Can't log in to Vision Pro? Confirm you're set up with the following steps.

Verify you have access to Vision Pro.

Your company's Vision Pro System Administrator is responsible for managing account access. Not sure if you're account is set up to access?

Contact your company's Vision Pro System Administrator.

Confirm you're using the correct username.

Your account is set up with the following:

- Your **User Name** is your work email address.
- Create your **Password** the first time you log in and make changes as needed.
- Your company's **Vision Pro System Administrator** is responsible for setting up your Vision Pro accounts.

Not sure you're using the correct credentials for your account?

Contact your company's Vision Pro System Administrator.

Ensure you're using the correct password.

Is your account locked? Absolutely positive that your user name is correct, but not so sure about your password? We've all been there.

First, enter your Vision Pro User Name and click Next.

Then, click Forgot Password? to request a temporary password.

Can't find your temporary password?

Your Vision Pro welcome email, as well as any emails with temporary passwords, are sent to you from donotreply@powerfleet.com.

Check your spam folders and confirm the "donotreply@powerfleet.com" email address is added to your trusted list of senders.

Did that take care of it?

Followed all the steps above? Are you and your company's Vision Pro System Administrator still stumped?

Contact Powerfleet Support for further assistance.

✉ support@powerfleet.com   📞 | 201-690-7011