

Admin Menu FAQ

Q: How do I retrieve my lost or forgotten password?

From the Login page, enter the email address and suspected password. Select *Submit* and then the *Forgot Password* link. Answer *Security Question*. Enter a new password using the password requirements (see below).

Should you continue to encounter errors, please contact the company administrator for assistance in resetting the password.

Q: What are the password requirements?

Passwords must:

Contain at least eight (8) characters

Contain an upper and lower case letter

Contain a number

Cannot be one of the previous four passwords utilized

Cannot include the employee number or a sequential part of the account number

Q: How do I log in after I convert to UI Admin?

Continue to access the website with the same URL address as prior to conversion; however, an email address and password will be required to log in.

Q: Why am I getting an error message when I attempt to log in with my employee number and security code?

Once converted to UI Admin, an email address and password are required to log in. The employee ID and security code are no longer valid on the website.

Q: How do I set up my security questions?

Security questions are set up during the conversion process. If security questions are not set up, contact the company administrator to resend an activation email

Q: How do I send an activation email?

Once logged into the account, go to *Admin Menu* and then *User Maintenance*. Select *Update* next to user's name. At the top of the page next to the email field, check the *Send Activation Email* box and then *Save*. An email from issupport@fleetone.com will be sent to the user to complete the conversion process.

Q: How do I add a user?

Once logged into the account, go to *Admin Menu* and then *User Maintenance*. Select *Add User*, complete the form with required information, and then *Save*. An email from issupport@fleetone.com will be sent to the user to complete the conversion process.

Q: How do I unlock, deactivate, or activate a user?

Once logged into the account, go to *Admin Menu* and then *User Maintenance* and *Find Administrator*. Select *Update*. Select the appropriate status in the dropdown box. Select *Save*.

Q: How do I convert after the 60 day cut off?

Please contact the company administrator and they will send an activation email.

Q: How do I assist an administrator who has not converted prior to the 60 day expiration date?

From the *Admin* menu, select *User Maintenance*. Select *Find Administrator* and then *Convert* link. Select *OK*. Complete the required fields and make sure the *Send Activation* box is checked next to the email address. Select *Save*. An email from issupport@fleetone.com will be sent to the user to complete their conversion.

Q: What do I do if I receive an error advising of a duplicate email address?

Please contact Customer Service for assistance at 1-800-359-7587.

Q: What do I do if I never received the activation email?

We suggest checking the email spam folder and ensuring issupport@fleetone.com is an approved email address and resend the link.

If you have additional questions, please contact Customer Service at 1-800-359-7587