

Roadpost Support Center

Portal > Knowledgebase > GeoPro > GeoPro Messenger > Troubleshooting > Unable to login to GeoPro Messenger Sync Client

Unable to login to GeoPro Messenger Sync Client

David Jones - 2014-05-14 - in Troubleshooting

Follow the steps below if you are unable to login to the GeoPro Messenger Sync Client.

Note: Please ensure you have the correct username and password and are aware that passwords are case sensitive. The login information for the Sync Client is the same as the login information as the Web Application.

Solution 1: Login using correct username & password

1. Launch the GeoPro Sync Client
2. The GeoPro Sync Client will load and a login prompt will be displayed.
3. Enter the correct username & password and click "Sign in".
4. If the correct username & password has been entered the user will be granted access to the GeoPro Sync Client.
5. If the incorrect username or password has been entered the user will see, "Sign in failed, try again" in the status window of the Sync Client.
6. If the entered username and password is still not granting access to the GeoPro Web Application, please proceed with the next solution.

Solution 2: Login to the Web Application

1. Launch a web browser.
2. Go to URL: <https://geopro.globalalerting.com>
3. The GeoPro Web Application will load and a login prompt will be displayed.
4. Enter the correct username & password and click "Login".
5. If the correct username & password has been entered the user will be granted access to the GeoPro Web Application.
6. If the incorrect username or password has been entered the user will receive the following, "Error: The username or password provided is incorrect."
7. If the entered username and password is still not granting access to the GeoPro Web Application, please proceed with the next solution.

Solution 3: Resetting the password

1. Launch a web browser.
2. Go to URL: <https://geopro.globalalerting.com>
3. The GeoPro Web Application will load and a login prompt will be displayed.
4. Click the "Forgot Password?" button located in the bottom left corner of the login prompt.
5. The Reset Password prompt will appear and prompt for a GeoPro Web Application username.

6. Enter the username of the account that you would like to reset and an email will be sent with a new password enclosed.
7. Once the email with the new password has been received please repeat Solution 2, and once a new password has been created repeat Solution 1 to login to the Sync Client.