all lowercase.



A mockup of the forgot password screen. It features a single input field labeled "Registered email". Below the input field is a button labeled "Submit". At the bottom right, there is a link labeled "Go to login".

3. A verification code will be sent to your email. Check your spam or junk folder if you don't see it. The email will come from **no-reply@verificationemail.com**. Add this email to your safe sender list.



4. Use the verification code to set a new password, including at least eight characters, one uppercase letter, one lowercase letter, one number, and one special character (excluding # or -).

Q: What should I do if I receive a "User does not exist" error?

A: If you receive an error saying that the user does not exist:

1. Verify that your username (email) is entered in all lowercase, as the system is case-sensitive.
2. If the issue persists, reset your password and try again.
3. If you are still having problems, please contact our support team.

Q: What does it mean if my account is suspended?

A: An account suspended error means your account has been locked.

1. Email admin@qtrak.net or contact **Key Business Solutions (KBS)** to resolve the issue. Once unsuspended, you can log in again.
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Q: How do I update the QTrak application?

A: Update the mobile application:

Updating on Android Devices:

1. Uninstall the app by pressing and holding the icon and selecting "uninstall."
2. Reinstall the updated version from the Google Play Store by searching for "QTrak Internal Logistic System."

Updating on IOS Devices:

1. Uninstall by pressing and holding the application and selecting "remove."
2. Reinstall the updated version from the App Store by searching for "QTrak Internal Logistic System."

Q: What should I do if the routing dropdown box is not appearing?

A: If you do not see the dropdown box populate, first check your internet connection:

Android Devices:

1. **On Android**, it is found under Settings -> Connections.

IOS Devices:

1. **On iOS**, it is found under Settings -> Wi-Fi.

If there is a connection, you can log out and back into the app to reset the connection to the QTrak server.

Q: My QTrak app will not load or keeps crashing, what

should I do?

A: Uninstall and reinstall the App.

Android Devices:

1. Long press the app icon and select "uninstall."
2. Reinstall from the Google Play Store by searching for "QTrak Internal Logistic System."

IOS Devices:

1. Long press the app icon and select "remove."
2. Reinstall from the App Store by searching for "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.

Q: Why is the QTrak web portal not loading?

A: Clear your browser's cache and cookies.

Chrome:

1. Open Chrome to the search screen.
2. At the top right, click More >> Delete browsing data.
3. Choose a time range, like Last hour or All time.
4. Select the types of information you want to remove.
5. Click Delete data.

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

Microsoft Edge:

1. Open Microsoft Edge and click the three dots in the upper-right corner.
2. Go to Settings > Privacy, search, and services.
3. Under Clear browsing data, click Choose what to clear.
4. Select All time in the Time range, check the desired data boxes, and click Clear now.

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

5. Close and reopen Edge.

Firefox:

1. In the Menu bar at the top of the screen, click Firefox and then select Preferences or Settings.
2. Select the Privacy & Security panel.
3. In the Cookies and Site Data section, click Clear Data...
4. On the dropdown next to when: ensure that only Temporary cached files and pages are checkmarked.
5. Click the Clear button.

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

Q: What should I do if there are pending transactions?

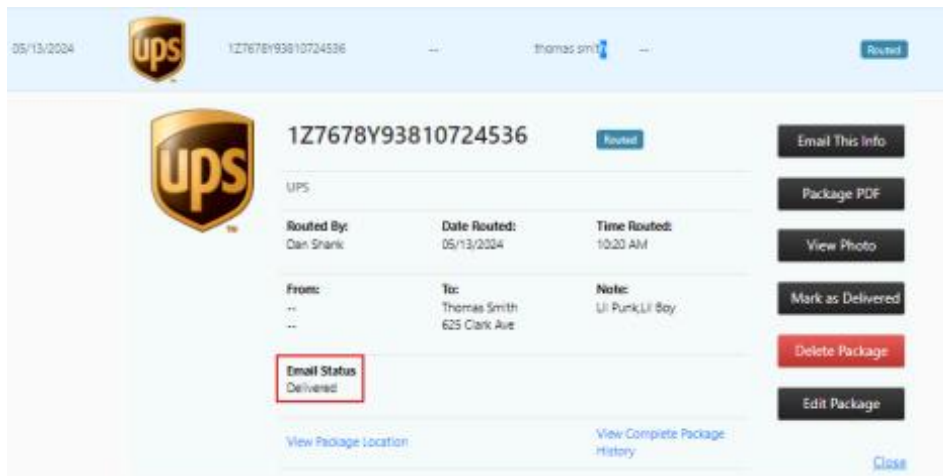
A: Ensure a stable internet connection, then:

1. On the QTrak Mobile app, tap the button with three lines at the upper right corner
2. Once on the next page, press the circular arrow button in the upper right corner to make the app attempt to sync those transactions.

Q: Why are emails not being delivered or received?

A: Check the Email Status under the package's details. If emails aren't received:

1. Go to the Packages tab and look at the Email Status.



2. Ensure the sender (info@qtrak.net) is added to the safe sender list. If not, it may be found in the spam or junk folder.
3. If issues persist, contact our support for DKIM/DMARC information if using a different email.

Q: How do I resolve locker connection errors?

A: Restart your entire locker system:

1. Using your locker keys, open the kiosk panel with the keys provided on installation. On the left is a red button.



- ## Q: How To Contact Support

+1 (877)-787-2511
success@qtrak.net

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