



# IKE ID Walk-through

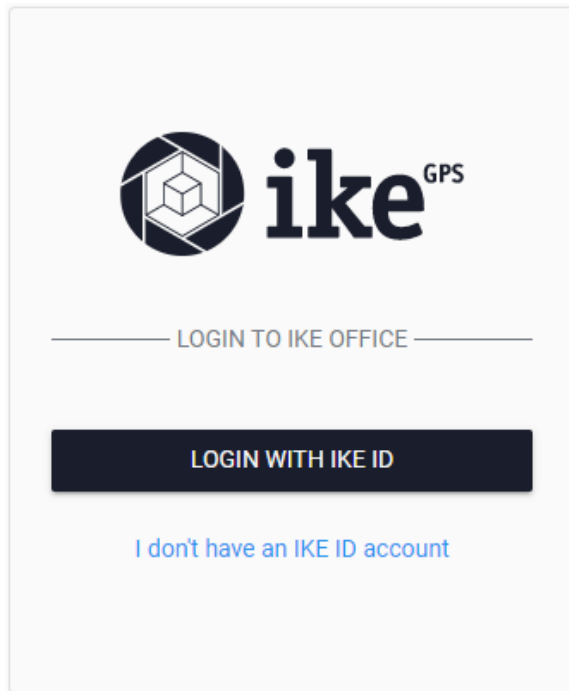
User Authentication

## IKE Office Sign Up with IKE ID and Login

Upgrading to IKE ID must be done through the IKE Office website.

Visit <https://office.ikegps.com/>

Click "I don't have an IKE ID account"



Enter your email



— UPGRADE YOUR IKE OFFICE ACCOUNT —

user@ikegps.com

SUBMIT

[Back to login](#)

Double check that you have entered your email correctly

Click "SUBMIT"



— UPGRADE YOUR IKE OFFICE ACCOUNT —

support@ikegps.com

SUBMIT

[Back to login](#)

If your email address is entered **incorrectly** or you have never created an IKE Office account you will see the message in the image after clicking "Submit".



— UPGRADE YOUR IKE OFFICE ACCOUNT —

support@ikegps.com

We couldn't find an IKE Office account for this email address, or this account has already been upgraded. Please contact customer support if you continue to experience issues trying to upgrade to an IKE ID.

SUBMIT

[Back to login](#)

If your email address was entered **correctly**, you will see the Success message, just like the image.



— UPGRADE YOUR IKE OFFICE ACCOUNT —



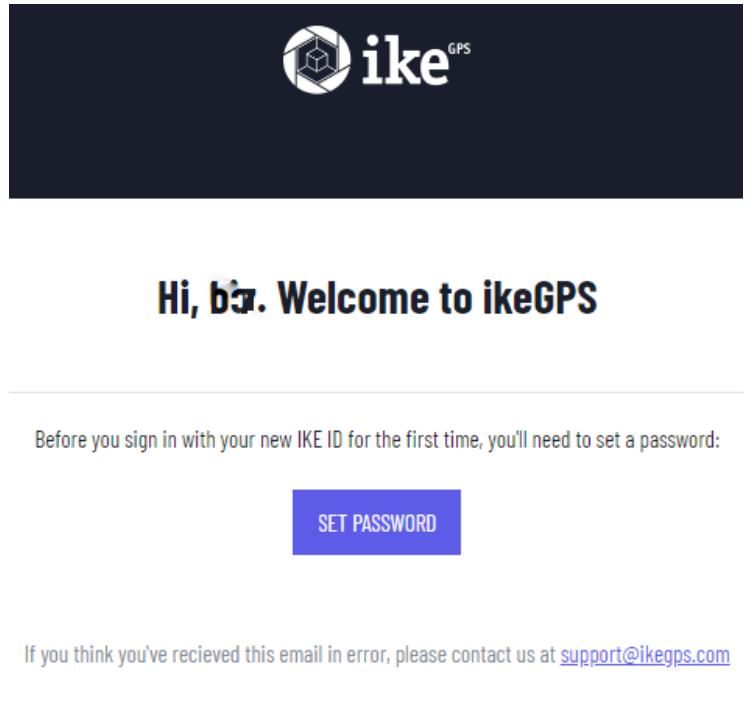
Success! We've sent instructions on how to set a password for your new IKE ID to your inbox.

[Back to login](#)

You will receive an email at the address you submitted. The email will be sent from

**noreply@accounts.ikegps.com**

Click the link in the email to "SET PASSWORD"

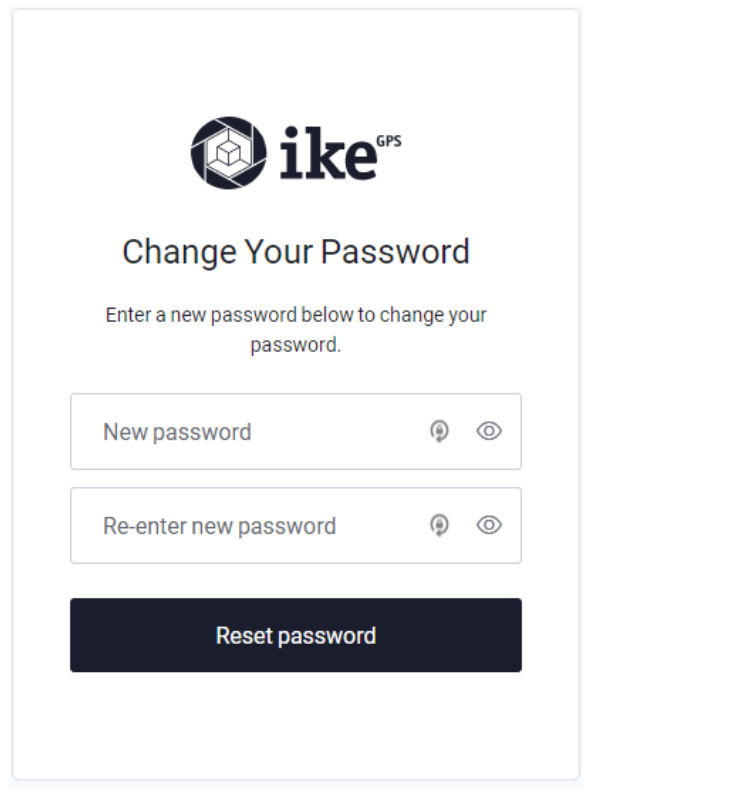


The screenshot shows the top portion of an email. At the top is a dark blue header with the ikeGPS logo. Below the header, the text reads "Hi, b37. Welcome to ikeGPS". A horizontal line separates this from the next section, which says "Before you sign in with your new IKE ID for the first time, you'll need to set a password:". Below this text is a blue button labeled "SET PASSWORD". At the bottom of the screenshot, there is a link: "If you think you've recieved this email in error, please contact us at [support@ikegps.com](mailto:support@ikegps.com)".

Enter your new password. Follow the on-screen directions to create a secure password.

Re-enter the password to confirm.

Select "Reset Password" when you have entered your password twice.



The screenshot shows a "Change Your Password" form. At the top is the ikeGPS logo. The title "Change Your Password" is centered. Below the title, the instruction "Enter a new password below to change your password." is displayed. There are two input fields: "New password" and "Re-enter new password". Each field has a small icon of a person and an eye icon to its right. At the bottom of the form is a dark blue button labeled "Reset password".

Success!

Click "Return to IKE Office" to open IKE Office.



## Password Changed!

Your password has been changed successfully.

[Return to IKE Office](#)

Now and every time going forward, **you'll select "LOGIN WITH IKE ID"** in order to login to IKE Office and IKE Field with your email address and new IKE ID password.



— LOGIN TO IKE OFFICE —

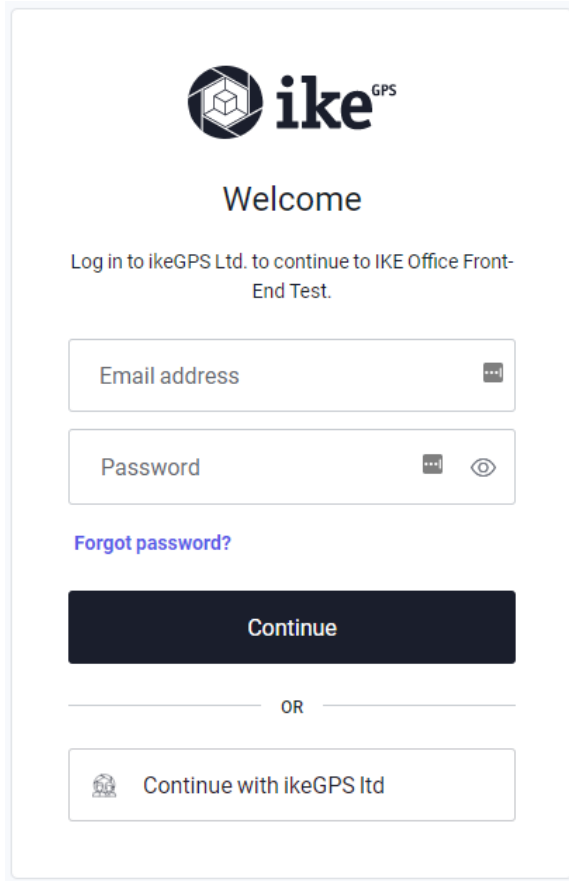
[LOGIN WITH IKE ID](#)

[I don't have an IKE ID account](#)

Enter your email address and new password.

Select "CONTINUE"

If you have forgotten your password, chose "Forgot password?" which will allow you to enter your email address and receive a password reset email to that address.



## IKE Field Login with IKE ID

### Special IKE Field Notes

- You will need to upgrade to IKE ID through IKE Office, not within the IKE Field app on the device.
- If you have an IKE Field version **below v1.3.0**, you can continue to use your old login to access IKE Field.
- If you are already logged into IKE Field you will remain logged in after updating to v1.3.0 and you can

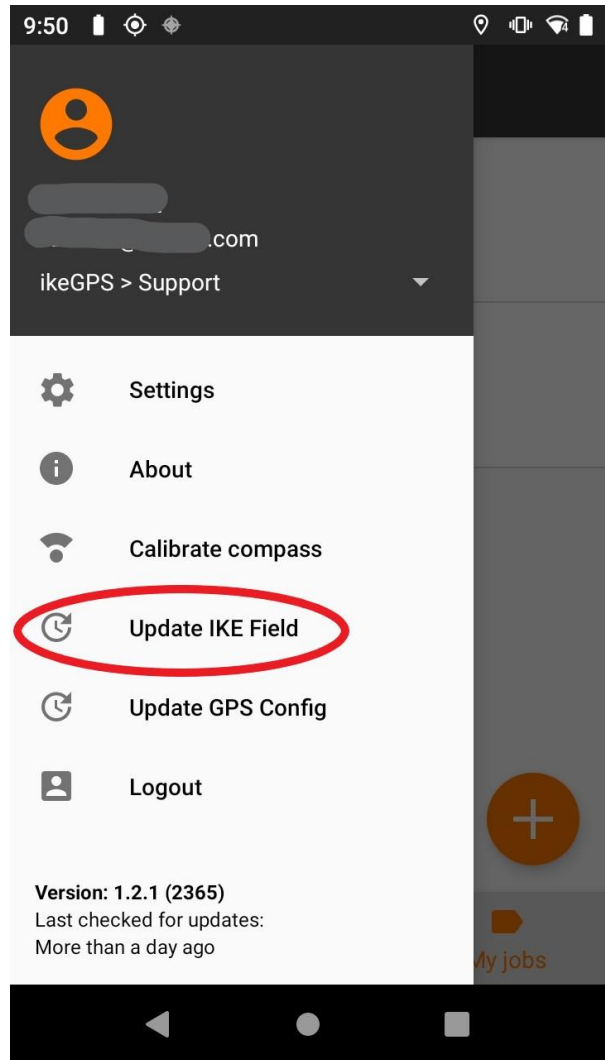
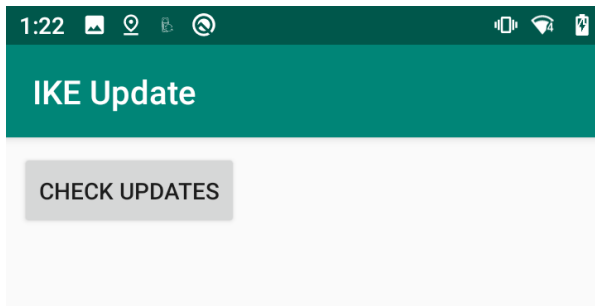
continue using IKE Field like before. You can also log out and login using our new IKE ID feature.

- Once you update to IKE Field v1.3.0 **AND** logout, you must log back in with your email and IKE ID password.

### Update IKE Field to version 1.3.0

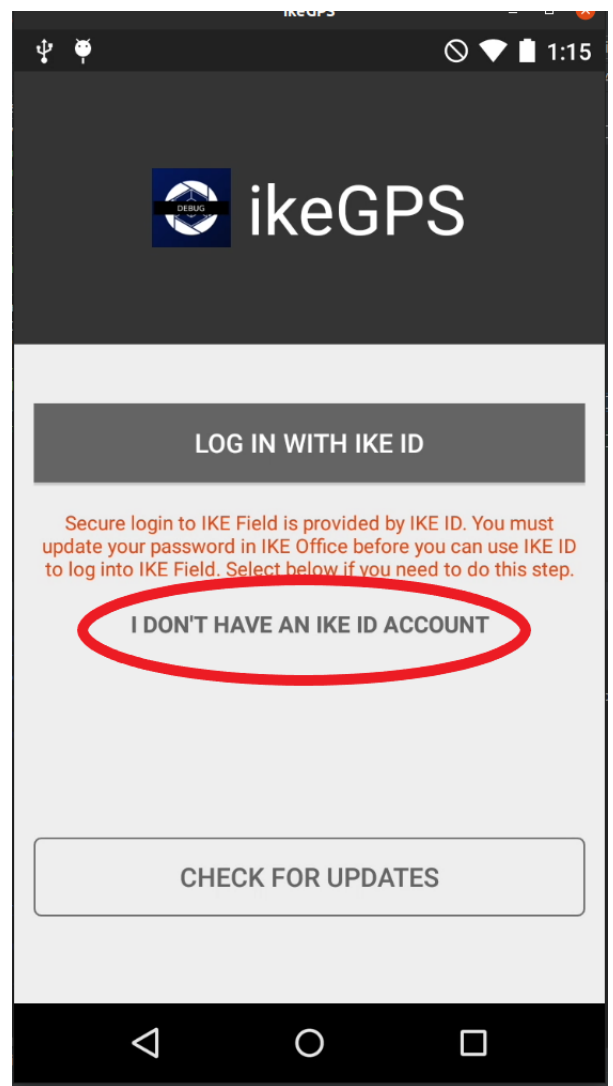
This can be done in multiple methods:

1. If you use a 3600 series device, you can Check for updates for all IKE apps at once in the IKE Update app
2. For any series device, you can check for updates from within IKE Field Menu



If you do not have an IKE ID, press “I DON’T HAVE AN IKE ID ACCOUNT” and then follow the same steps for IKE ID set up in IKE Office on your smartphone or computer. See above for IKE Office steps.

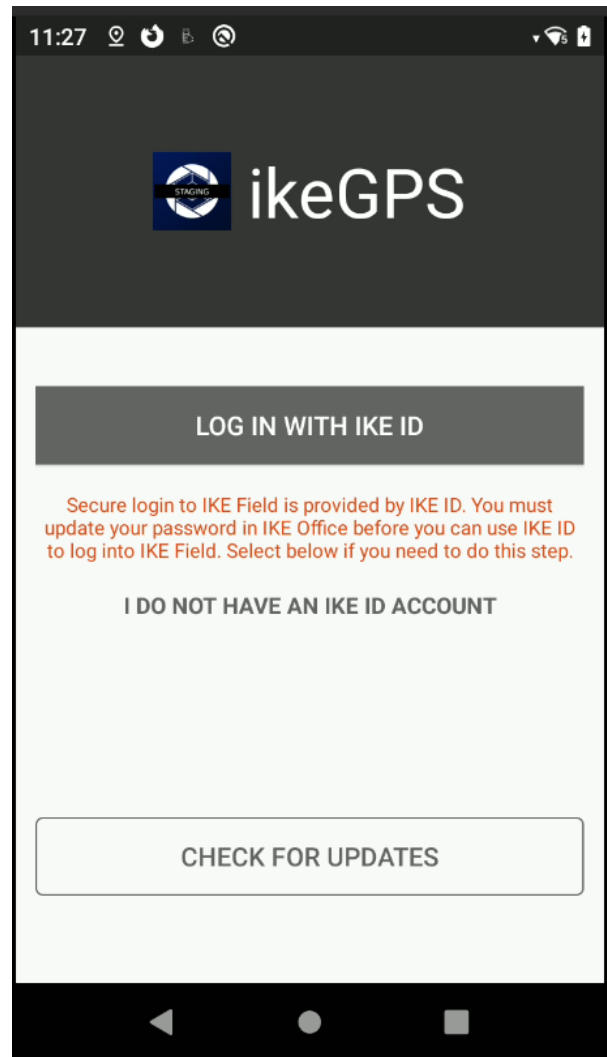
Please note, you’ll need to follow a link from an email to create a new password (referenced in the IKE Office instructions above). This can be easily done from a smartphone if you are in the field.



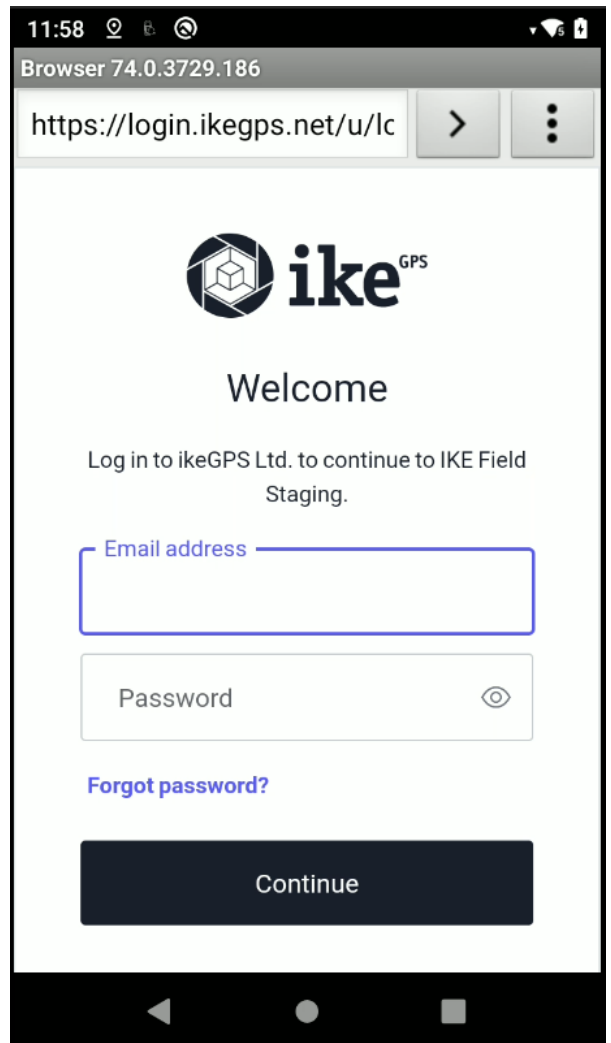


Open IKE Field again.

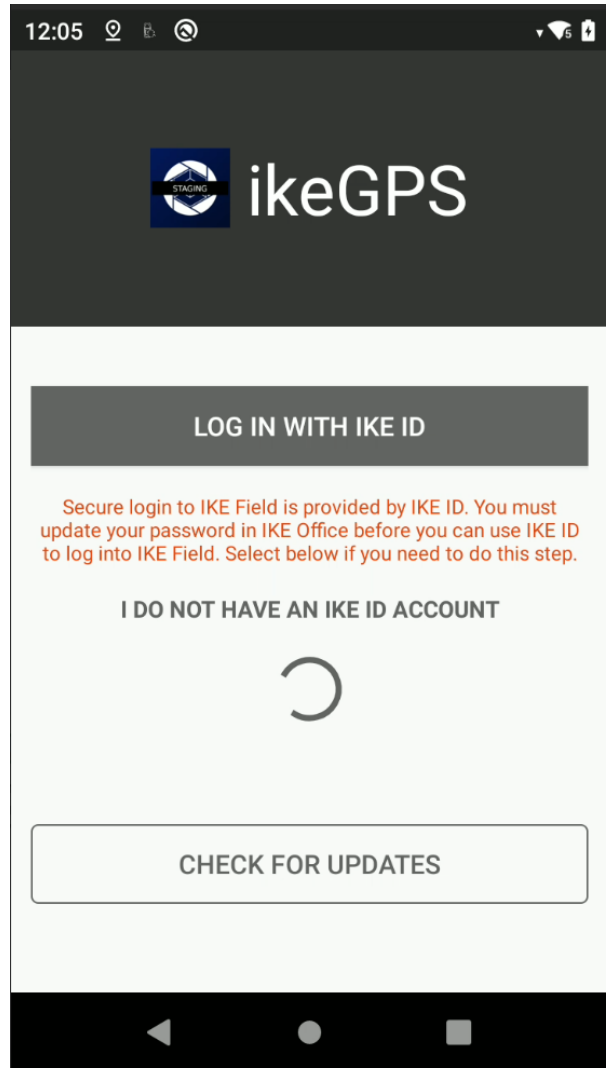
Press "LOG IN WITH IKE ID"



The browser will open and you will be able to enter your IKE ID credentials and then press login.



Once you're back in IKE Field it will take a moment to sync your user. You will see this loading spinner as we authenticate your user.



Logged in!

