KOMTRAX

KOMTRAX SINGLE SIGN ON

Sign-up Process

March 2020

KOMTRAX

KOMATSU
Driven by your success

Contents

1. KOMTRAX SSO OVERVIEW AND QUICK FACTS

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 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)
   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 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 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

❶ Invitation	❷ Get Started	❸ Sign-up	❹ Sign-in
Open invitation email: **From:** *Microsoft Invitations:* *invites@microsoft.com* **Title:** *You're invited to the Komatsu Ltd Organization.*	1- Have your KOMTRAX account information ready. 2- Return to the invitation email and click 'Get Started'. *Link to sign-up process manual is available in invitation email.*	Follow the simple sign-up process to create your Microsoft Azure Active Directory account for KOMTRAX SSO.	Sign in to KOMTRAX for the last time with your username and password.

2- Accessing KOMTRAX in future after SSO Sign-up

❶ Open	❷ Complete MFA	❸ Access!
Enter the KOMTRAX link in your web browser: **komtrax.komatsu.com.au/login**	Complete Multifactor Authentication Process: Phone Call / Text Message / App based.	You will now be automatically directed to and signed in to KOMTRAX. No need for Username or Password entry!

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 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.

❶ Invitation   ❷ Get Started   ❸ Sign-up   ❹ Sign-In

1. Check your email inbox for the invitation email from Microsoft:
   From: Microsoft Invitations (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.

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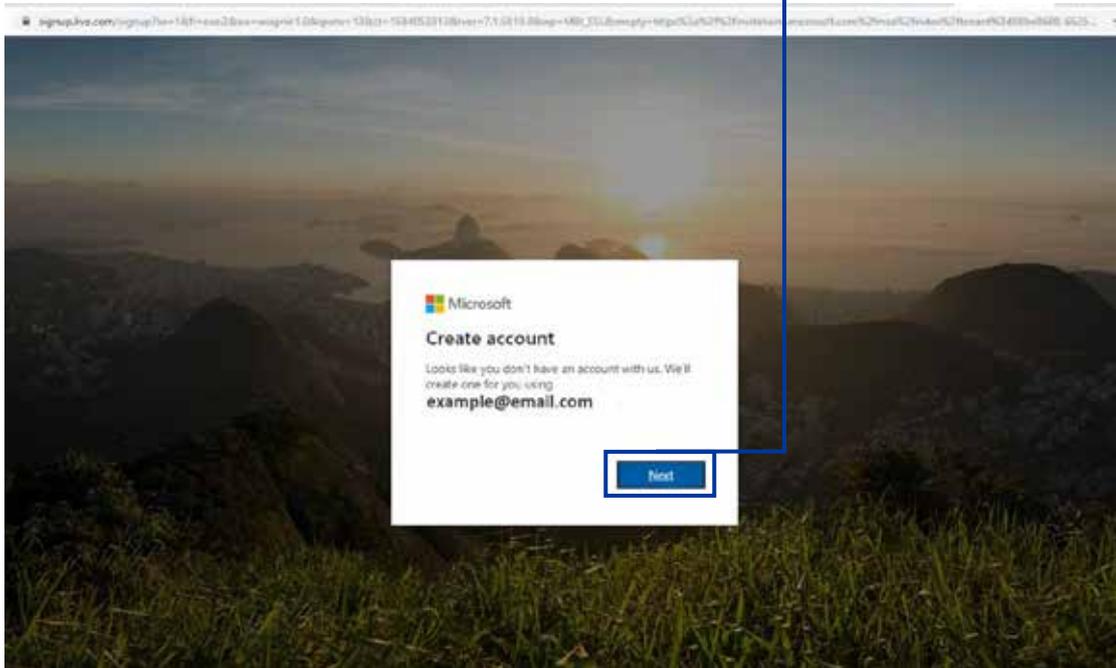
4. Next, create your Microsoft Azure Active Directory password.
NOTE: This is a password you will create as part of the process, please do not use your KOMTRAX password.

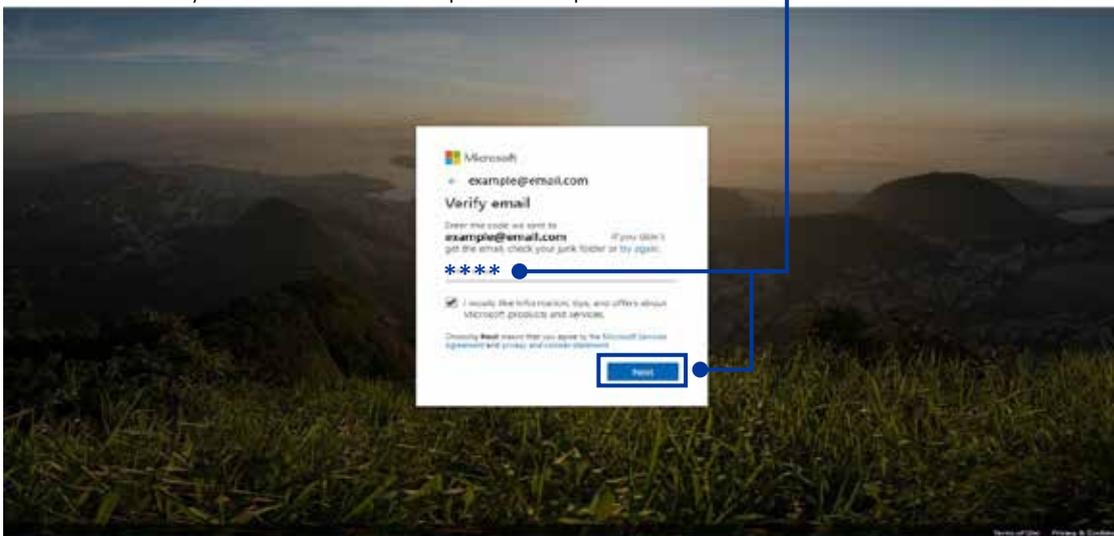Type in a password of your choice in the 'create password' empty space and click 'Next'
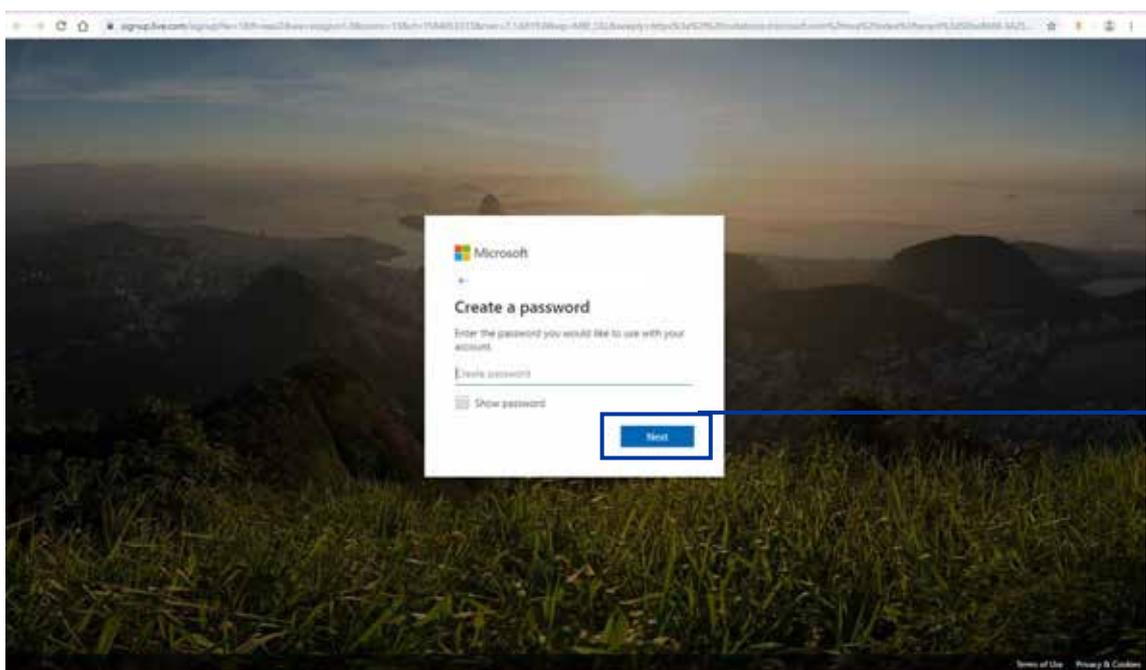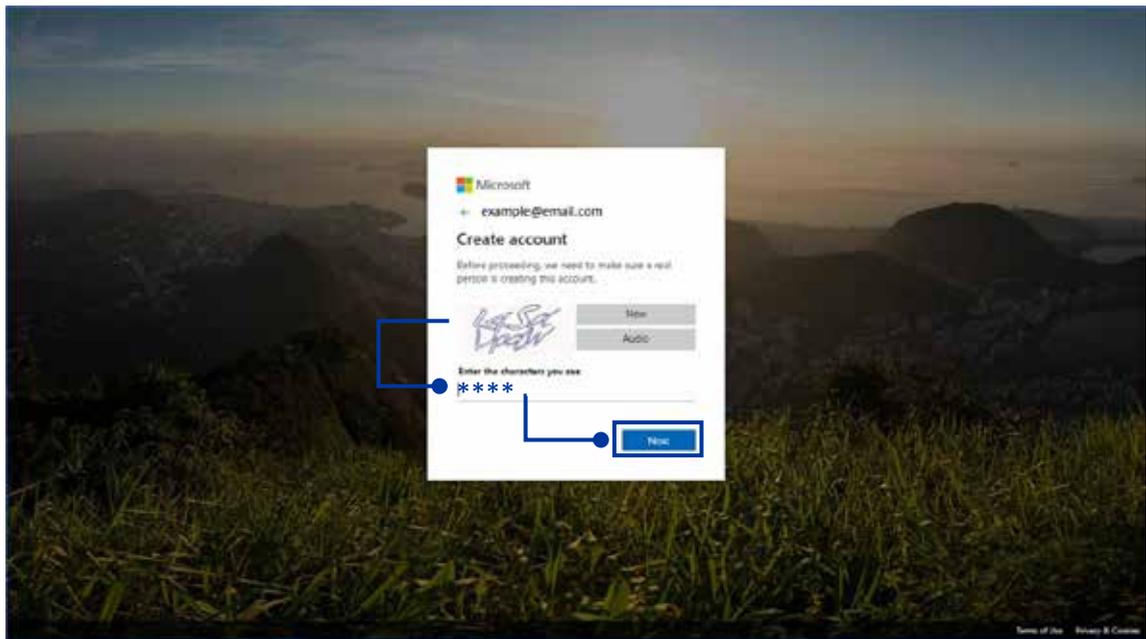
5. You will be notified of required email verification:
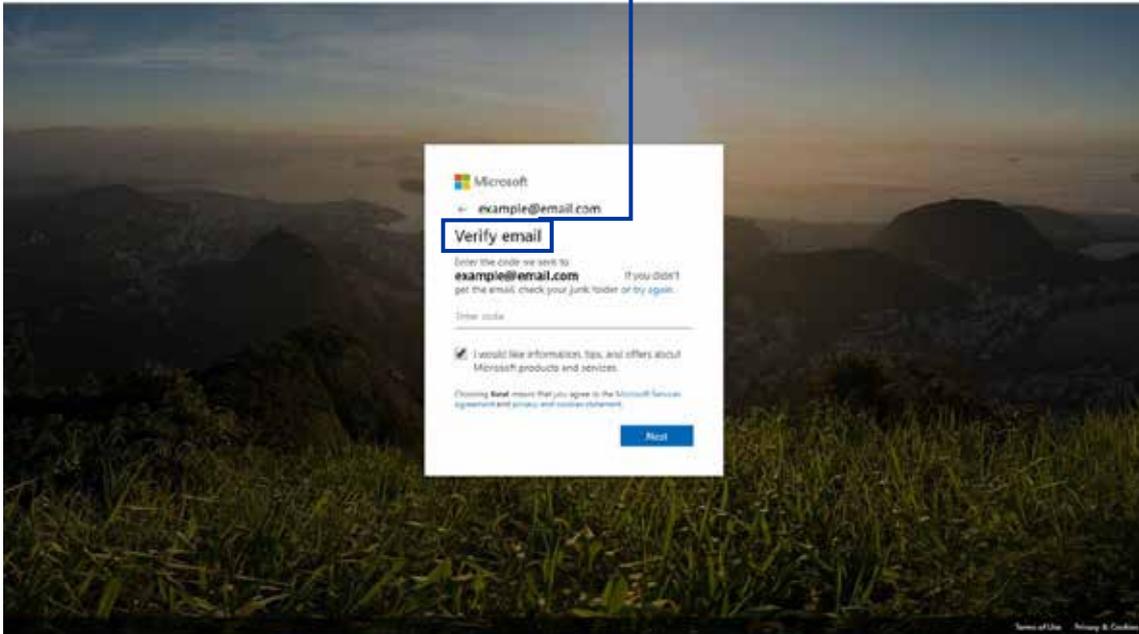
6. Return to your email inbox, locate and open the new email from Microsoft, the required authentication code will be noted in the email body:
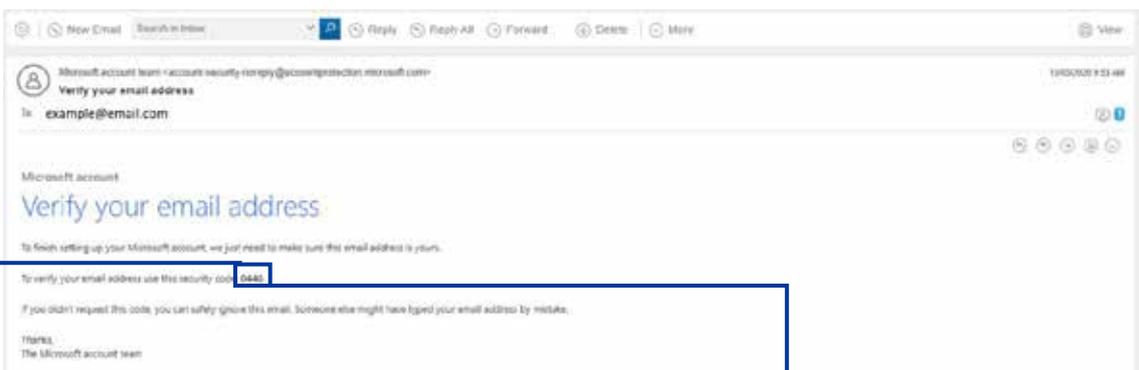
7. Enter the code in your web browser as required in step 5 and click 'Next'

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

9. Select 'Don't show this again' and click 'Next'
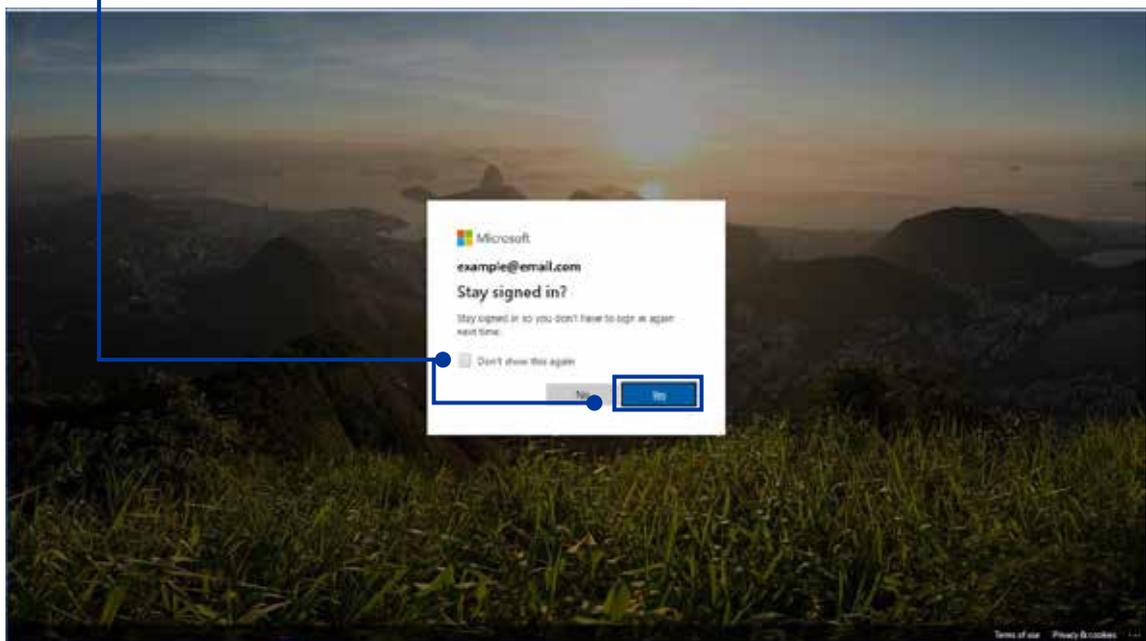
10. Next you will be required to review permissions, once done click 'Accept'
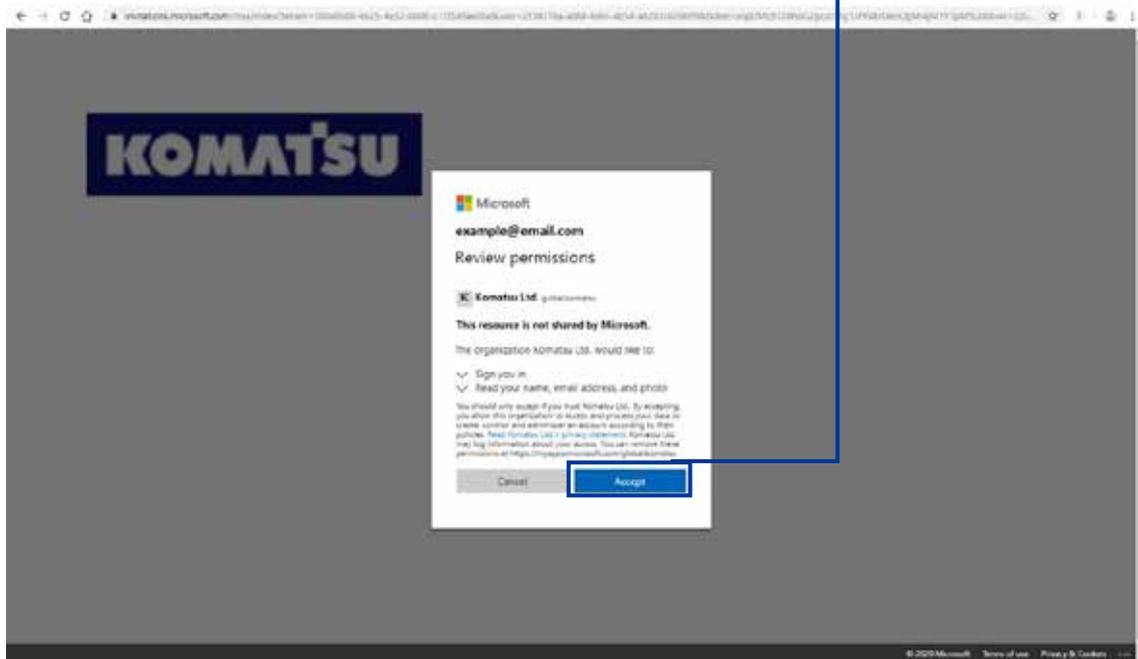
11. You will now start the process of setting up your multifactor authentication, the page will note that more information is required, click 'Next'
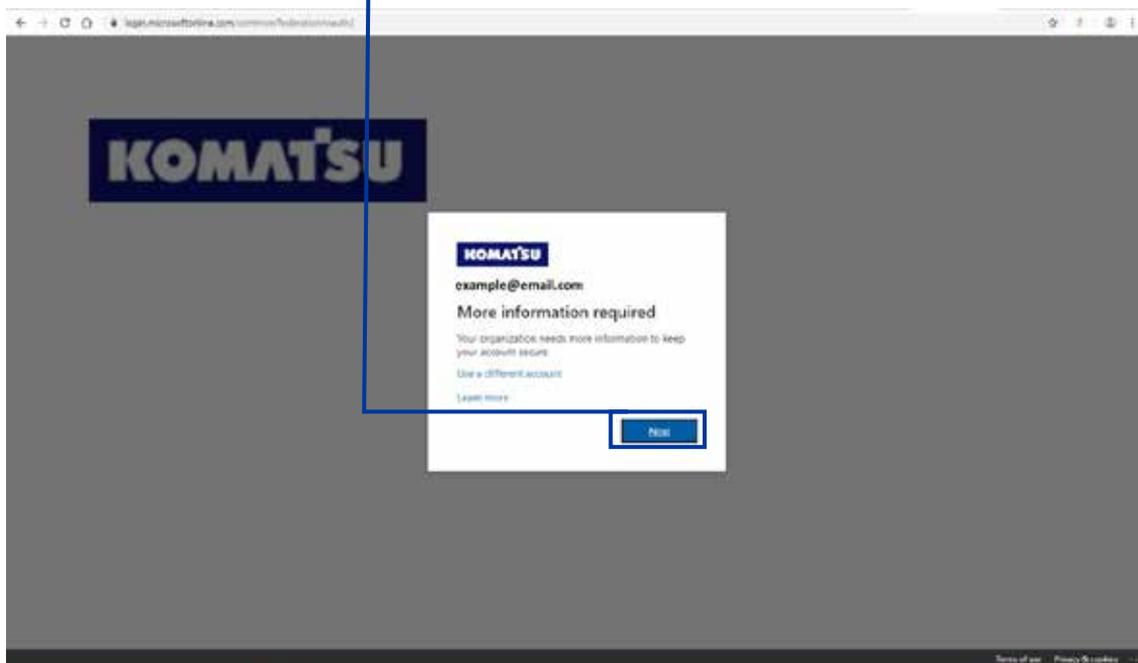
12. You now have the option to select your two step verification method and start the process.
    a. Select contact method for verification: Phone or authenticator app.
       NOTE: The authentication method via phone will be shown in this example:
    b. Check that 'Authentication phone' is selected 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'
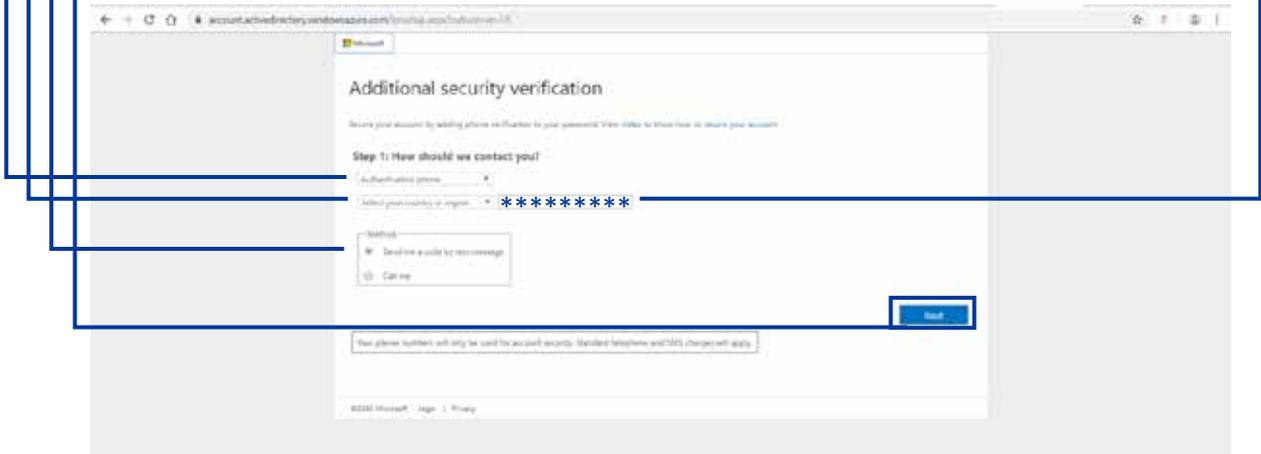
13. Next you will be prompted to enter the code (Sent via text for text message verification method). Once you receive the code by text message, enter it in the blank space and click 'Verify'.
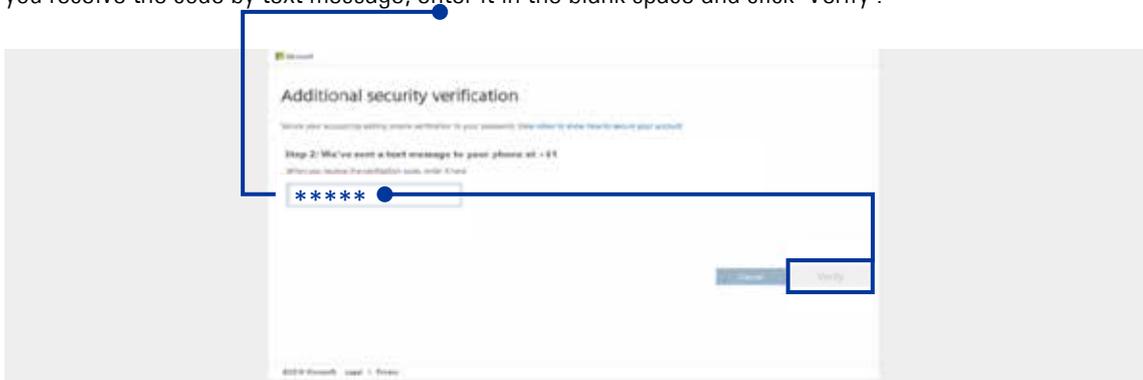
14. Next verification will be confirmed as successful, click 'Done'
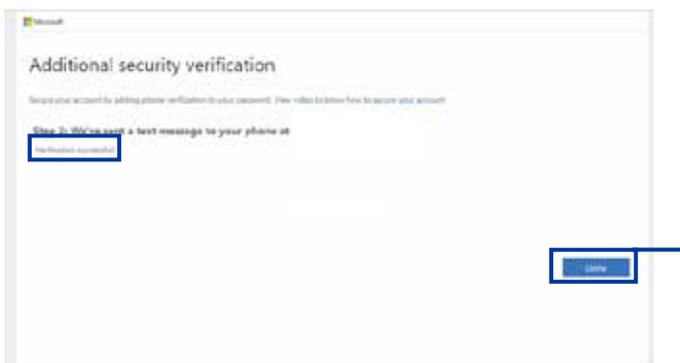
15. Next you will be directed to the KOMTRAX Azure Active Directory page, here you will be able to see the systems you have access to under the active directory. The systems will be displayed as icons and listed under 'Apps'.

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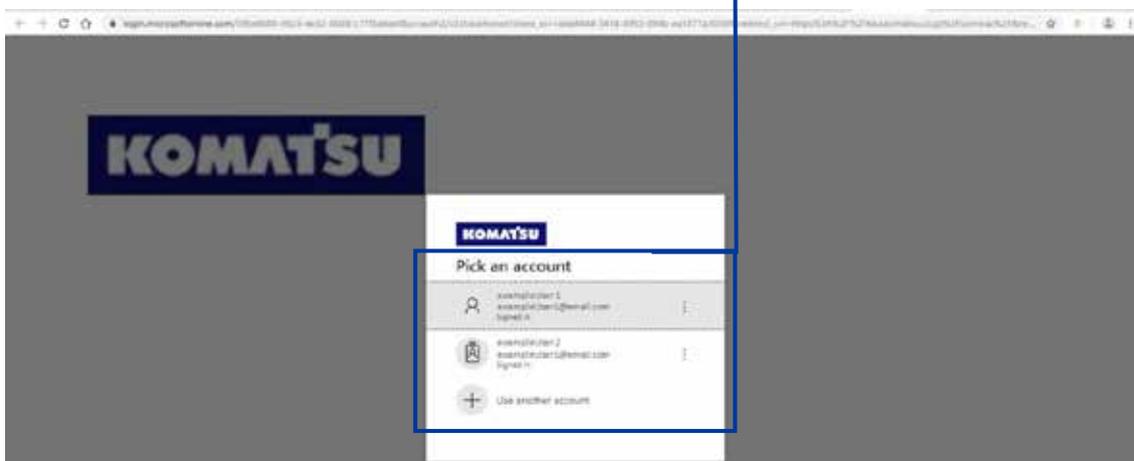
17. You will now be directed to KOMTRAX to sign in for the last time. Please enter your KOMTRAX username and password and click 'Login'

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

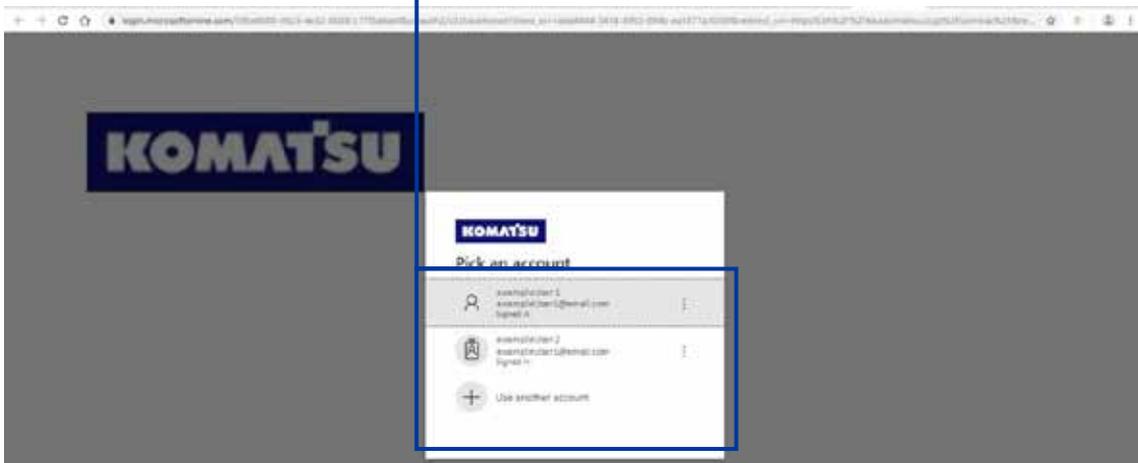19. You will now be logged into KOMTRAX and taken to the homepage:

4. ACCESSING KOMTRAX IN FUTURE AFTER SSO SIGN-UP
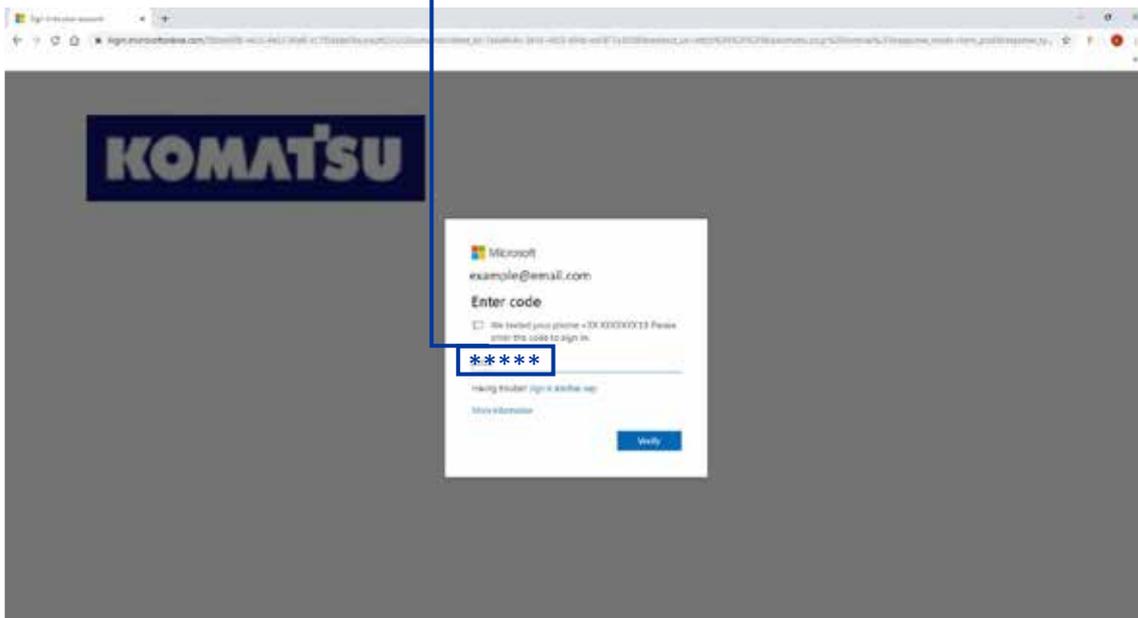

1. Open your internet browser and select KOMTRAX from your favourite's options (if saved as favourite) or enter **komtrax.komatsu.com.au/login**.

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):
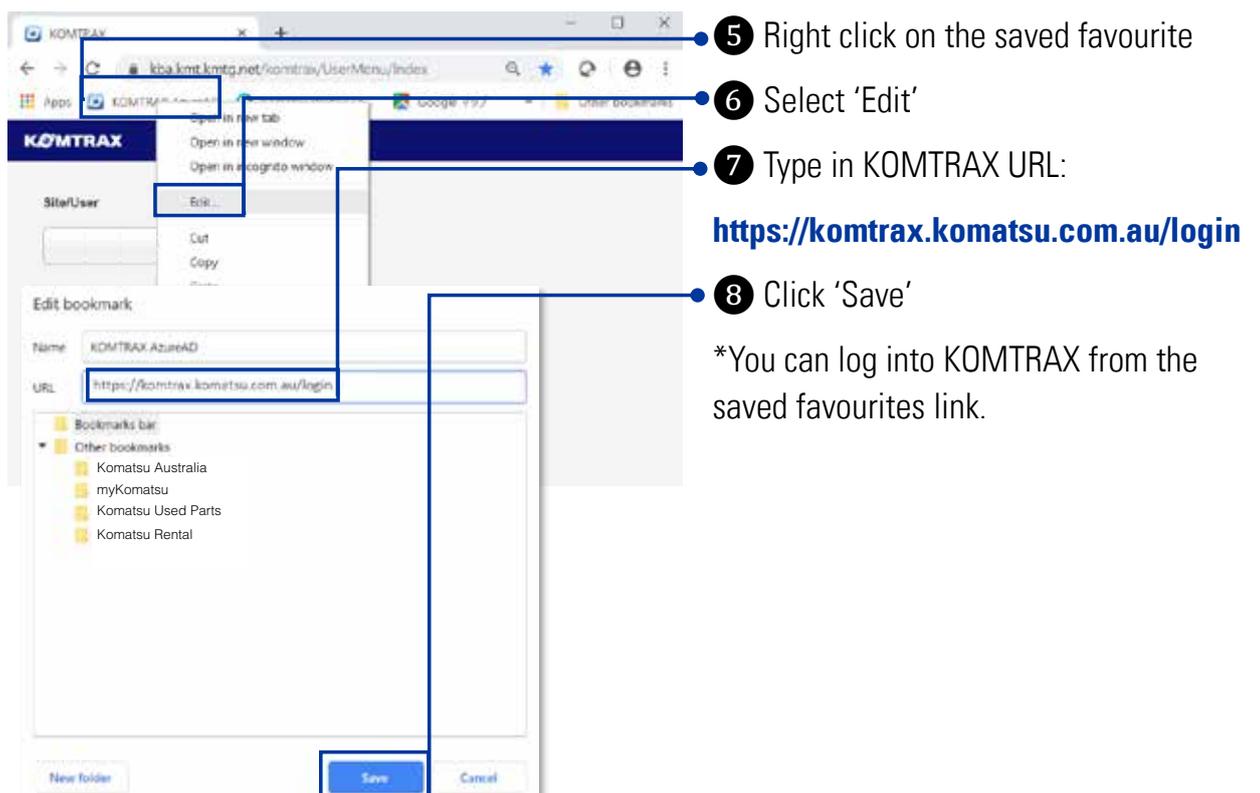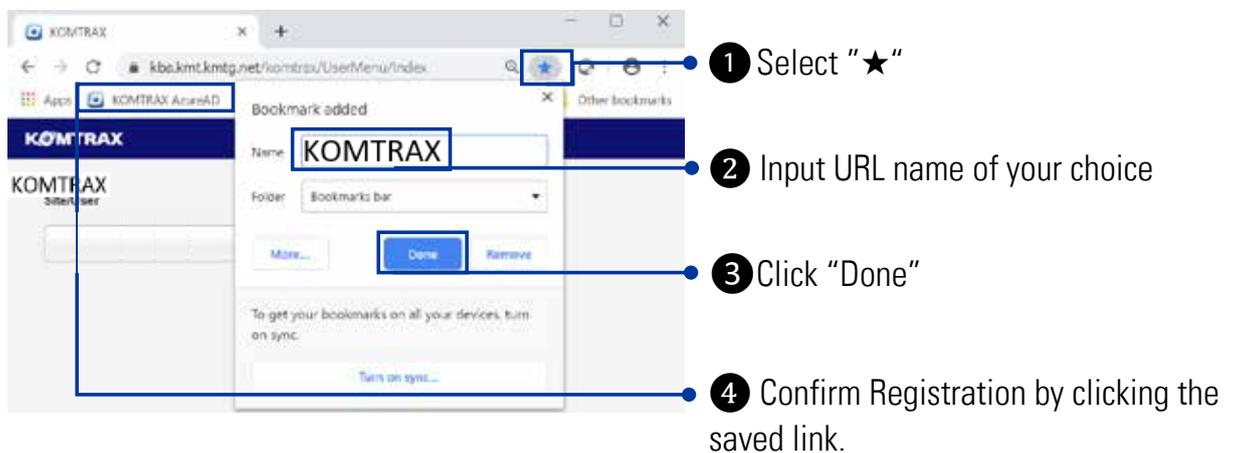
1. 2. 3.

❶ Open ❷ Complete MFA ❸ Access!

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:

❶ Select "★"

❷ Input URL name of your choice

❸ Click "Done"

❹ Confirm Registration by clicking the saved link.

❺ Right click on the saved favourite

❻ Select 'Edit'

❼ Type in KOMTRAX URL:

https://komtrax.komatsu.com.au/login

❽ Click 'Save'

*You can log into KOMTRAX from the saved favourites link.

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