

Getting Logged In

Getting Your Credentials

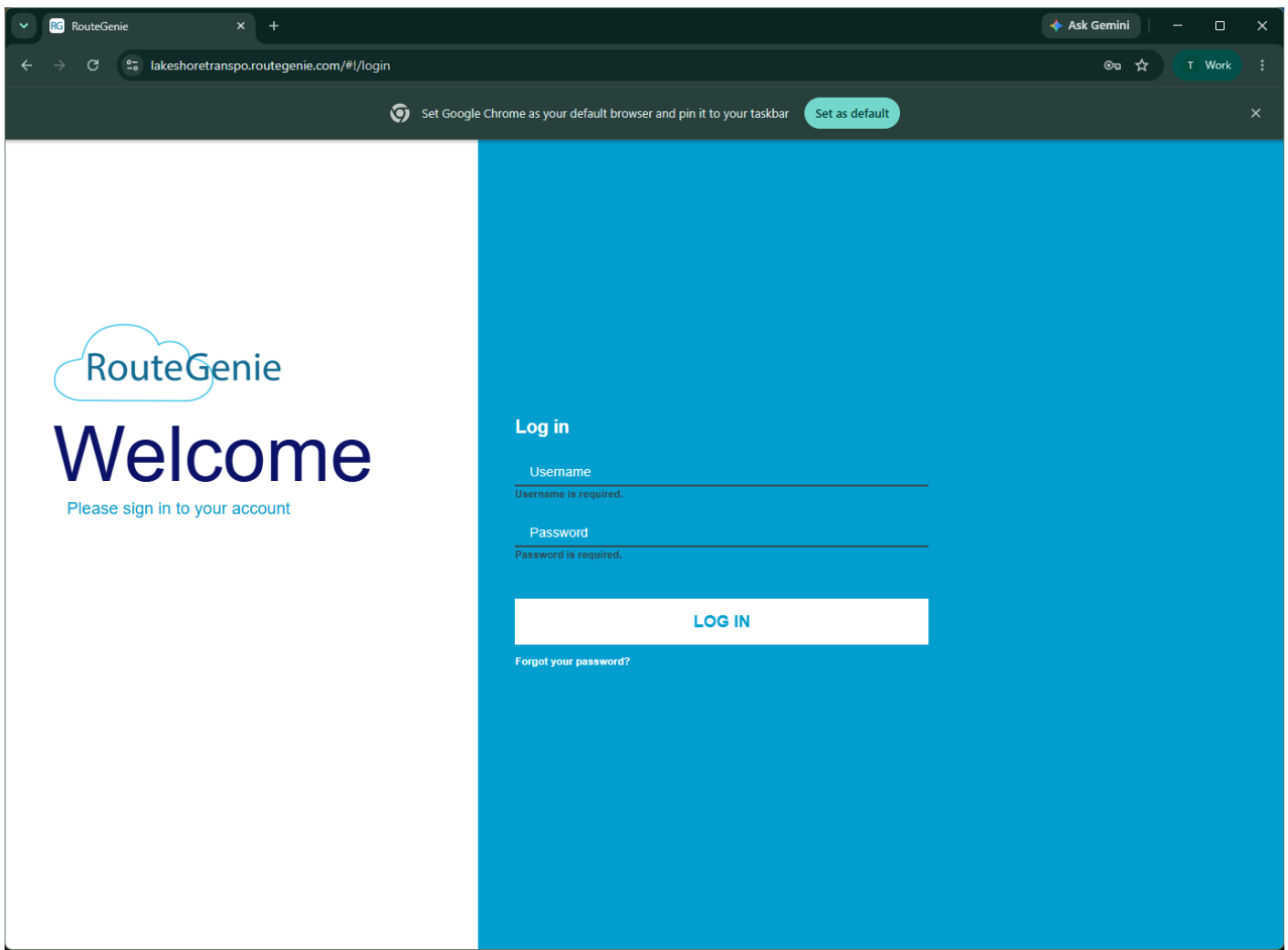
Getting logged in to RG for the first time will require that a user account has been set up on your behalf. If this has not taken place yet you can ask the office administrator to do this for you.

Your personal work email should be used to create your RG login.

The administrator who creates your account will create a temporary password for you, once you get set up you should change this.

Logging In

Logging in for the first time is pretty simple, once you have your new credentials in hand head on over to this domain: <https://lakeshoretranspo.routegenie.com>



Once you have entered in your credentials click on the white log in button below!

And that is that, you will now be logged in to RG. The browser will remember that your logged in and you can open up as many tabs as you like since it is cloud based.

You will be logged out automatically after about a half hour of inactivity so either memorize your password or save it to a keychain.

Speaking of passwords from time to time the RG system will require you to update your password. You can also change your password on your own whenever you need to, lets go over that next.

Changing Your Password

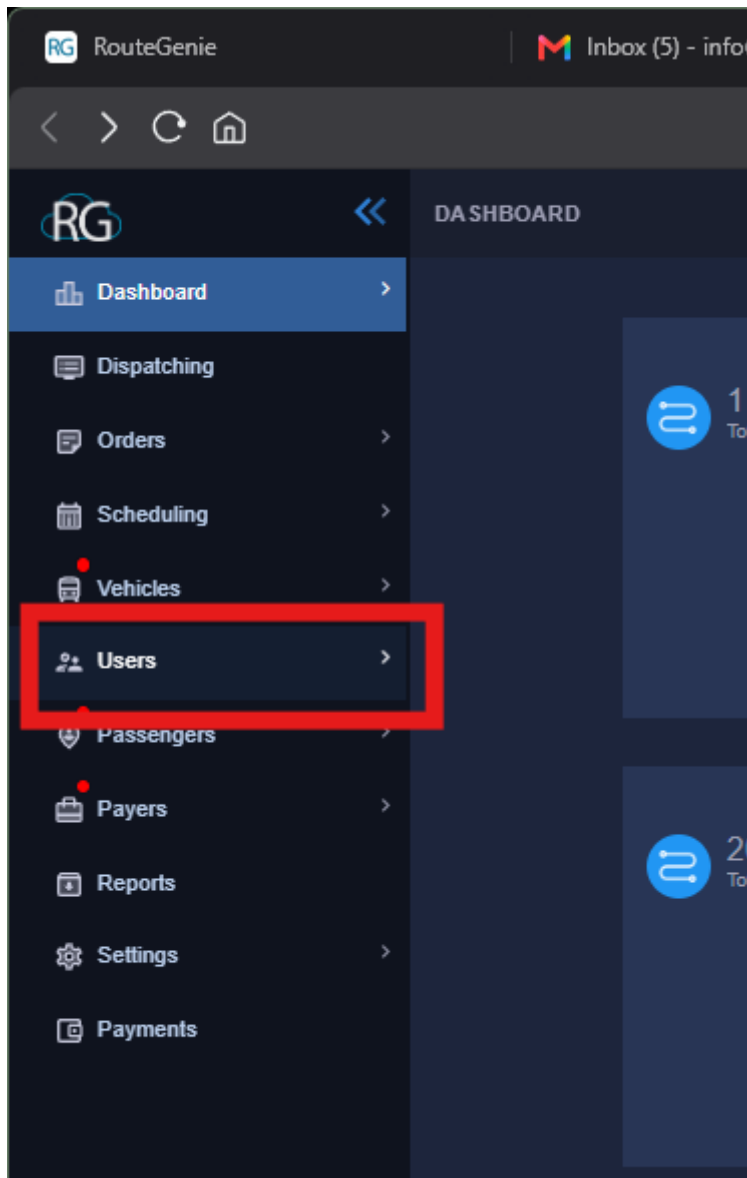
This section assumes your RG account has been set up and your selected privileges allow you to make changes like this

So you may be thinking that if you wanted to change your password it would be like any other website and you would just head over to the "Settings" menu, right?

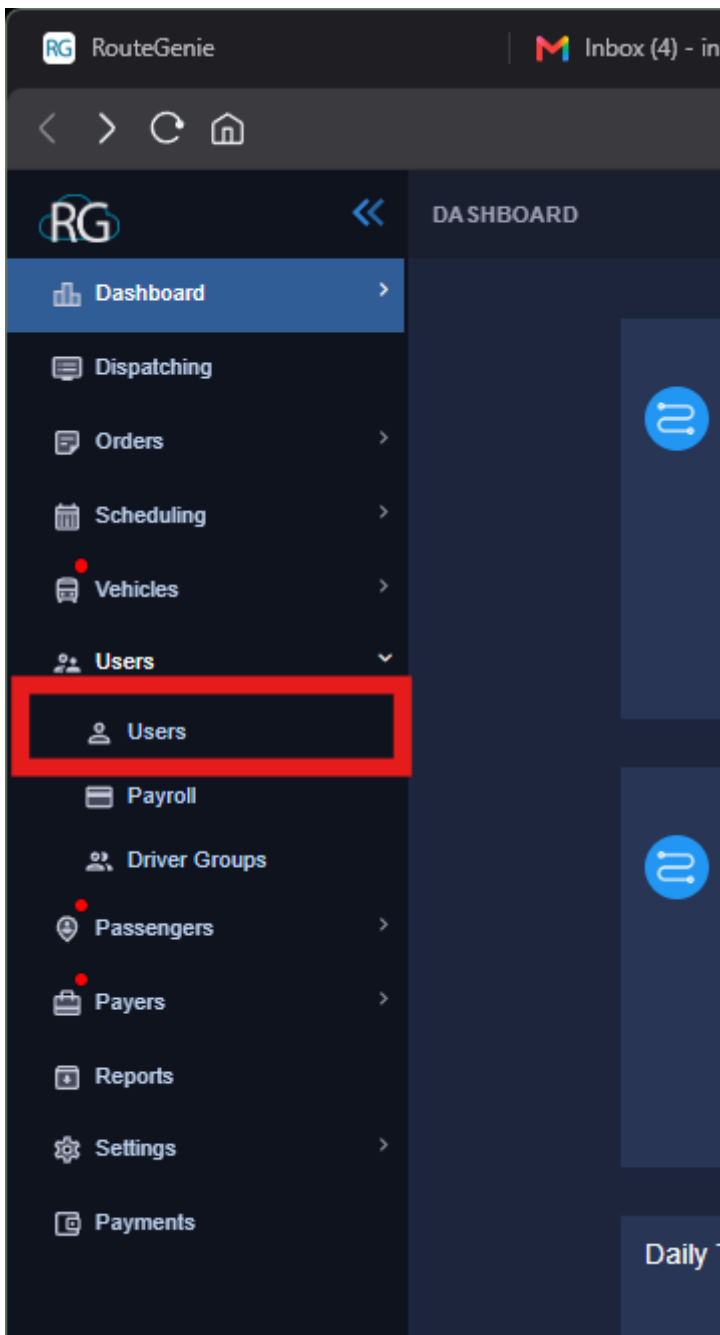
Well, not in RouteGenie.

While it is not much more complicated than that it can be a little difficult to locate if you dont know where to look.

First lets assume you are looking at the website from the main page, you will see a large menu on the left hand side of the website with plenty of options, first we will select the dropdown menu "Users" shown below:



Then after you open that menu you will again select "Users" from the dropdown list as shown below:



Once you have made your selection from the dropdown menu the user interface will open up:



As shown above a list of users will pop up, there is a lot of different things we can do here but for now we are just going to focus on the search bar. Go to the search bar and type in your username. Once you have located your username in the list click on it as shown below:

The image shows a user management interface. On the left, a table lists users. A red box highlights the user 'jonfox' (Jon Fox, Active, Administrator) with an email icon. A red arrow points from this icon to the right-hand profile view.

The right-hand view is titled 'USER "JONFOX" INFO'. It contains the following sections:

- Profile Information:** Includes a profile picture placeholder with a 'Choose File' button. Fields for First Name (Jon), Middle Name, Last Name (Fox), and Name Suffix are present. The User Type is set to Administrator.
- Info Tab:** The active tab, showing address and phone details.
 - Address #1:** N5808 Co Rd M, Plymouth, WI 53073, USA
 - Address #2:** Address #2
 - Phone #1:** (716)-717-8325
 - Phone #2:** Phone #2
 - Able to see pricing:** Default
- USER ACCESS:** Includes fields for Email (jon@lakeshoretransportwi.com) and Username (jonfox). A toggle for 'Access from everywhere' is turned on.
- Privileges:** Three expandable sections: USER PRIVILEGES, TAB ACCESS PRIVILEGES, and NOTIFICATION PRIVILEGES.

From here your user menu will pop open and you will have access to all sorts of options we are going to focus on the tabs in the middle of the user profile, from that group of tabs select "Reset Password" shown below:

USER "JONFOX" INFO

***First Name** Jon **Middle Name** Middle Name

***Last Name** Fox **Name Suffix** Name Suffix

***User Type** Administrator

***Info** **Reset Password** Multi-Factor Authentication Availability Zones Files Notes History

***Address #1** N5806 Co Rd M, Plymouth, WI 53073, USA **Address #2** Address #2

***Phone #1** Phone #2 **Able to see pricing** Default

USER ACCESS

***Email**

***Username** jonfox

From here you will now have the option to change your password:

***Info** **Reset Password** Multi-Factor Authentication Availability Zones Files Notes History

CHANGE PASSWORD MANUALLY ☒ **Change Password via Email**

New Password New Password ***Confirm Password** Confirm Password

Change Password

Simply enter a new password and select the change password button below once you are done!

Dont Have Access (Admin Reset)?

☒ **Change Password via Email**

You can also choose to reset your password via email but this is really a tool for administrators to send a reset to an employee that does not have access to these settings.

Clicking that option will send an email to the employee with a temporary password for them, once they login with the temporary password they will be able to then reset their password privately.

