TRAC

From SBS CyberSecurity

LOGIN ASSISTANCE

This document will help you resolve the most common issues with login in to your TRAC account. If you encounter other issues, please reach out to us at 1-605-923-TRAC or support@sbscyber.com

I forgot my password

Click the **FORGOT PASSWORD** link on the TRAC login page. When clicking this link, you will be asked to enter your username and organization ID. If you cannot remember either or both, please contact your organization's TRAC administrator.

TRAC
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USERNAME

ORG ID

PASSWORD

By logging in, you agree to the terms and conditions

LOGIN

FORGOT PASSWORD

USERNAME

ORG ID

SEND EMAIL

My password has expired

When your password has expired, you will receive a notification when you try to login. At that point you can trigger a password reset email to create a new password. Contact your organization's TRAC administrator to request changes to the password expiration time.

Should you experience an issue following these instructions, try the **FORGOT PASSWORD** reset option on the login screen as detailed on the first page of this document.

I am locked out of my account

Your account will automatically be locked for 15 minutes after too many failed login attempts. Please wait 15 minutes before trying again. We suggest using the **FORGOT PASSWORD** reset option to avoid further lockouts.

I want to change my multi-factor authentication (MFA) method

To change your authentication method, log in to TRAC and click the settings icon ⚙. Then under **MANAGE ACCOUNT**, click **FORGET DEVICES**. The next time you log in to TRAC, you will be asked to setup MFA again. Alternatively, you can ask your organization's TRAC administrator to disassociate your MFA method.
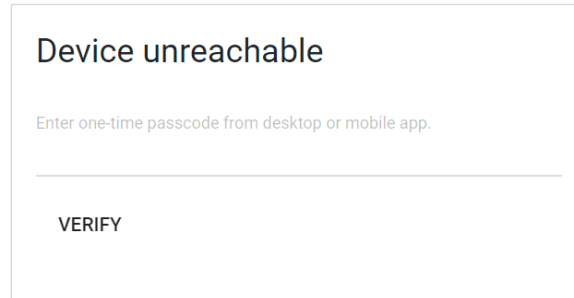
I can no longer access my MFA device

If you have lost access to or replaced your phone or phone number and no longer receive multi-factor authentication text messages or requests, contact your organization's TRAC administrator to disassociate the lost or missing device from your TRAC user account.

Once the multi-factor authentication has been removed, you will be prompted to reconfigure your multifactor authentication the next time you log in to TRAC.

For MFA app users: In the rare event that the connection to the MFA application cannot be established, TRAC will ask you to manually enter the verification code. The one-time passcode can be found in your MFA app.

Device unreachable

Enter one-time passcode from desktop or mobile app.

VERIFY

In the rare event that you continue to experience issues, open the app settings in your phone and clear the app cache. If problems persist, uninstall and reinstall the MFA app and ask your TRAC administrator to disassociate your TRAC account. Then log in to TRAC to setup MFA again.

For text messages: In some cases, text messages are delayed for several minutes. We recommend installing the MFA app on your phone for speedier, more reliable authentication.

Please avoid multiple consecutive login attempts to prevent confusion about the correct verification code once you start receiving the text messages. Each login attempt cancels the previous attempt and only the last verification code that is sent will be valid.

Still having issues? Ask your organization's TRAC administrator to disassociate the current MFA method from your TRAC user account. Once completed you will be asked to setup MFA again when you log in to TRAC.