



**KOMTRAX**

# **KOMTRAX SINGLE SIGN ON**

Sign-up Process

March 2020

**KOMTRAX**

**KOMATSU**  
*Driven by your success*

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# 1. KOMTRAX SSO OVERVIEW AND QUICK FACTS

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## IMPORTANT:

You need an active KOMTRAX account that you have used in the last 90 days to register for KOMTRAX SSO.

For KOMTRAX account registration or password resetting reach out to the team at [KOMTRAX@komatsu.com.au](mailto:KOMTRAX@komatsu.com.au) or by phone on +612 9795 8568.

## What is KOMTRAX SSO?

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

## What is Multifactor Authentication?

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, or text message code, or mobile app-based verification. KOMTRAX SSO multifactor authentication is managed through Microsoft Azure Active Directory.

## What will be Different?

Only the way you access KOMTRAX will be different.

The process will be simplified: Once you register for KOMTRAX SSO you will in future access KOMTRAX through your preferred verification method without the need for you to enter your KOMTRAX username and password.

## What are the Benefits of KOMTRAX SSO?

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

## Will Anything change on the KOMTRAX website?

No, everything will stay the same, only the way you access KOMTRAX will become easier.

## How will KOMTRAX SSO be introduced?

- 1- An invitation email from Microsoft will also be emailed to you from 23 March 2020:

**From:** Microsoft Invitations ([invites@microsoft.com](mailto:invites@microsoft.com))

**Title:** You're invited to the Komatsu Ltd organization.

You can click through from this email to access the sign-up process manual and directly sign up for KOMTRAX SSO from the invitation email.

- 2- For your convenience the current KOMTRAX website link [komtrax.komatsu.com.au/login](http://komtrax.komatsu.com.au/login) will redirect to KOMTRAX SSO, so if you have saved the current KOMTRAX link as listed above as a favourite in your web browser, then you do not need to change it to use KOMTRAX SSO.

## **What do I need to do?**

- 1- Before Signing up for KOMTRAX SSO: Please ensure you have an active KOMTRAX account that you have accessed in the last 90 days, if you need any support with your account or resetting your password you can contact us at [KOMTRAX@komatsu.com.au](mailto:KOMTRAX@komatsu.com.au) or +61297958568.
- 2- Simply open the invitation email you will receive on 23 March 2020 and follow the process that will be clearly outlined.

## **Does KOMTRAX SSO also extend to the KOMTRAX mobile app?**

KOMTRAX SSO only applies to the KOMTRAX desktop website at this stage. You will still be able to access the mobile app using your current KOMTRAX user ID and password. KOMTRAX SSO access for the KOMTRAX mobile app is planned for future release and we will update when this will take place.

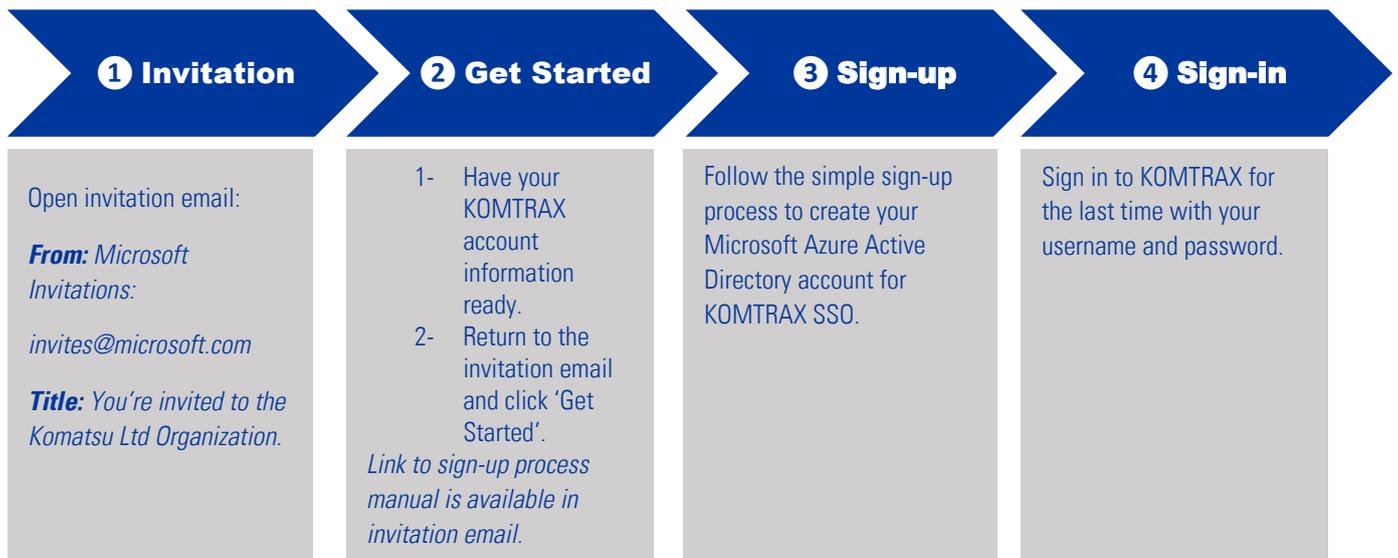
As always, if you need your KOMTRAX account updated, or a new one created, or any support you require with KOMTRAX SSO, please feel free to reach out to the team at:

Email: [KOMTRAX@komatsu.com.au](mailto:KOMTRAX@komatsu.com.au).

Phone: +61297958568

## 2. SUMMARISED SIGN UP PROCESS

### 1- Sign-up



### 2- Accessing KOMTRAX in future after SSO Sign-up



### 3. DETAILED SIGN-UP INSTRUCTIONS

**IMPORTANT:**

You need an active KOMTRAX account that you have used in the last 90 days to register for KOMTRAX SSO. For KOMTRAX account registration or password resetting reach out to the team at [KOMTRAX@komatsu.com.au](mailto:KOMTRAX@komatsu.com.au) or by phone on +612 9795 8568.

The Processes below details the sign-up process using Google Chrome browser. Other browsers can also be used to sign up for KOMTRAX SSO and to access KOMTRAX.



1. Check your email inbox for the invitation email from Microsoft:  
**From:** Microsoft Invitations ([invites@microsoft.com](mailto:invites@microsoft.com))  
**Title:** You're invited to the Komatsu Ltd organization.  
**NOTE:** Please check your spam settings or junk folder if you cannot locate the email.
2. Open the invitation email, have your KOMTRAX account details ready and click the green 'Get Started' button to begin the process.

**KOMATSU**

You've been invited to access applications in the Komatsu Ltd. organization by

Good Afternoon,

Komatsu welcomes you to KOMTRAX SSO (Single Sign-On)

This is your invitation email to register for Microsoft Azure Active Directory, providing multifactor authentication for KOMTRAX SSO.

Please note you need to have an active KOMTRAX account that you have used in the last 90 days to sign up for KOMTRAX SSO. If you have misplaced your logon details please contact the team at [komtrax@komatsu.com.au](mailto:komtrax@komatsu.com.au)

Click [Here](#) to access the KOMTRAX SSO Sign-up process manual, and if you have your KOMTRAX logon details at hand, click get started below and follow the prompts.

**Get Started**

Return to the above link at any time for access.

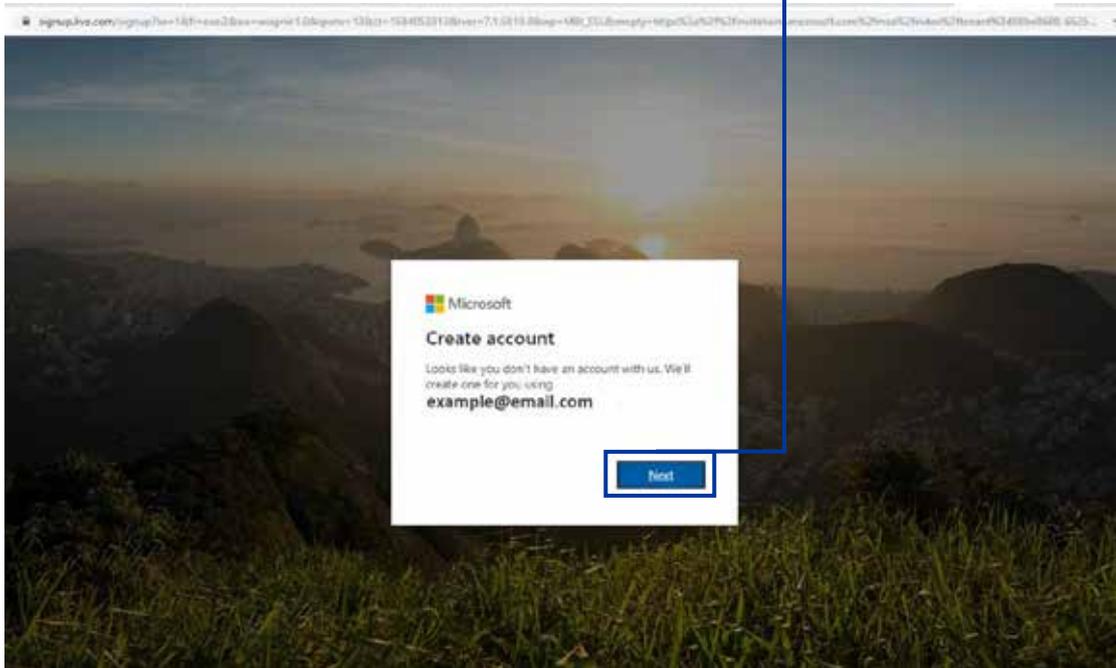
This email has been sent on behalf of Komatsu Ltd. Please act on this email only if you trust the Komatsu Ltd. organization. This email may have advertising content. You can [unsubscribe](#) from future invitations from the Komatsu Ltd. organization at any time. See [Microsoft organization privacy statement](#) to learn more about how Microsoft handles your data.

Microsoft

**NOTE:** Link to this manual and other resources available as part of invitation.

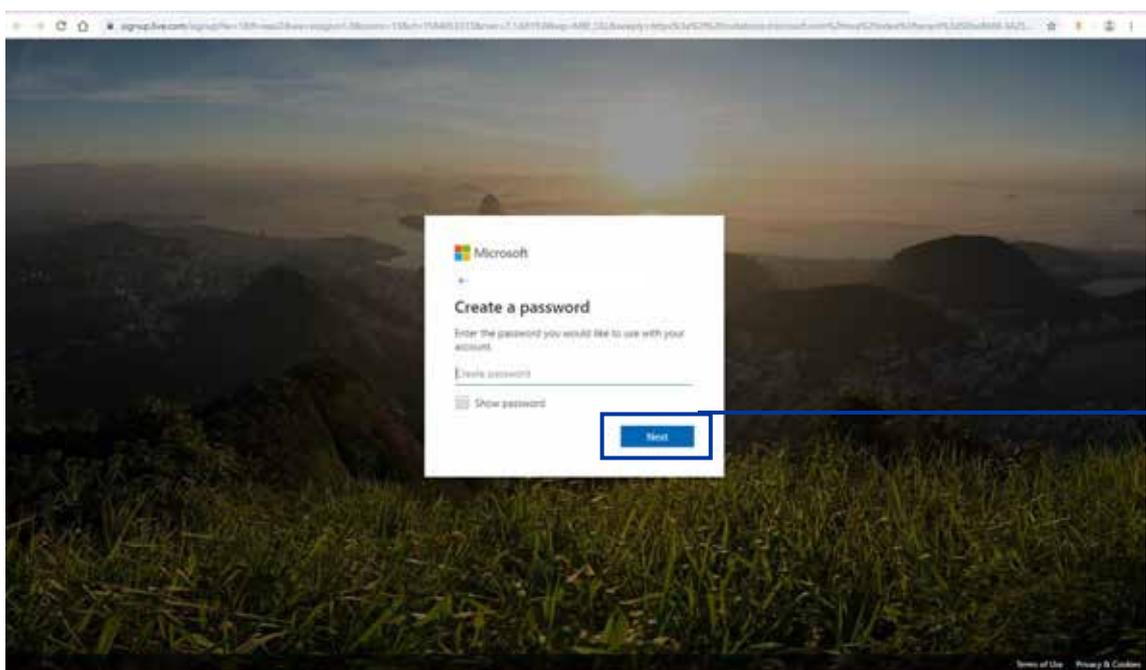


3. You will be directed to the Microsoft Azure Active Directory account creation process, your email will be listed in the page, review and click 'Next'

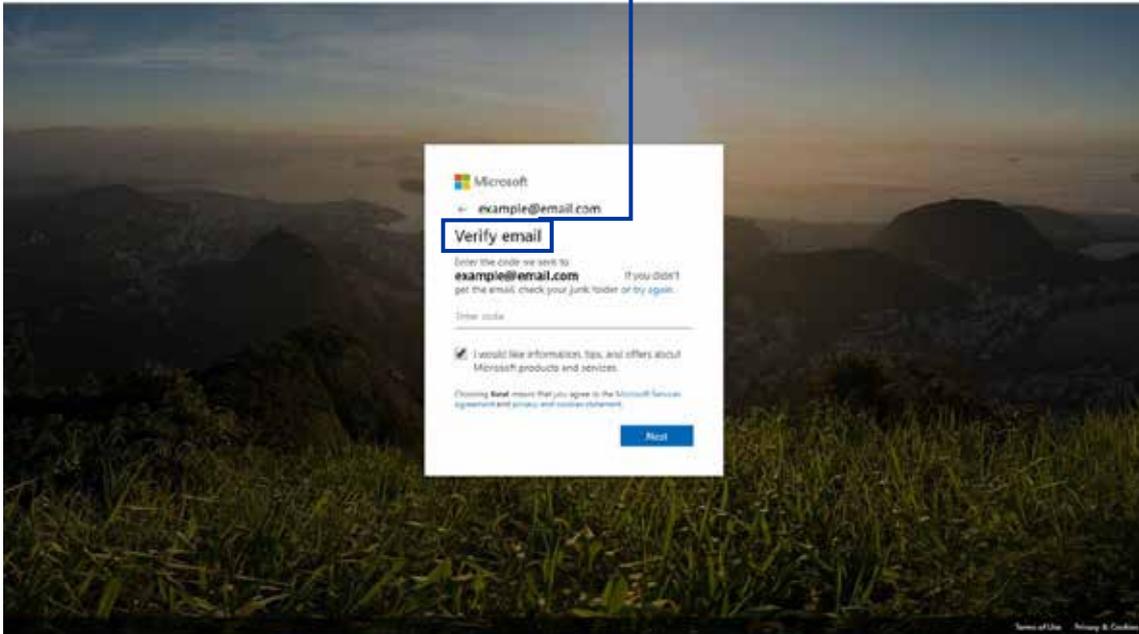


4. Next, create your Microsoft Azure Active Directory password.  
**NOTE:** This is a password you will create as part of the process, please do not use your KOMTRAX password.

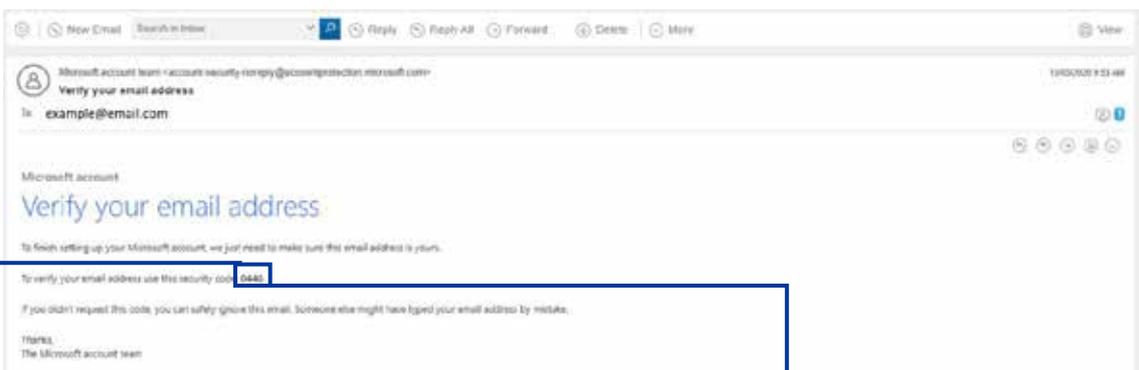
Type in a password of your choice in the 'create password' empty space and click 'Next'



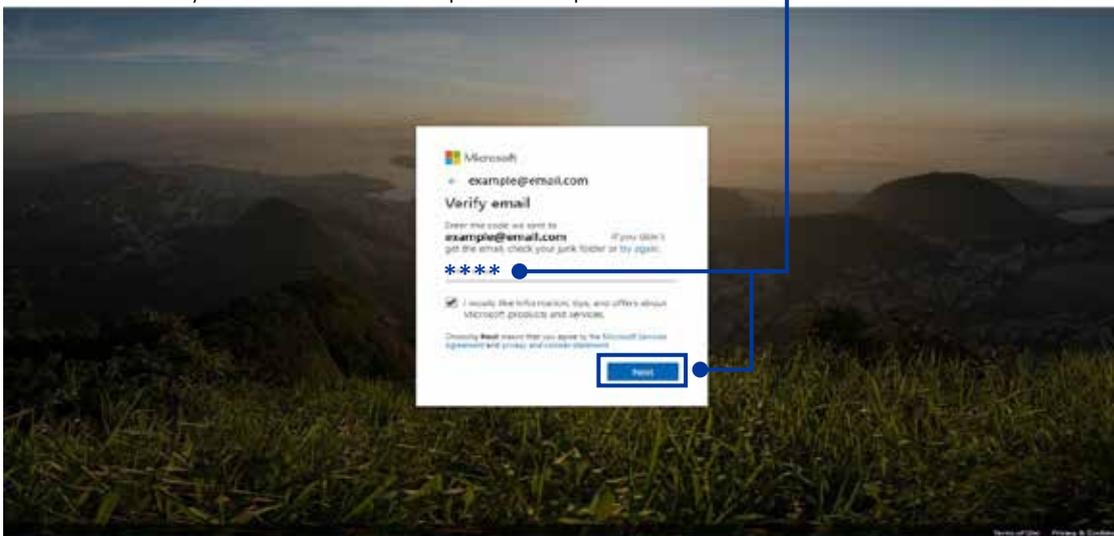
5. You will be notified of required email verification:



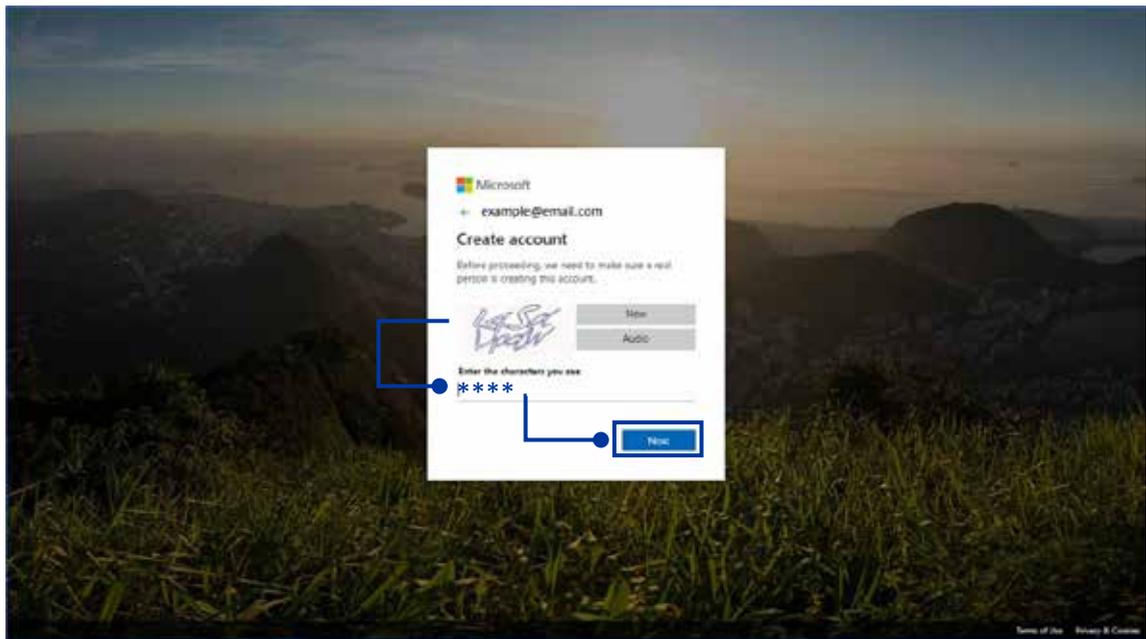
6. Return to your email inbox, locate and open the new email from Microsoft, the required authentication code will be noted in the email body:



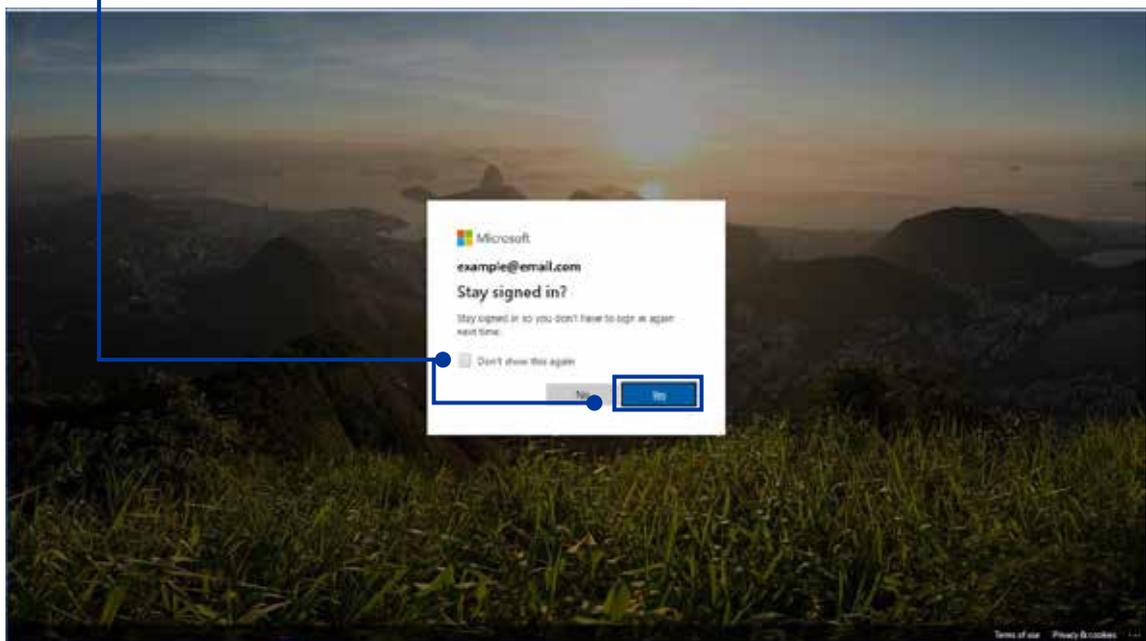
7. Enter the code in your web browser as required in step 5 and click 'Next'



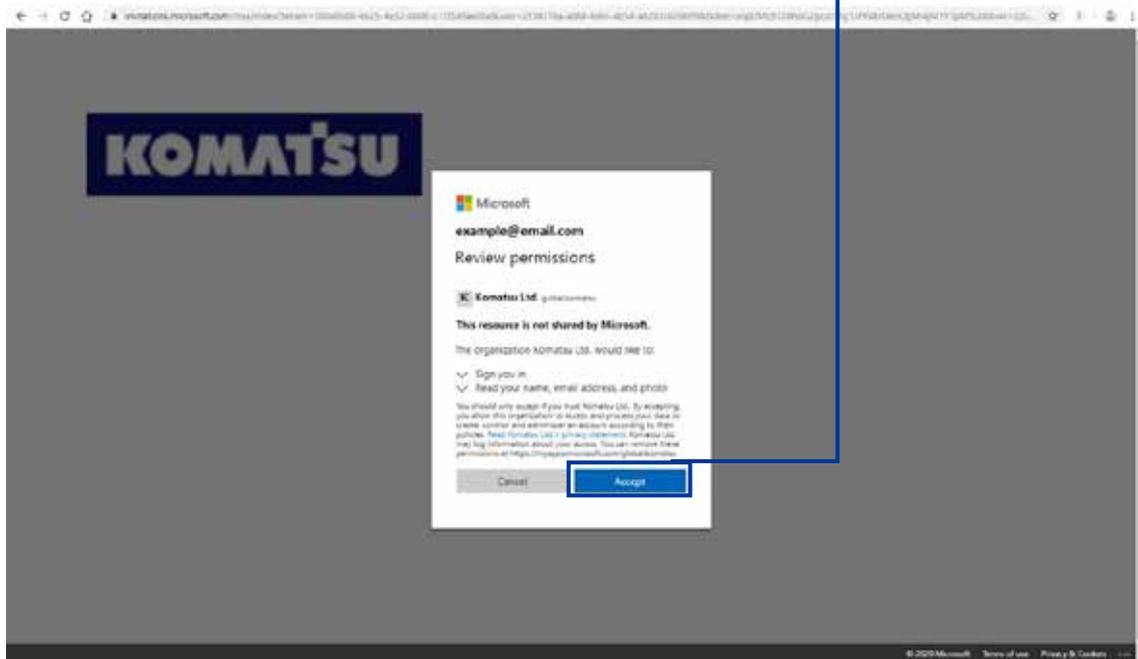
8. Enter the characters noted on the screen for verification and click 'Next'



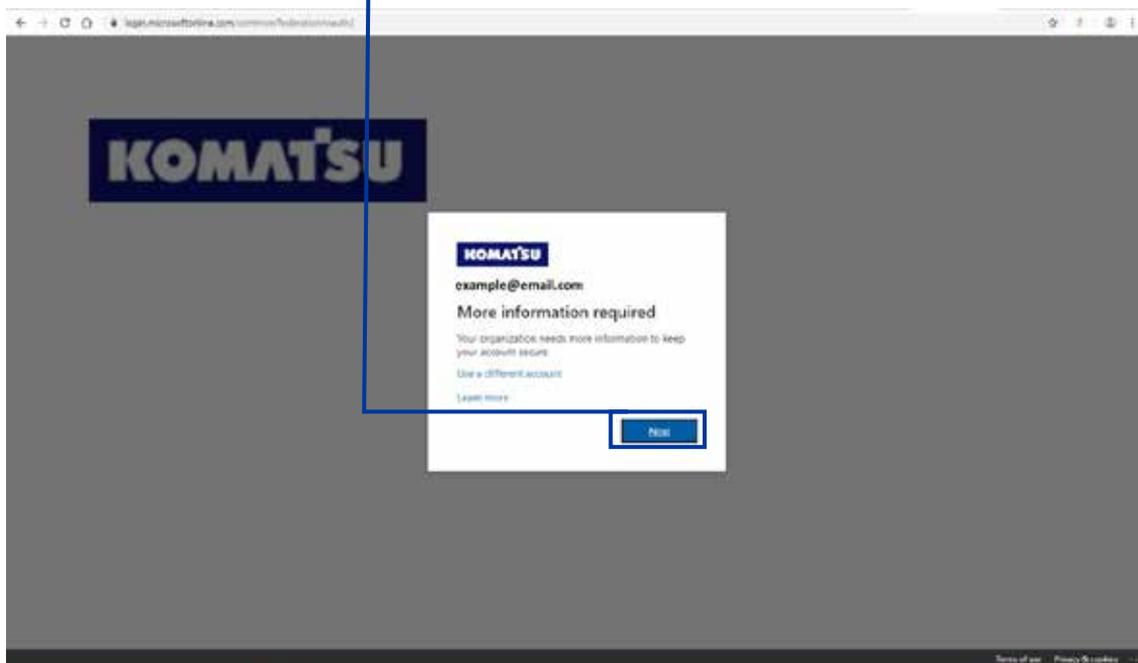
9. Select 'Don't show this again' and click 'Next'



10. Next you will be required to review permissions, once done click 'Accept'



11. You will now start the process of setting up your multifactor authentication, the page will note that more information is required, click 'Next'

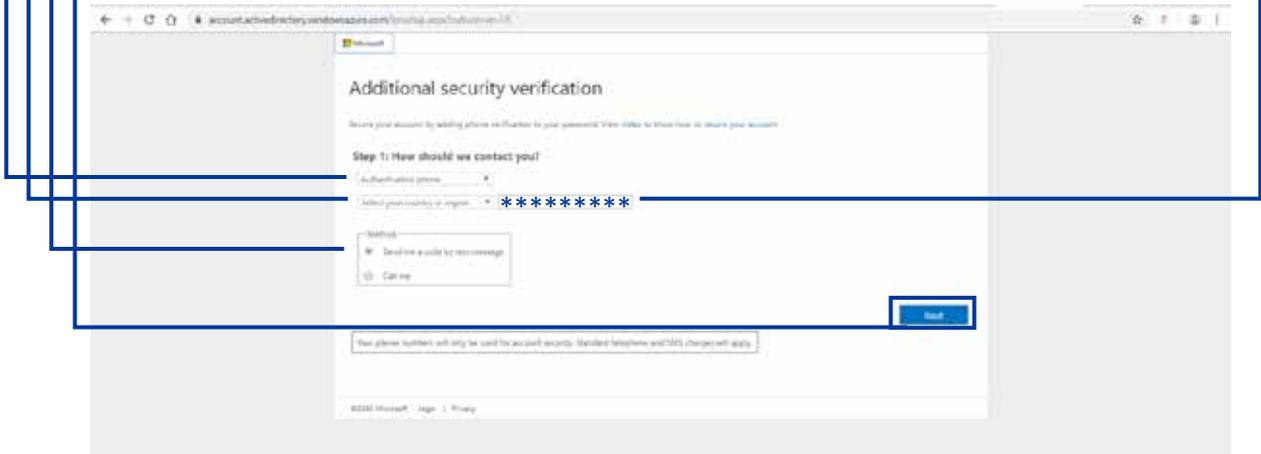


12. You now have the option to select your two step verification method and start the process.

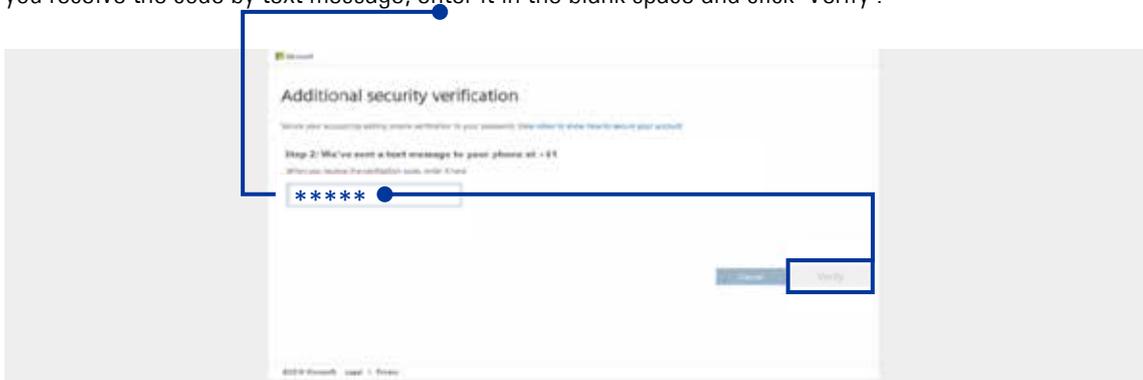
- a. Select contact method for verification: Phone or authenticator app.

**NOTE:** The authentication method via phone will be shown in this example:

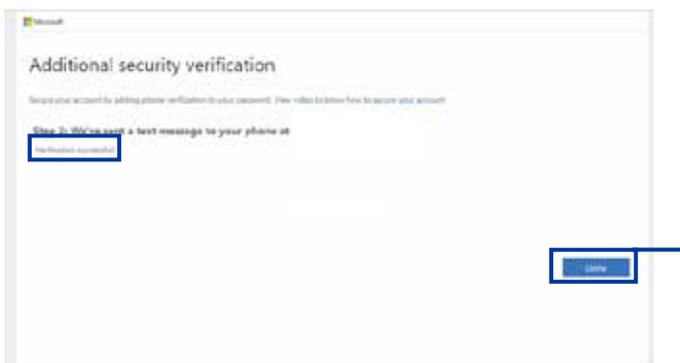
- b. Check that 'Authentication phone' is selected from the dropdown menu.
- c. Select your country from the 'Select your country or region' dropdown menu.
- d. Enter your phone number in the empty space next to country selection. You can enter a mobile number or office number for phone call based verification. Please ensure your mobile number is entered if you choose to receive your verification code via text message.
- e. Select your preferred verification method. Text message based verification is shown in this example.
- f. Click 'Next'



13. Next you will be prompted to enter the code (Sent via text for text message verification method). Once you receive the code by text message, enter it in the blank space and click 'Verify'.



14. Next verification will be confirmed as successful, click 'Done'



15. Next you will be directed to the KOMTRAX Azure Active Directory page, here you will be able to see the systems you have access to under the active directory. The systems will be displayed as icons and listed under 'Apps'.

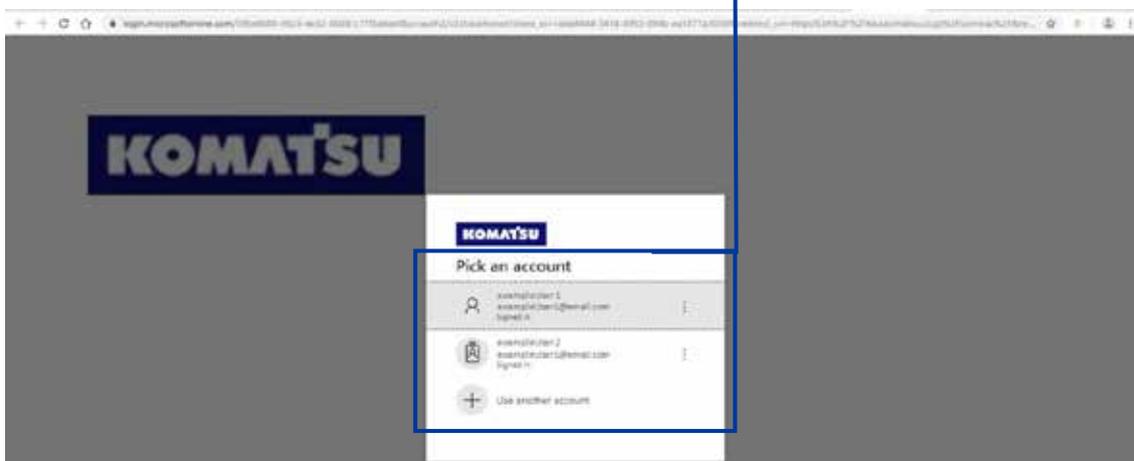


16. To complete the KOMTRAX SSO registration process, in the following step you will be required to sign in to KOMTRAX for the last time so please ensure you have your KOMTRAX account details handy and that your account is active (KOMTRAX system accessed in the last 90 days). You can now click on the 'SSO KOMTRAX (Internet)' icon to be directed to KOMTRAX.



Alternatively, you can also just enter the usual KOMTRAX URL in your browser: [komtrax.komatsu.com.au/login](https://komtrax.komatsu.com.au/login). You can also save this as a favourite in your browser for quicker access in future, please refer to part 5: 'ADDING KOMTRAX AS A FAVOURITE IN YOUR BROWSER'.

**NOTE:** If you have more than one Microsoft Azure Active Directory account, an account selection page will load to allow you to select the desired account. Please select the account you registered for KOMTRAX SSO in step 4.



17. You will now be directed to KOMTRAX to sign in for the last time. Please enter your KOMTRAX username and password and click 'Login'

KOMTRAX

Preferences

**KOMTRAX**

Terms and Conditions Enquiry

**KOMATSU**

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ASTER GDEM is a product of METI and NASA  
AdBlue® is a registered trademark of the VDA(Verband der Automobilindustrie).

User ID

Password

Login

18. Next, you will be required to review the KOMTRAX terms and conditions, when done you can click 'I Accept' to access KOMTRAX.

KOMTRAX

TERMS OF USE - KOMTRAX SERVICE

This Agreement ("Agreement" or "Terms of Use") contains the complete terms and conditions governing the use of the KOMTRAX Units, KOMTRAX program, software, and Web Site located at https://www.KOMTRAX.komatsu.co.jp/kal/ww/login.aspx, or at such other Internet address or Internet addresses as we shall designate from time to time, and related "Services" (collectively, the "Service", as further described below).

As used in this Agreement: (i) "we", "us", "our", or "KAL" refers to Komatsu Australia Pty Ltd, (ii) "you", "your", "User" or "Users" refers to the person entering into this Agreement and using the "Service" on behalf of the the "Customer"; (iii) "the Customer" refers to the person, company or other legal entity, entering into this Agreement and using the "Service" and which employs or otherwise authorizes the "User" to use the "Service" on its behalf, and which owns the equipment associated with the KOMTRAX Units; (iv) "Web Site" or "Site" refers to all viewable pages (including page headers, custom graphics, button icons, links and text), underlying program code, and accompanying "Service" and system features and documentation of the Internet web site made available by us for use of the "Service"; (v) "Software" shall mean the softwares provided with, or embedded in, the KOMTRAX Unit, the software contained in or underlying the Web Site, and the KOMTRAX information system software, including message processing software, databases, the "Customer" interfaces, "User" displays and engineering tools; (vi) "KOMTRAX Unit" shall consist of equipment used by an end "User" to provide access to the KOMTRAX System, which equipment has been "type-approved" by or on behalf of KAL, and to which a physical serial number, device control number, associated radio identification codes and/or system address have been assigned by KAL, together with components that may include a battery, GPS receiver, antenna, embedded software and the cabling necessary to connect the foregoing components, in each case for installation and/or use on a unit of construction, mining or utility equipment. In some cases, the "Customer" and "User" may be the same person.

By registering to use the "Service", by clicking "AGREE" to this Agreement, or by signing a the "Customer" Consent, "User" and the "Customer" agree to use the "Service" in a manner consistent with all applicable State and Federal

I do not accept I accept

19. You will now be logged into KOMTRAX and taken to the homepage:

KOMTRAX

KOMTRAX Preferences

Machine Search

Model, Type, Serial No., CustomerName, Customer Machine No.

Search

Fleet

Working Information

Notice

Jobsite Management

Management per Jobsite

KOMTRAX NEWS

03/13/2020 00:00:00

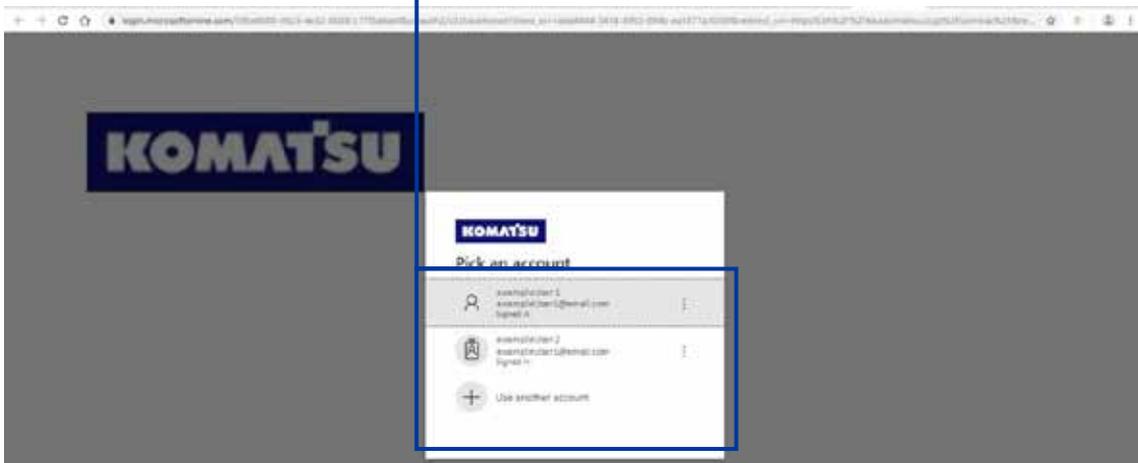
## 4. ACCESSING KOMTRAX IN FUTURE AFTER SSO SIGN-UP



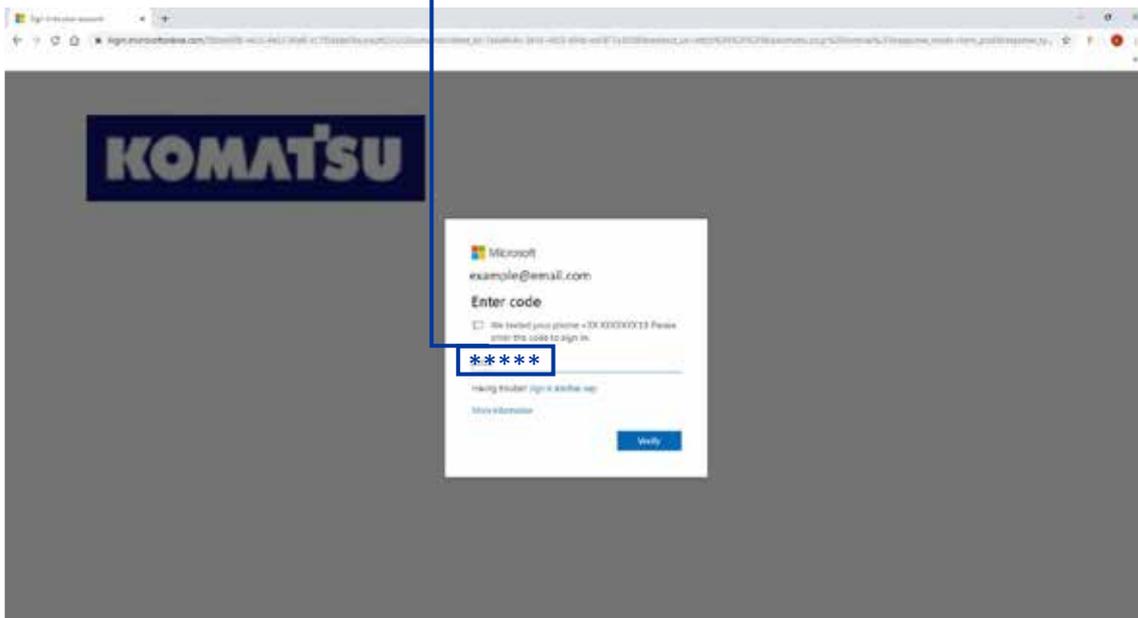
1. Open your internet browser and select KOMTRAX from your favourite's options (if saved as favourite) or enter [komtrax.komatsu.com.au/login](http://komtrax.komatsu.com.au/login).



2. Complete the multifactor authentication process.
  - a. Select account if applicable:



- b. Enter code (if text message verification was your preferred method selected in part 3 step 12):



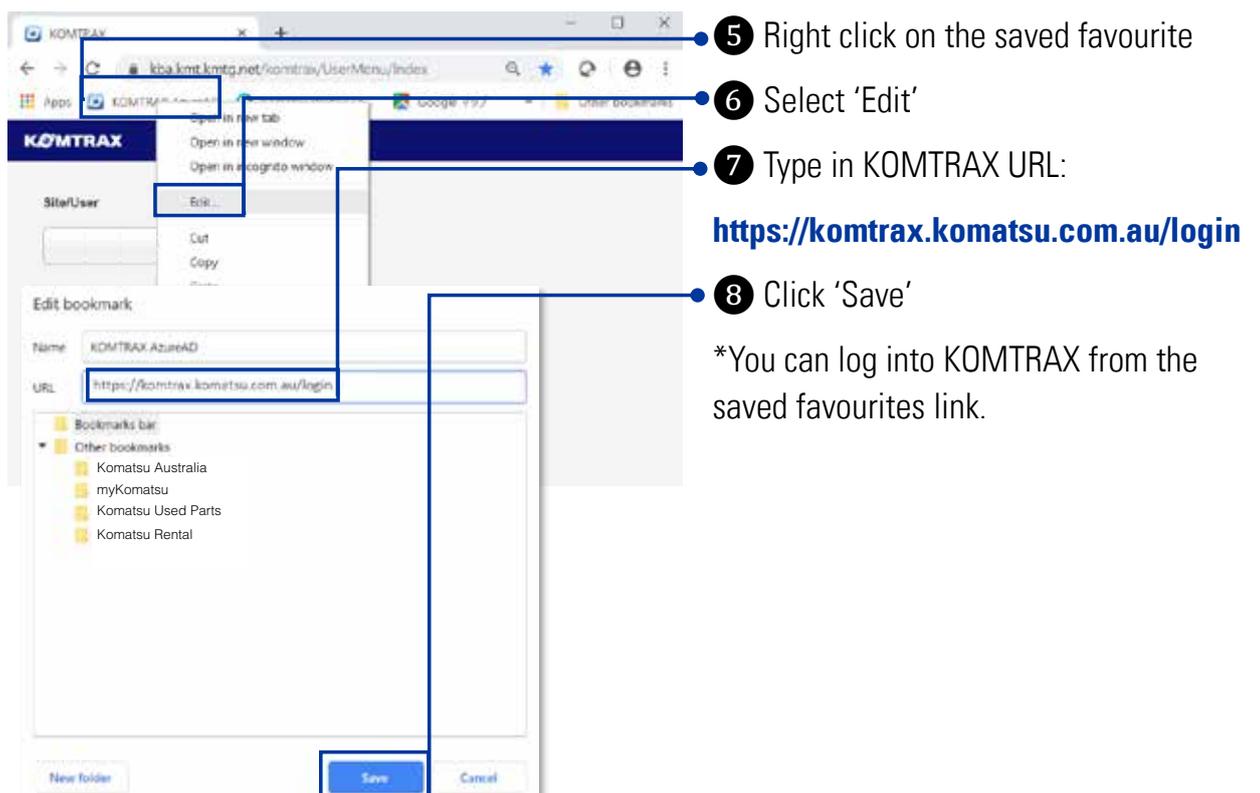
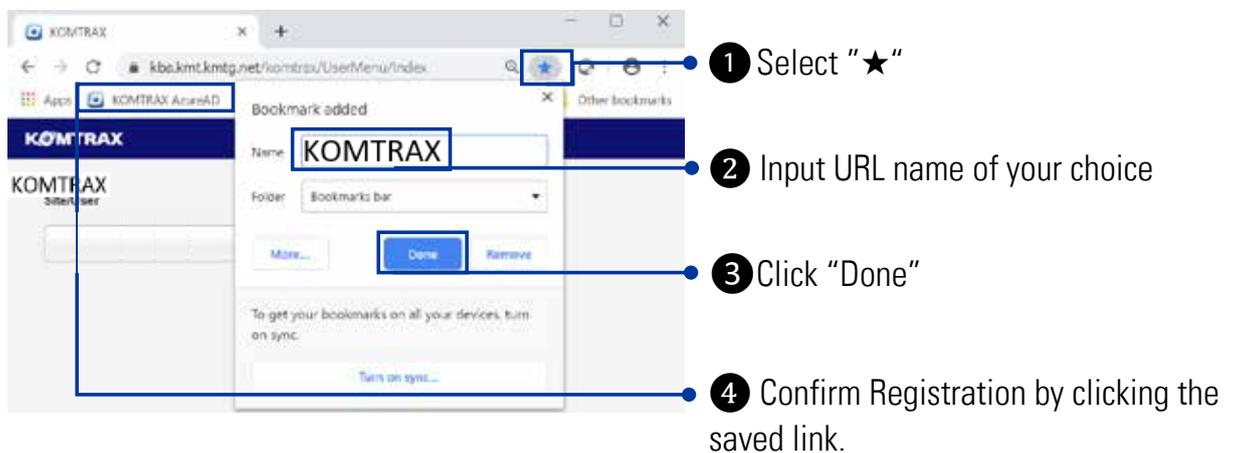


3. You will now be directly logged into KOMTRAX without the need for you to enter your username and password!



## 5. ADDING KOMTRAX AS A FAVOURITE IN YOUR BROWSER

When logged in to KOMTRAX:





**KOMTRAX**



Buy Parts Online

Form No: ZESB099943\_MAR2020



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