SALAMANDERLIVE™ Version 3

Important Login Information

For SalamanderLive v3 users logging in for the first time, we suggest you carefully read through the Login Procedures below. SalamanderLive v3 and the mobile applications (TAG APP, TRACK APP, INVENTORY APP, and RAPID TAG) utilize two separate authentication processes. This means users will need to manage both a v2 password and a v3 password. After the first log in to v3 it is recommended that users update their v2 password to align with their new v3 password.

Users with an Existing SalamanderLive v2 Credential

SalamanderLive v3 Login Procedures:

Follow the below steps when first logging in to SalamanderLive v3:

1. Navigate to SalamanderLive v3 (https://app.salamanderlive.com/v3).

2. Login to SalamanderLive v3 using your current SalamanderLive v2 username and password.

3. Update your SalamanderLive v3 password to meet the SalamanderLive v3 security requirements.

   a. Minimum 12 characters, (one (1) uppercase and one (1) lowercase

   b. Minimum of one (1) number

   c. Minimum of one (1) special character (e.g. !@#$%)

Example:

v2 Username: TestUser
v2 Password: P@ssword123

Once I log into v3 for the first time with my above credential and change my password (required), my credentials will look like below:

v2 Username: TestUser
v2 Password: P@ssword123
(Used for v2, TAG APP, TRACK APP, INVENTORY APP, and RAPID TAG)

v3 Username: TestUser
v3 Password: Password123456!
(Used for v3 only)

Updating your SalamanderLive v3 password DOES NOT change your SalamanderLive v2 password, or the password you use to login to any of your Salamander apps (TAG APP, TRACK APP, INVENTORY APP, and RAPID TAG). To login to SalamanderLive v2 or the Salamander apps, you will need to use your old SalamanderLive v2 password, not the new password created for SalamanderLive v3.

Support: 877-430-5171 | support@salamanderlive.com

Important Mobile App Login Information

Important Administrator Note:

Mobile apps (TAG APP, TRACK APP, INVENTORY APP, and / or RAPID TAG) utilize the SalamanderLive v2 password. Users who have never logged into SalamanderLive v2 will need an Administrator to create a SalamanderLive v2 password for them. Below are the steps to create the v2 password as well as the recommended steps for users to take when logging into the mobile apps for the best user experience.

Users without an Existing SalamanderLive v2 Credential

Creating a SalamanderLive v2 Password:

Follow the below steps to create a SalamanderLive v2 password:

1. Navigate to SalamanderLive v3 (https://app. salamanderlive.com/v3) and log in.
2. Access the Security User's profile.
3. Click Edit.
4. Click 'Caution: V2 / APP Password Reset Only.
5. Click 'Yes, Reset It'.
6. Click the 'Copy' button.
7. Paste the information into an email to send to the user.
8. The user will need to log into SalamanderLive v2 with their temporary password and set a permanant one.

Mobile App Login Procedures:

Follow the below steps when first logging in to the mobile applications:

1. Navigate to SalamanderLive v2 (https:// app.salamanderlive.com).
2. Login to SalamanderLive v2 using your current SalamanderLive v2 username and password.
3. Update your SalamanderLive v2 password to match your SalamanderLive v3 password.
4. Use your username and SalamanderLive v2 / SalamanderLive v3 password to login to the mobile application (TAG APP, TRACK APP, INVENTORY APP, and RAPID TAG).

Web Browser Bookmark Note:

When saving the link as a bookmark within your browser, make sure to review / edit the link within your saved bookmarks. The link will need to be updated to only show as: https://app.salamanderlive.com/v3.

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