KOMATSU

KOMTRAX Single Sign On

Sign-up process

KOMTRAX

Contents

Version Control

Version	Date	Comments
1.0	2022/02/16	Release
1.1	2022/02/23	Additional troubleshooting information
1.2	2022/02/25	Add browser support information
1.3	2022/04/04	Add information relating to Safari login issues
1.4	2202/04/05	Add information for clearing cache
1.5	2022/05/26	Correct mobile links
1.6	2022/08/16	Add Change MFA details section Minor other changes

1   Overview and Quick Facts

1.1   What is Komtrax Single Sign On (SSO)?

In short, Komtrax Single Sign-On (SSO) simplifies the sign-in process to Komtrax by using multifactor authentication instead of the standard username and password.

1.2   What is Multi-Factor Authentication (MFA)?

Multifactor Authentication, also known as two-step verification, provides additional security by using a second form of authentication through a range of easy to use authentication methods:

- Phone call
- Text message code, or
- Mobile app-based.

Komtrax SSO multifactor authentication is managed through Microsoft Azure Active Directory.

1.3   What are the benefits of Komtrax SSO?

- Additional security is applied to your account whilst improving ease of access to Komtrax
- Simplified sign-in process: Username and password entry not needed to access Komtrax
- With SSO, your Komtrax password will also not expire, so no more resetting needed.

1.4   What do I need to do?

If you don't currently have a Komtrax account, please contact us:

Email: Komtrax@komatsu.com.au

Phone: +612 9795 8568

You will then be sent an invitation to set up your account for the first time. This process is detailed in Section 2.

Once setup, you can access Komtrax at:

komtrax.komatsu.com.au/login

1.5   Does SSO apply to the Komtrax mobile application?

Yes, the Komtrax mobile application now uses SSO to authenticate you.

The app can be accessed at:

komtrax.komatsu.com.au

1.6   What if I need help?

We have included a Troubleshooting section at the end of this guide (Section 4, page 17)

1.7   What internet browser should I use?

Any modern browser will be suitable for use when accessing Komtrax and setting up your account when you access the first time. This includes (but not limited to) Mozilla Firefox, Microsoft Edge and Google Chrome.

Please do not use Internet Explorer, as you will encounter issues during the set-up process, and when using Komtrax.

Note: Some issues arise when using Apple Safari on desktop, laptop and iPhone. See Troubleshooting section 4.3.

2 First Time Sign-Up Process

When you are granted access to Komtrax for the first time, you will need to set up your account.

2.1 Set-up Microsoft account

First, we will need to set up a Microsoft Account, which will handle your authentication into Komtrax (along with other applications both within and outside of Komatsu). You may already have a Microsoft account allocated to your email address, which will simplify the setup process.

1. Once Komatsu creates your account within Microsoft Azure Active Directory, you will receive an email invitation to create your account (Figure 2.1).
2. For ease of set up, we recommend that you open the email from a computer, and not your mobile phone.
3. The email details are:

> **From:** JP00SYS_DBSupportSystem@global.komatsu
> **Subject:** WELCOME TO KOMATSU APPS

Note: Please check your spam or junk folder if you can't find the email.

Click on the link in the middle of the page, which will begin taking you through the set-up process.
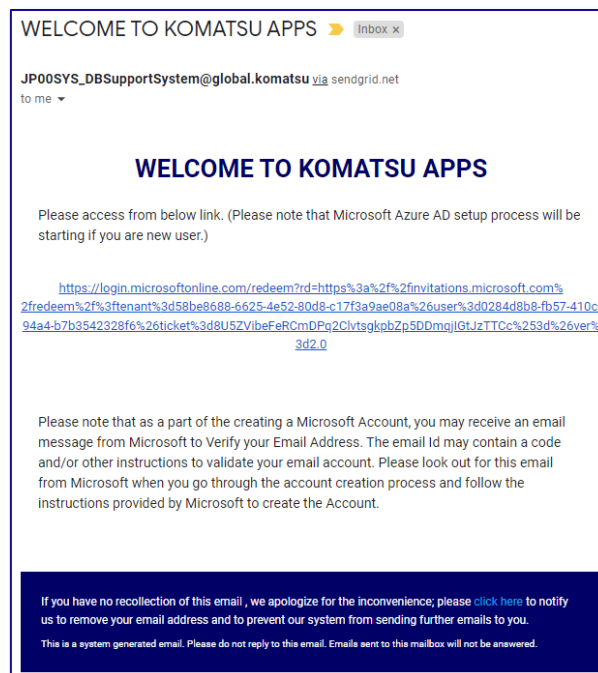

Figure 2.1 Microsoft Email Invitation.

4. If you already have a Microsoft account assigned to your email address, you will see a screen like Figure 2.2. If this is the case, then please skip to step 7 on page 6. Otherwise, you will be prompted that a new Microsoft account will be required (Figure 2.3). Click the **Next** button.
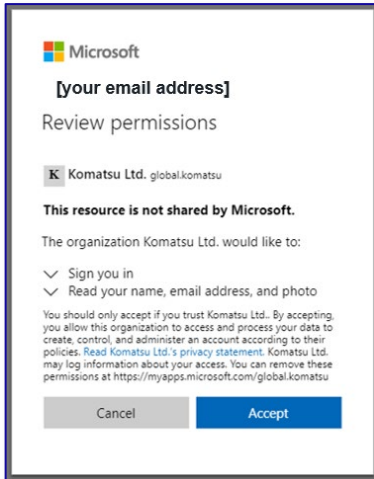
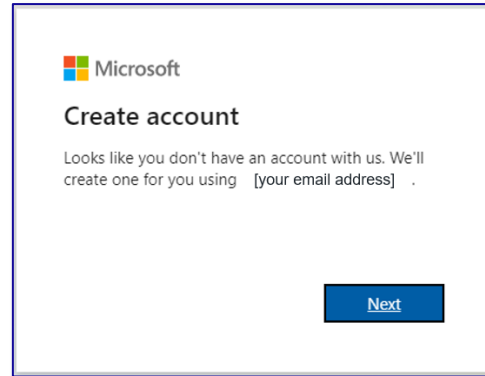*Figure 2.2 Microsoft account already exists.*

Figure 2.3 Require new Microsoft Account.

5. Next, you will need to create a password for your Microsoft account. Enter your password into the field and click the **Next** button.

Note: This password will be needed anywhere else you may use your Microsoft account in the future, so make sure you remember it.
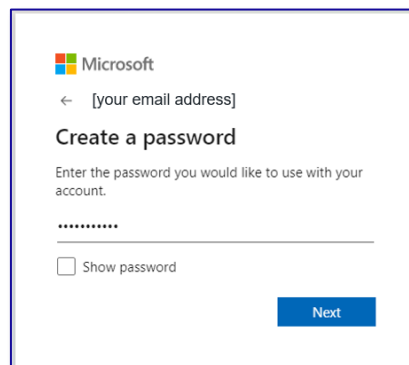

Figure 2.4 Create a password for your Microsoft account.

6. Now you will need to verify the email address. Microsoft will send you an email (Figure 2.5) with a 4-digit code. The email details are:

    From: JP00SYS_DBSupportSystem@global.komatsu
    Subject: WELCOME TO KOMATSU APPS

Note: Please check your spam or junk folder if you can't find the email.
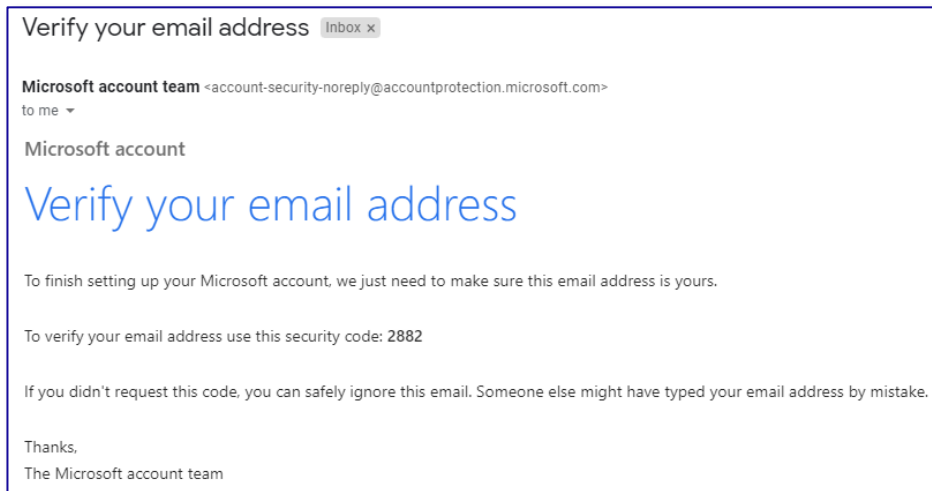
Take this code and put it into the browser field.

Figure 2.5 Email verification with 4 digit code.

The Microsoft account is now set up.

2.2 Review requested permissions

Next we will need to allow Komatsu to authenticate you (log you in), along with some basic information about you from your Microsoft account.

7. Review the permissions that Komatsu requests from your Microsoft account, and once complete click **Accept.**
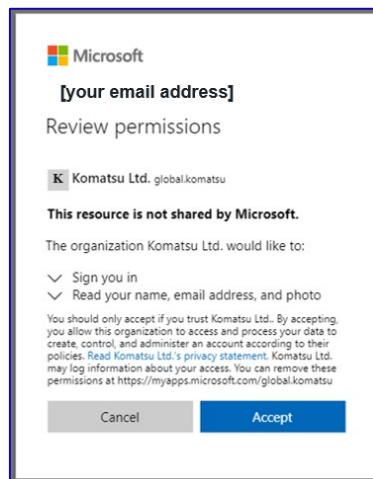

Figure 2.6 Accept permissions

2.3 Multi-Factor Authentication

With your Microsoft account set up, and Komatsu able to authenticate you, the final step to configure is Multi-Factor Authentication (MFA). This helps secure your data and prevent unauthorised access.

8. On the next screen (Figure 2.7), Microsoft is noting that MFA is required, and it is not yet set up on your account. Click the **Next** button to proceed.
Note: If your Microsoft account was previously set up, you may already have MFA configured. If this is the case, please skip to section 2 on page 4.
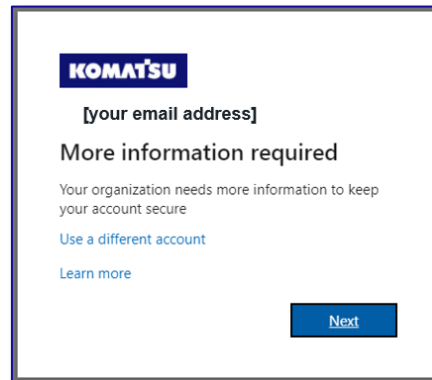

Figure 2.7 Multi-Factor Authentication setup required.

There are 3 options for MFA, selectable by the drop-down:

- Mobile app (Figure 2.8)
  - o Use Microsoft Authenticator App (available on iOS and Android) to provide a push notification or 6-digit code to enter during the authentication process
- Authentication phone (Figure 2.9)
  - o An SMS text message or phone call is used to provide you a 6 digit code to enter during the authentication process
- Office phone (Figure 2.10)
  - o Similar to Authentication phone, use a landline phone (with optional extension number) to receive a 6 digit code to enter during the authentication process.

Note: Komatsu strongly recommends you use the mobile app option with push notifications, as it is the most user-friendly and secure.

Note: Any phone number you provide for MFA is not shared with Komatsu, it is used only by Microsoft for the purposes of account security.

9. In the drop-down selection box, select the MFA option that you wish to use, and click the **Next** button.
   - ➢ If you select Mobile App, please go to step 10 on page 9.
   - ➢ If you select authentication phone (Figure 2.9), please enter the country and phone number you wish to receive the code to, along with if you want to receive the code via SMS text message (only for mobile phone) or phone call (available for landline/office phone and mobile phone).
   - ➢ If you select Office phone (Figure 2.10), enter the landline/office phone number you wish to receive the code via a phone call.

Figure 2.8 MFA Configuration by Mobile App – this is the recommended option

Figure 2.9 MFA configuration by Authentication Phone

Figure 2.10 MFA Configuration by Office Phone

2.3.1 Mobile application setup

If you opted to use the Microsoft Authenticator app, you can do it by downloading from the Google Play store or Apple App Store. <u>You will need to have the QR code shown on your computer for the setup</u>.

10. On your mobile phone, click the appropriate link to be taken to the store to download the Microsoft Authenticator app to your phone.

Once you have downloaded and installed the Microsoft Authenticator app, you will need to add your Komtrax account to use MFA.

11. Launch the Microsoft Authenticator application (named Authenticator on your mobile phone), which will take you to the home screen of the app (Figure 2.11).
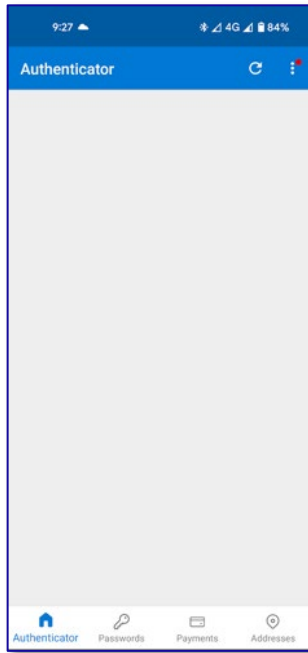

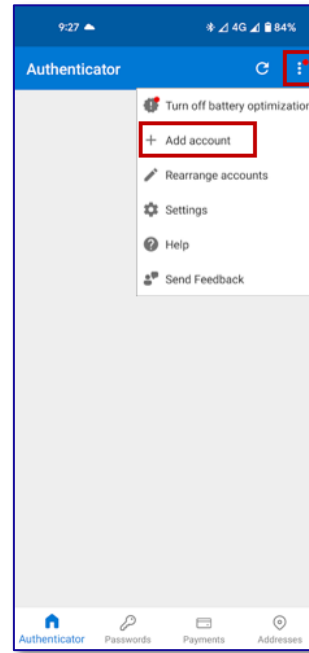*Figure 2.11 Microsoft Authenticator App Home Screen*

Figure 2.12 Microsoft Authenticator App Adding Account.

12. Still in the Microsoft Authenticator application, click the more menu (⋮) in the top right corner, and then click **Add account** (Figure 2.12).
13. Tap the **Work or school account** option on the next screen (Figure 2.13), and then the **Scan a QR code** option (Figure 2.14).
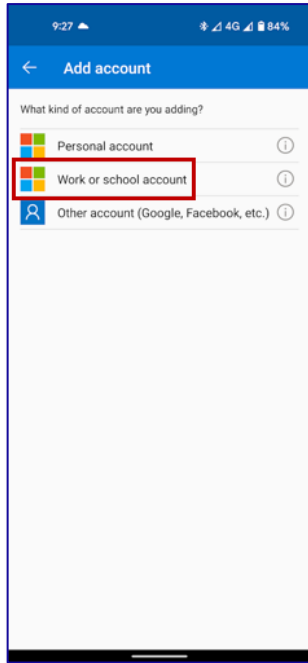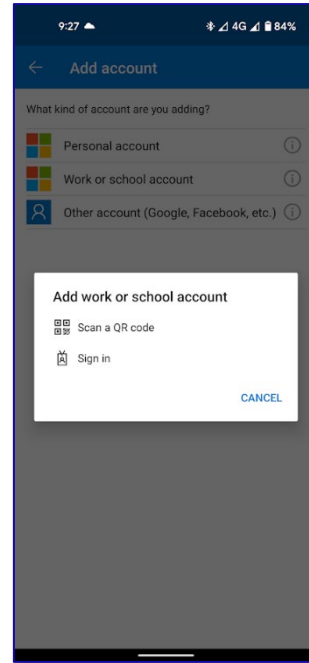
Figure 2.13 Selecting the account type to add.

Figure 2.14 Setup option for adding account.

14. The authenticator app will now open a camera screen (Figure 2.15), to scan the QR code displayed on your computer (Figure 2.16, displayed after step 9 on page 7). Once you've scanned the QR code on your phone, click the **Next** button on your computer.
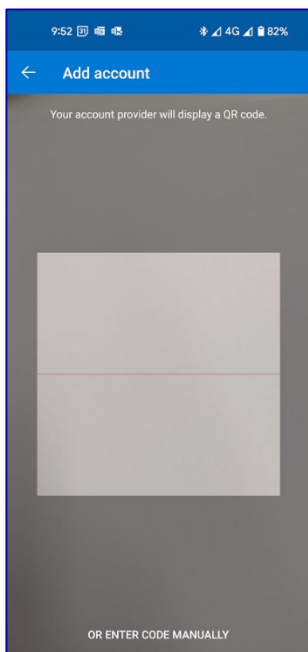

Figure 2.16 Account setup QR code.

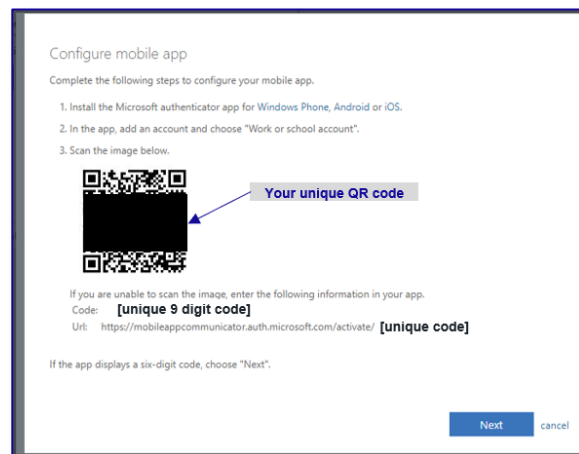*Figure 2.15 Authenticator app QR code scanning.*

You will now be taken to the home screen of the Microsoft Authenticator app on your phone, which will now show a new entry for **Komatsu Ltd.**
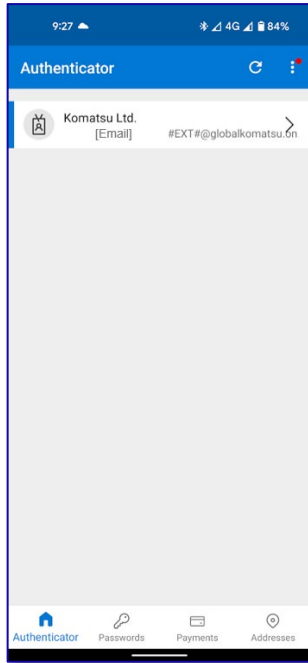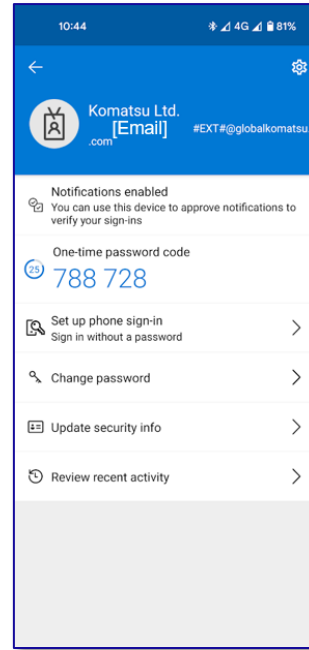
Figure 2.17 Home screen with account added

Figure 2.18 Account on time password.

15. On your computer, you will now be shown a screen to verify that your MFA is working correctly (Figure 2.19). Within a few seconds, you should get a push notification on your mobile device to approve the sign-in (Figure 2.20).

    Note: The visual appearance of the push notification may differ to what is shown in Figure 2.20 depending upon the operating system of your phone, but
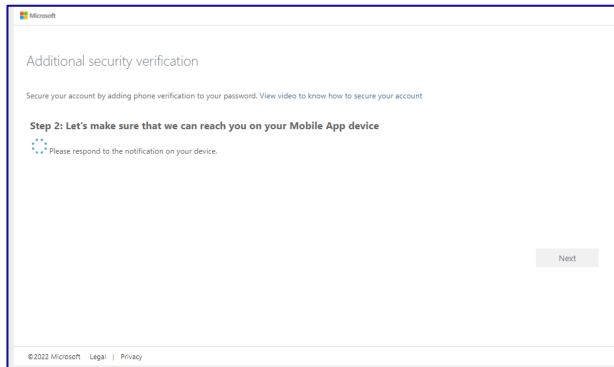

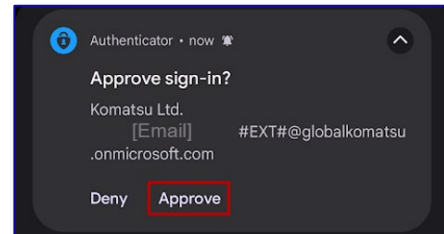*Figure 2.19 Multi Factor Authentication verification.*

Figure 2.20 Phone notification to approve sign-in.

16. On your computer, you may now be asked to provide a recovery phone number (Figure 2.21), in case you need to have your password reset. Enter your country and phone number, then click **Done**.

Note: Any phone number you provide for MFA is not shared with Komatsu but used only by Microsoft for the purposes of account security.
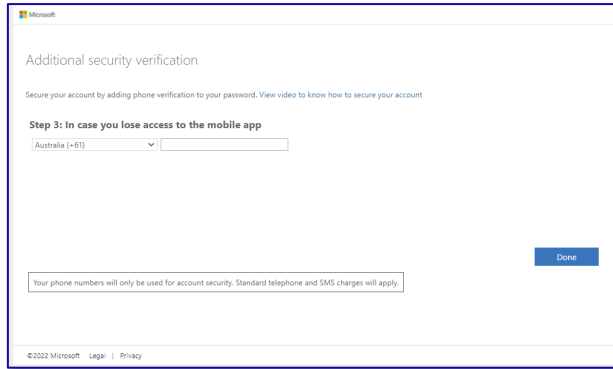
Figure 2.21 Additional security verification.

17. Your Microsoft account has now been created, including multi-factor authentication, and you will be shown
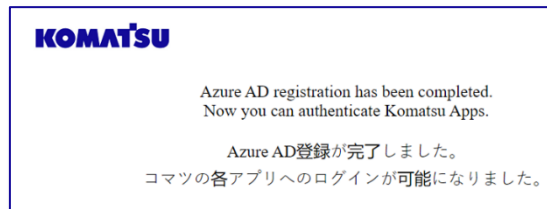

Figure 2.22 Set Up Successful

3 Accessing the Komtrax website/mobile application

With your Microsoft account now activated, you will now be able to access the Komtrax website, on both your desktop/laptop and mobile devices.

1. Open your web browser, and navigate to the appropriate link:

    Desktop/Laptop/Tablet:

    komtrax.komatsu.com.au/login

    Mobile:

    komtrax.komatsu.com.au

When accessing the mobile website, you will land on a page to sign in (Figure 3.1). Press the **Sign-In** button, which will then take you to the authentication section.
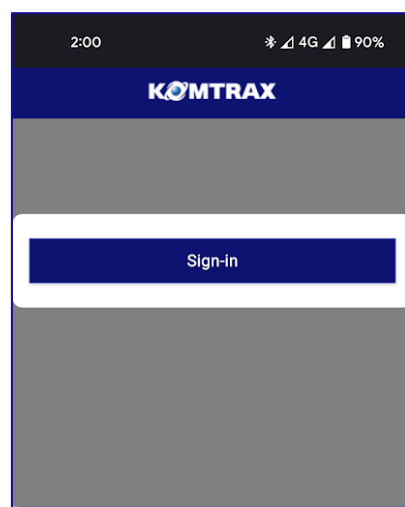

Figure 3.1 Mobile landing page.

2. For both desktop and mobile, you will then be asked to authenticate through Microsoft Single Sign On.
    a. If you have already signed-in on your device, you will see Figure 3.2. Please click the email address that your Komtrax account is linked to, then move to step 5.
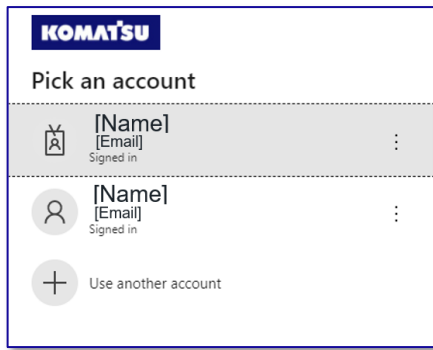   b. If you have not previously signed-in on your device, you will see Figure 3.3. Move to step 3.

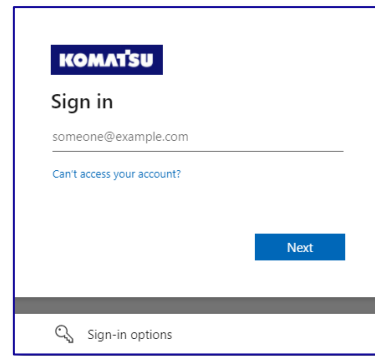*Figure 3.2 Authentication when already signed in.*

Figure 3.3 Authentication requiring new sign in.

3. Enter your email address associated to your Komtrax account (Figure 3.3), then click **Next**.

4. Enter the password associated to your Microsoft account, as set up in section 4, step 5. Once your password has been entered, click **Sign in**.
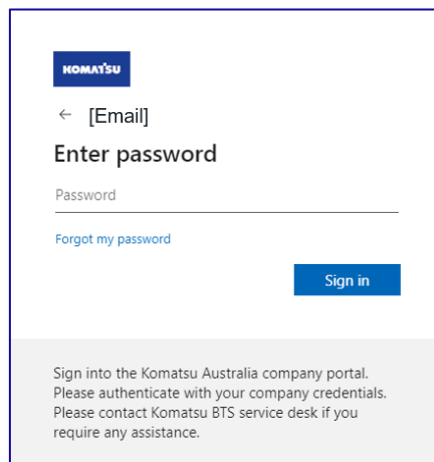

Figure 3.4 Authentication - Enter Password.

5. You may now get prompted to approve the sign-in request (Figures 2.5 and 2.6), as part of the multi-factor authentication. Click the approve button on the notification on your mobile device.
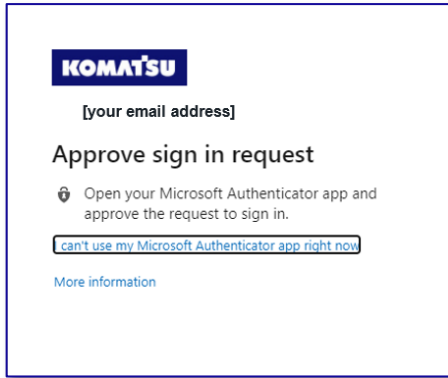
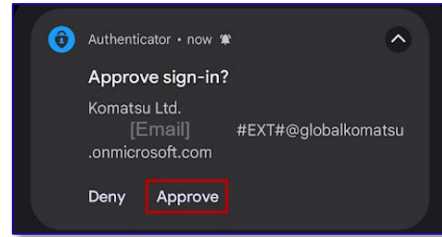Figure 3.6 Multi-factor authentication prompt on mobile device.

Figure 3.5 Multi-factor authentication prompt in browser.

6. You should now be taken to the home screen of the Komtrax website for desktop/laptop (Figure 3.7) or mobile device (Figure 2.8).
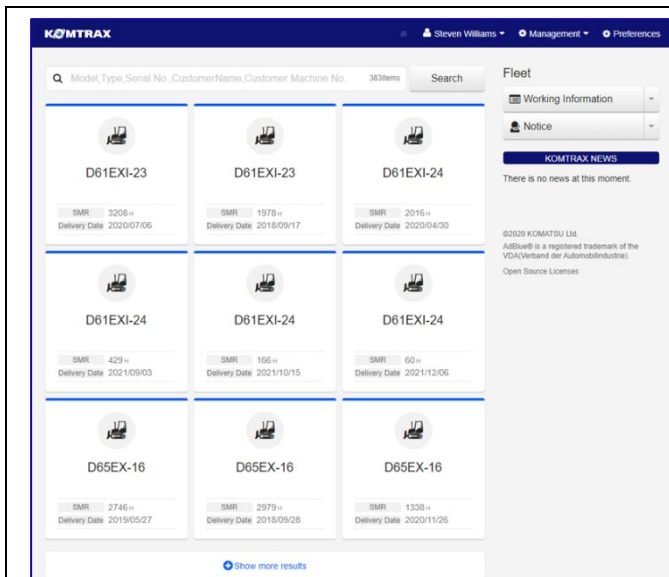

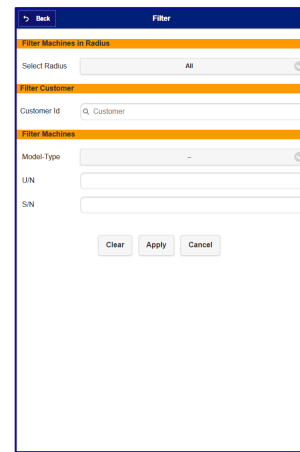Figure 3.7 Komtrax home page – desktop/laptop device.

Figure 3.8 Komtrax home page - mobile device.

4 Troubleshooting

4.1 Forgot my password

Issue: I can't remember my Komtrax (Microsoft) account password.

Resolution: You can reset your account password yourself.

Visit komtrax.komatsu.com.au/login and enter your email (Figure 4.1). Then click on the **Forgot password?** link (Figure 4.2).

| *Figure 4.1 Sign in screen.* | *Figure 4.2 Forgot password link.* |
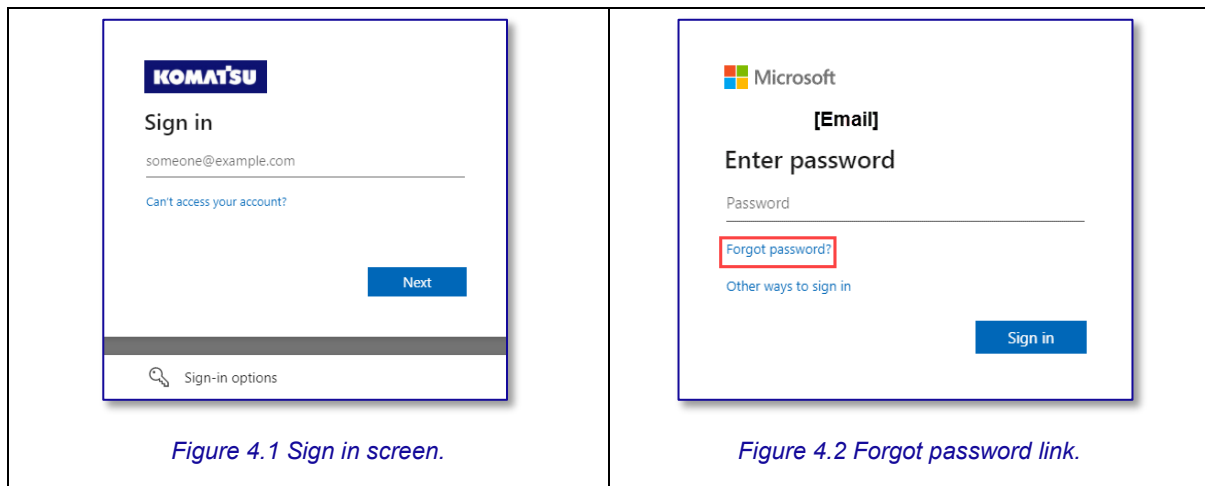
You will then be prompted to provide a mechanism to recover your account. This could be via an email with a link to reset the password, or through a text message to verify your identity.

4.2 Account error when logging in

Issue: Following the login process (section 3 page 14), you may be shown an error message like Figure 4.3.
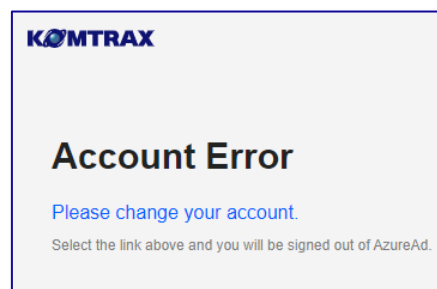
Figure 4.3 No machines allocated to your user profile.

Resolution: During first time setup of your account, it can over 4 hours to fully configure your Komtrax account, including linking the machine(s) you can view. If, after 24 hours you are still receiving the error in Figure 4.3, please contact our Komtrax team with your email address, so we can continue to troubleshoot.

If you have previously logged in to Komtrax without issue, please contact our Komtrax support team with your email address, so we can investigate the issue.

4.3 Sign-in loop

Issue: When going through the login process (section 3, page 14), you click on your account enabled with Komtrax (Figure 4.4), and it takes you back to the same screen (Figure 4.4).
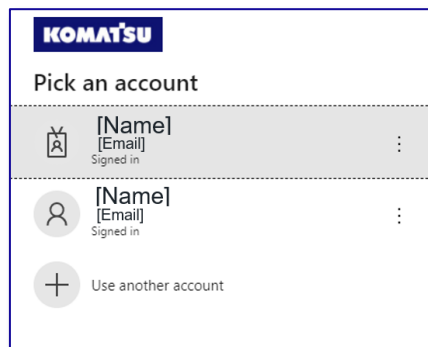

Figure 4.4 Sign In Loop.

Resolution: In some instances, it may require you to click on your account twice, at which point it will take you through to the home page.

If you are using Apple Safari as your browser (on a laptop, desktop or iPhone), there is no recommendable solution at this stage. Development work is underway to allow this to function correctly.

If you continue to loop back to the same screen, try the following:

- Clear your browser cache
- Sign out of your account (click : menu → Sign out; Figure 4.5)
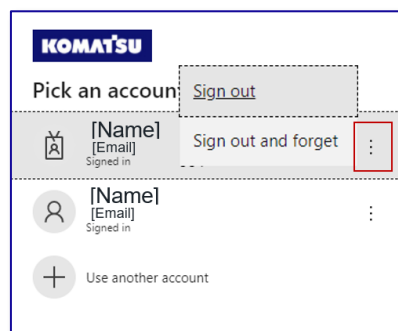
Figure 4.5 Sign out of account.

4.4 I have lost my QR code

You require the QR code to set up authentication on the Microsoft Authentication app. If you have lost the QR code before setting up, please contact Komtrax support to re-send an invitation:

Email: Komtrax@komatsu.com.au

Phone: +612 9795 8568

4.5 Clearing your browser cache

All modern web browsers store a cache of web pages, to help speed up your browsing experience. When updates are made to websites, the cache can sometimes cause issues with website, causing errors to be experienced.

When issues are encountered in the website and/or mobile application, clearing of the browser cache is one of the first steps to rectification.

Clearing your cache can be a slightly different process, depending upon your device (desktop, laptop, tablet or mobile), operating system (Windows or Mac OS; iOS or Android) and browser (Google Chrome, Microsoft Edge, Apple Safari). We've covered a few below.

4.5.1 Google Chrome on laptop/desktop
1. Open Google Chrome (doesn't matter what web page you are on)
2. On a Windows device, press CTRL + Shift + Delete together; or on Mac devices CMD + Shift + Delete. This will open a settings tab, with a dialogue box on the screen as per Figure 4.6.
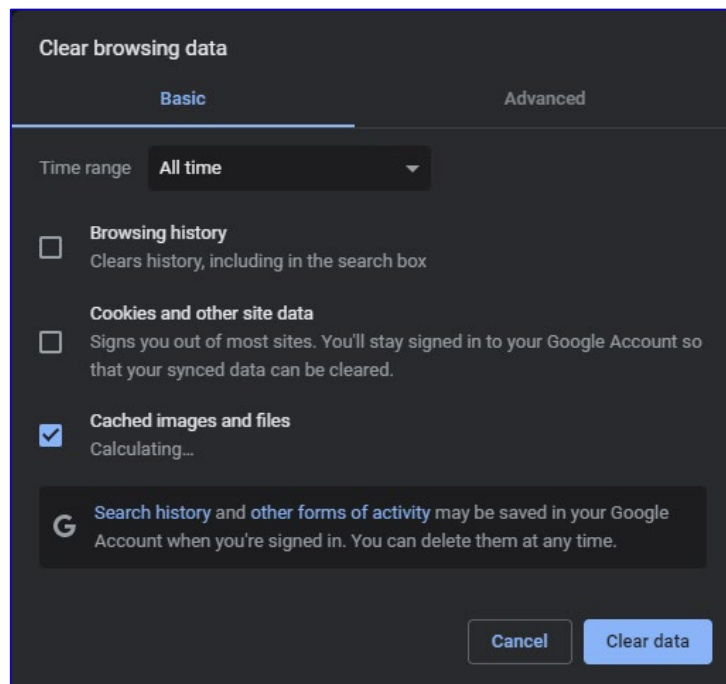

Figure 4.6 Google Chrome clear cache window.

3. Select the **basic** tab and select **All time** in the time range drop-down. Untick all options, whilst ticking **Cached images and files**.
4. Click the **Clear data** button at the bottom right of the dialogue box.

4.5.2 Microsoft Edge on laptop/desktop
1. Open Microsoft Edge (doesn't matter what web page you are on)
2. On a Windows device press CTRL + Shift + Delete together; or on Mac devices CMD + Shift + Delete. This will open a settings tab, with a dialogue box on the screen as per Figure 4.7.
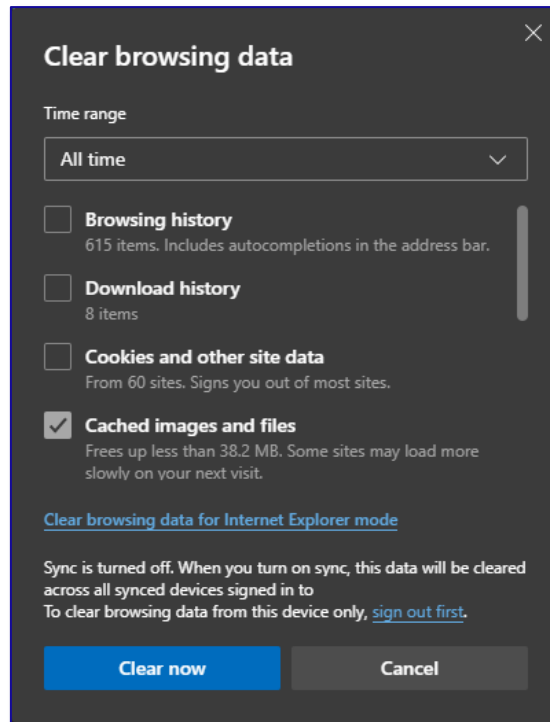
Figure 4.7 Microsoft Edge clear cache window.

3. Select **All time** in the time range drop-down. Untick all options, whilst ticking **Cached images and files**.
4. Click the **Clear now** button at the bottom right of the dialogue box.

4.6 Changing Multi-factor Authentication Details

Issue: I need to change my multi-factor authentication details, as I have changed phones, or want to use a different mechanism.

Resolution: To modify your MFA details, follow these steps on your computer or tablet (not recommended on a mobile phone)

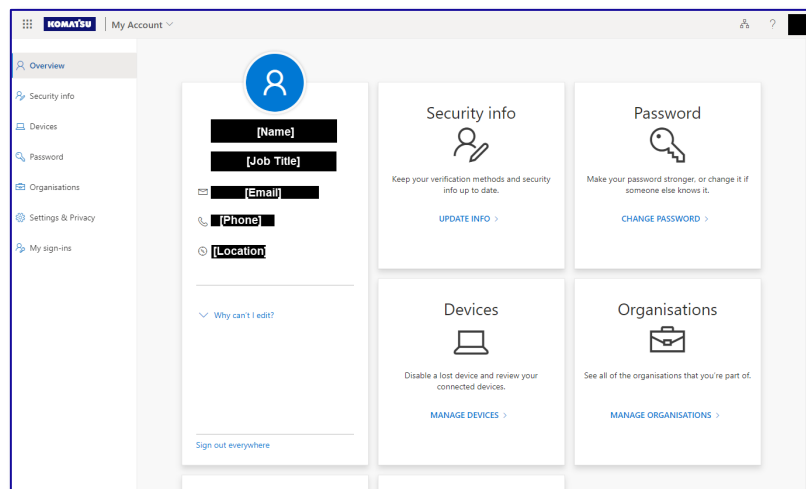1. Go to myaccount.microsoft.com/, which should look similar to Figure 4.8.

Figure 4.8 My account home page.

2. In the top right corner, click on your initials or profile picture, and then click **Switch Organisation** (Figure 4.9). Check that you are signed in with **Komatsu Ltd.** (red box in Figure 4.10)**.**
   a. If not signed in with Komatsu Ltd., select it from the list below (green box in Figure 4.10.

Figure 4.9 User menu

Figure 4.10 Signed in organisation
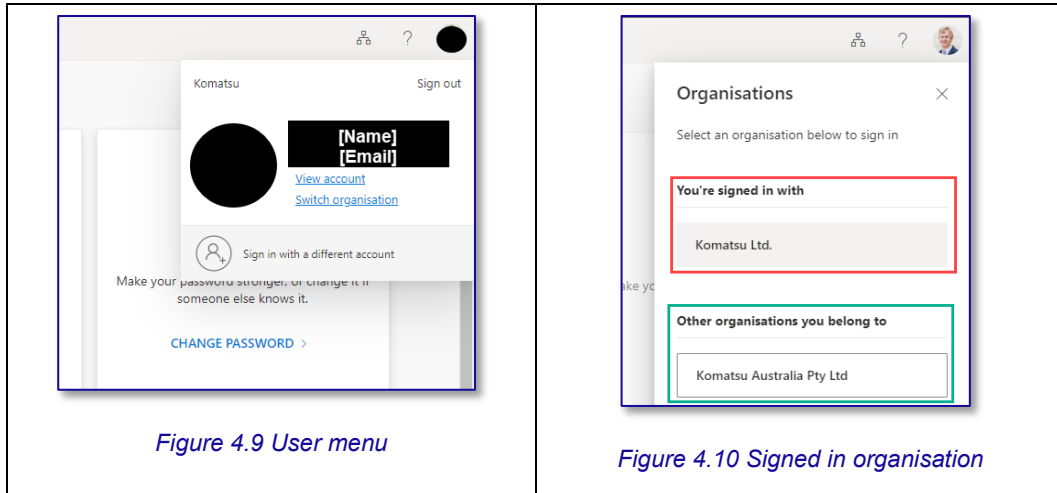
3. In the security info box on the My Account page (Figure 4.8), select **Update Info**. This will take you to the security information page, which displays the default authentication method (red box in Figure 4.11), along with any other authentication methods you have enabled for your account (green box in Figure 4.11).
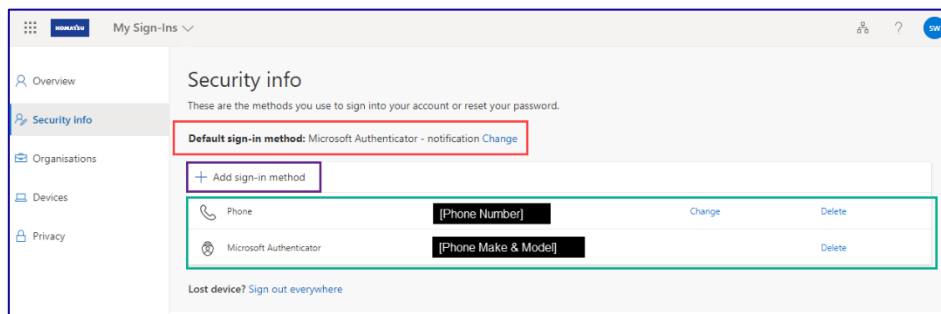

Figure 4.11 Security information page.

4. To add a sign-in method, click the **Add Sign in method** button (purple box in Figure 4.11), and follow the prompts. The process is similar, but not identical, to Section 2.3.
5. To edit the phone number used for authentication, click on the **Change** button (where available) next to the appropriate sign-in method.
6. To delete a sign-in method, click the **Delete** button next to the sign-in method you wish to remove.

Note: It is recommended that you always have at least one (1) sign-in method active. It is best to add a new method before removing an old method.

7. To change the default sign-in method, click the change button (inside red box in Figure 4.11), and select the appropriate method.

Note: Komatsu recommends the Microsoft Authenticator – notification method. It is the most secure mechanism, and is the simplest once set up.