

I can't log in! Help!

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Exciting news! Our ConnectBooster Support documentation is moving to a new location. Be sure to bookmark the new link below.

<https://help.cb.kaseya.com/help/Content/0-HOME/Home.htm>

The first thing to identify is *who* is the individual encountering this trouble? Is it an internal team member, or end client?

As of 9/25/2023 ConnectBooster will begin to split the login URL's between those used by Internal Users and End Clients.

Internal Employees should log into ConnectBooster with /admin appended to the URL. (ex. <https://yourcompanyname.connectboosterportal.com/admin>)

End Clients should log in at the same URL without /admin appended (ex. <https://yourcompanyname.connectboosterportal.com>)

If you are using the correct URL please proceed to the appropriate help steps below.

Steps for **Internal Employee** resolution:

- Have an administrator go to Configurations + Internal Settings + Internal Users

The screenshot shows a user management interface. At the top, there is a search bar containing 'demo@example.com'. Below this, there are two input fields for 'Name' and 'Email', both containing 'demo@example.com'. A dropdown menu is open for the 'Default Contact' field, showing options: 'Send Welcome Email' and 'Send Reset Password Email'. Below the dropdown are 'Delete' and 'Email' buttons. Further down, there is another 'Default Contact' field and an 'Employee Profile' dropdown menu. The 'Employee Profile' dropdown is set to '(Revoke Access)'. Below it are 'Delete' and 'Email' buttons. Red circles with numbers 1 and 2 are placed next to the 'Default Contact' dropdown and the 'Employee Profile' dropdown respectively, indicating the steps to follow.

1. Expand the contact, click "Email", and "Send Password Reset".
2. Ensure that their "Profile" is not defaulted to "Revoke Access"

- Direct the user to follow the link in their inbox, and set a new password.
 - General troubleshooting may include trying a different web browser (ex. Chrome or Firefox).
 - If internal user does not receive the new email, it may be related to the From Address (Configurations + Client Emails + From Address) or the email listed under Basic Information (General Settings + Basic

Information). Depending on your email quarantine settings it is possible that the emails will be blocked as the same domain is being used. If you are unable to allow these emails through with the same domain, remove the custom email from both sections noted above and resend the email. Once received, you can re-add your custom email address.

Steps for **End Client** resolution:

- Search for the company in question, and review their contact's profile.
- Repeat the steps as above.
 - Please review the support article on how to give a [client access](#).