www.AKCP.com

Setup of Support Page

User Manual

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Introduction

1. What is the AKCP Support Page?

The AKCP Support Page located within the AKCP web site contains all of the AKCP product manuals, the latest firmware updates for each AKCP base units and AKCP utilities.

2. How to use this manual

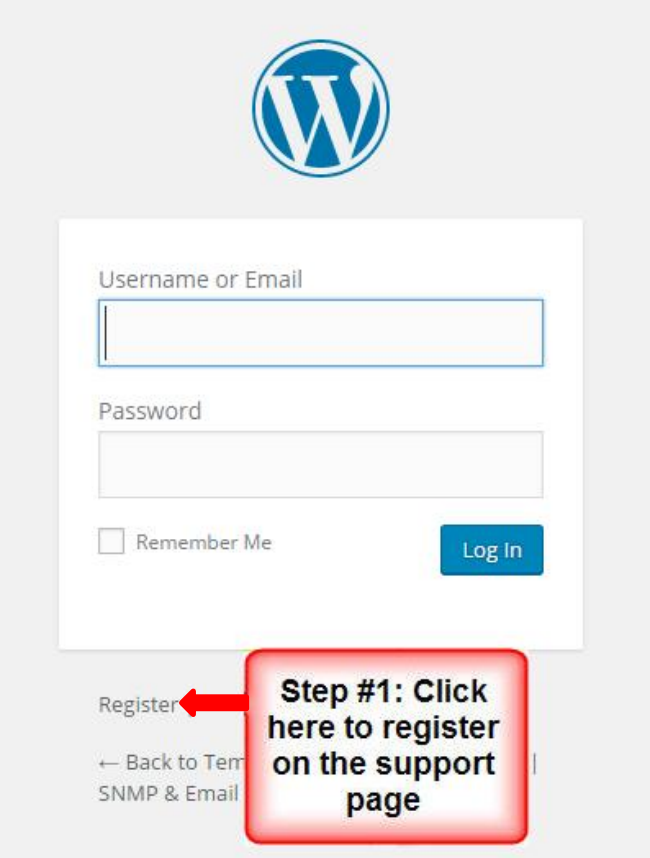
This manual is meant to provide the user with a step-by-step guide on how to set up their new user account login and their personalized support page. It utilizes screen shots in an effort to make things simpler for the user to follow. It is split up into sections that form “mini tutorials”. These cover the basic set up and common configurations of the page, and give an introduction to its most useful features.

If you need any further information or help with using your unit then please contact us on support@akcp.com and one of our technical support staff will be only too pleased to help you with any information you require.

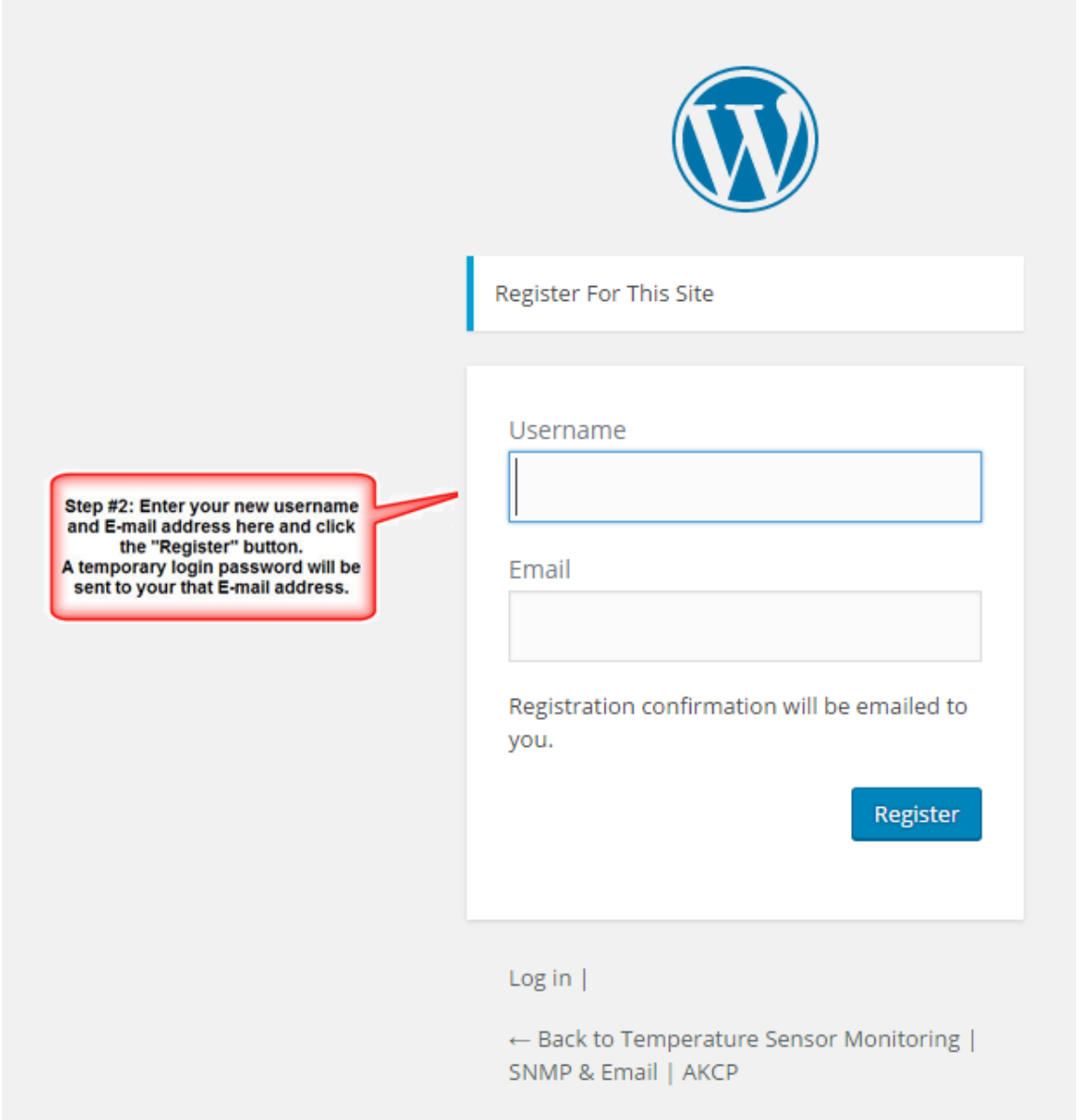
Creating a new User name and password

In this section we will go through the basic set up of the new user account for logging into the support page.

First, navigate to this link here: http://www.akcp.com/support/customer-login/

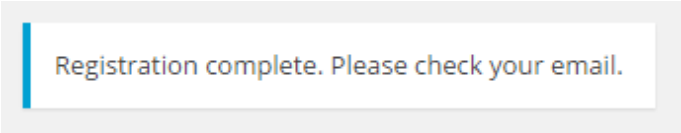


Then click the registration link shown in the screen shot above to begin creating your new login account.



Fill out the form as noted on the picture above, and click on the **Register** button.

You'll see this confirmation message:



An email will be sent to you with a link to complete the registration and set your password, similar to this:

From: WordPress <wordpress@akcp.com>

Subject: [Temperature Sensor Monitoring | SNMP & Email | AKCP] Your username and password info

Username: Test

To set your password, visit the following address:

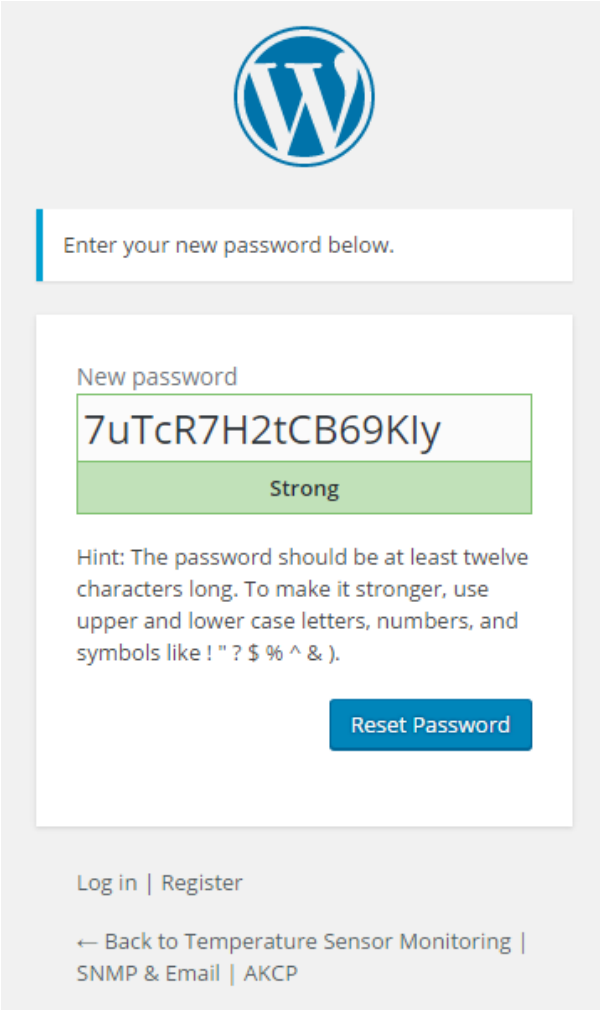
<http://www.akcp.com/akcp-ximceyerzkknftitsynqssqkjjknh/?action=rp&key=BvvOsXg86ZBG1mq7TaYO&login=Test>

http://www.akcp.com/akcp-ximceyerzkknftitsynqssqkjjknh/

Check your Spam folder's contents in case you didn't receive the registration email within a few minutes.

Click on the first link in the email to continue the registration process.

Now you can set your account's password.

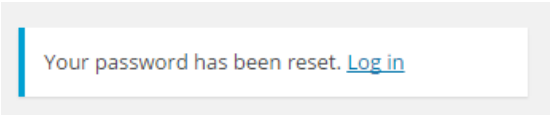


You'll be presented with an auto-generated complex password.

You would need to delete the auto-filled password and type in your own password if you don't want to remember the complex password offered.

Note: the password will be displayed in clear text when you enter it, so make sure nobody can see it!

Finally click on the **Reset Password** button to set your account's password.



After you see this message, you can log in with your new account and password.

Important note: There's a time limit until you can reset your password through this link.

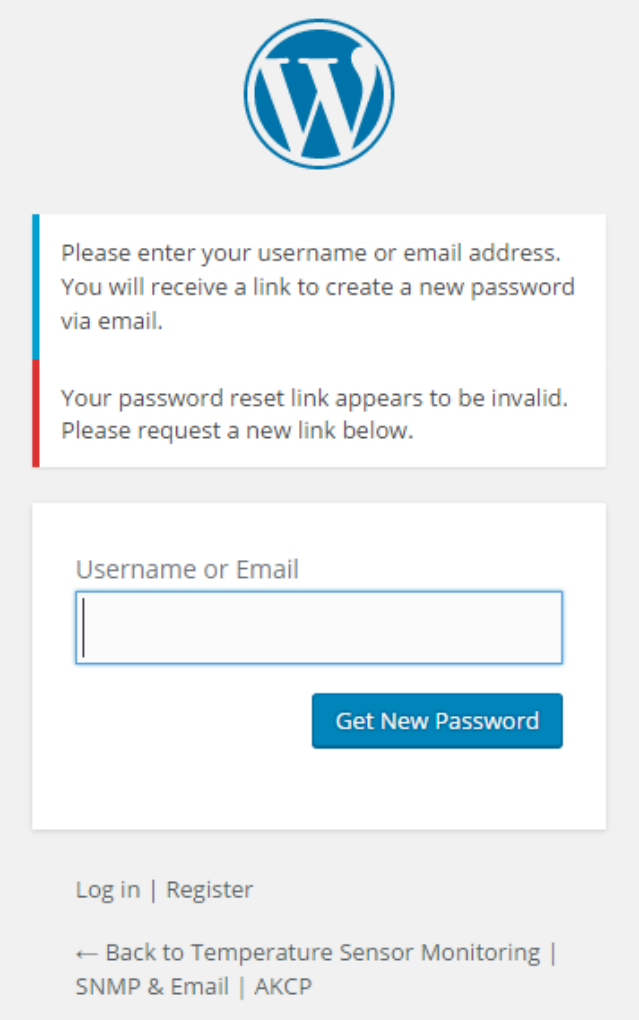
If you can't set your password after the time limit has expired, or you face other problems during setting up your password, you'll need to contact Support to get help.

Sometimes when you click on the password reset link from the email, the password reset page's load time could be longer than usual.

This can happen from a slow internet connection, or that the server is too busy at the time.

Make sure that you wait for the page to fully load before you start to type in your new password. Most browsers show visual clues if the page is still loading.

Otherwise it can happen that your new password would be mixed with the auto-generated password.

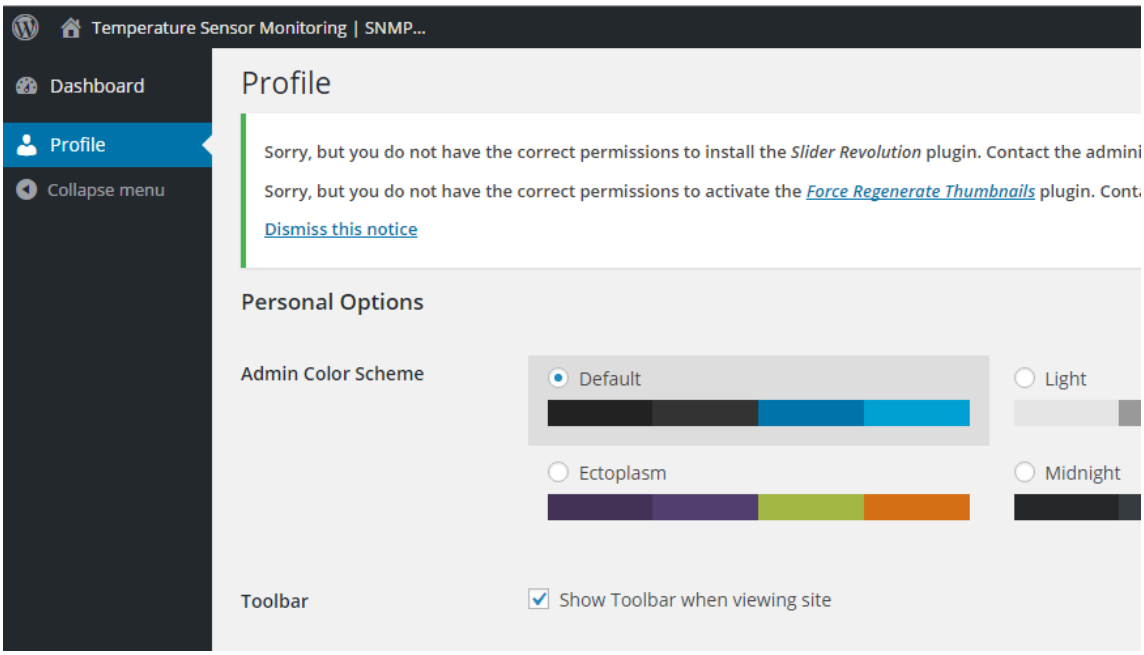


Using the Support Center

In this section we will go through the basics for using the support page.

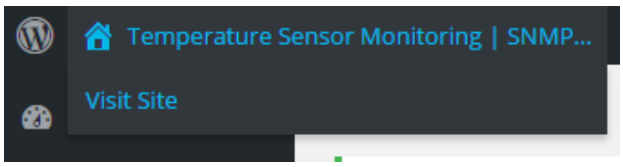
After logging in with your new account and password, first you'll be redirected to the user profile page.

This is not an error; it's just how the site software works.



You can modify your username, email and password from this profile page if needed.

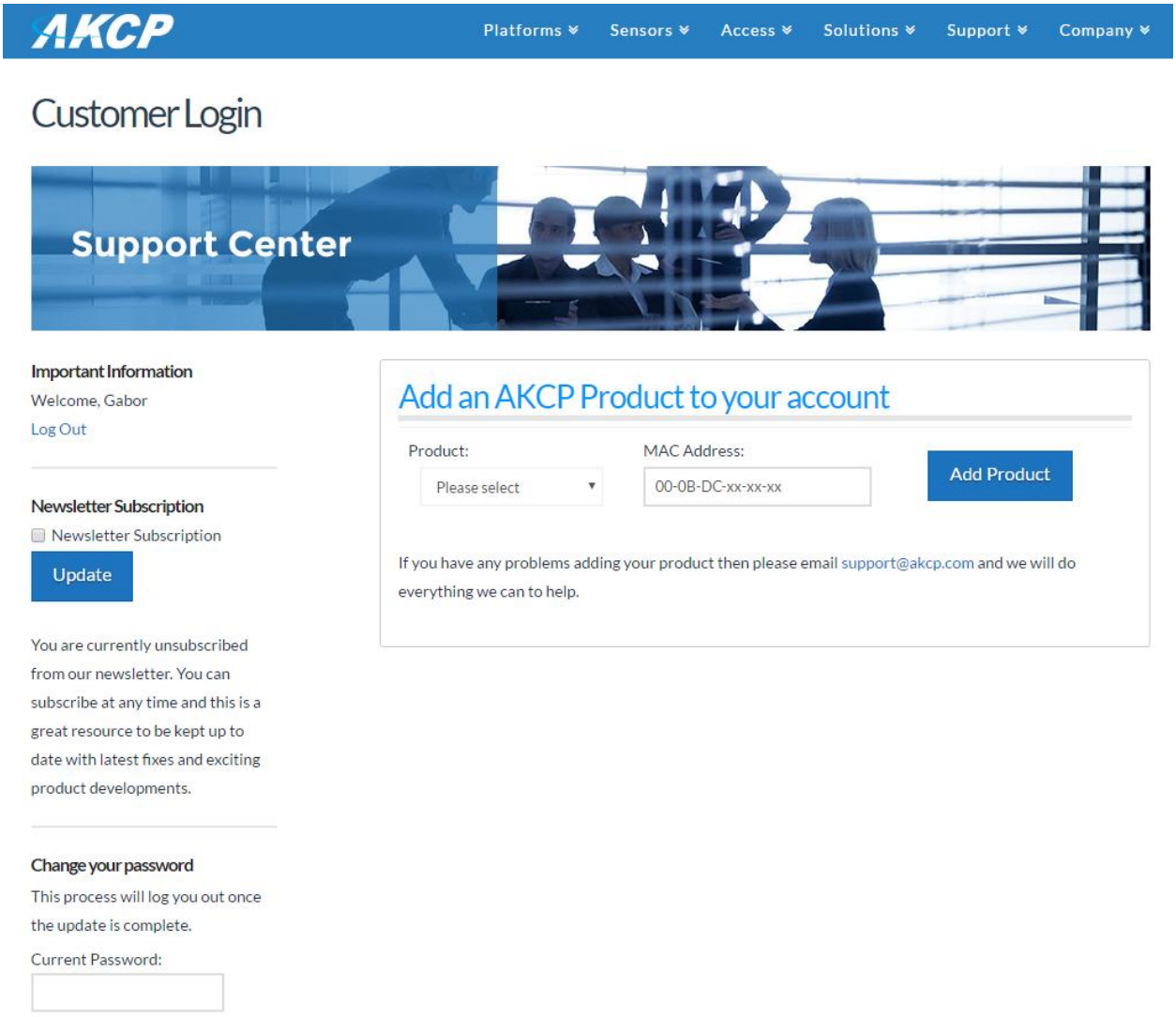
To get back to the Support site, click on the top left menu's drop-down item **Visit site**:



Alternatively, click on this link again:

http://www.akcp.com/support/customer-login/

This is the main page for the **Support Center**.



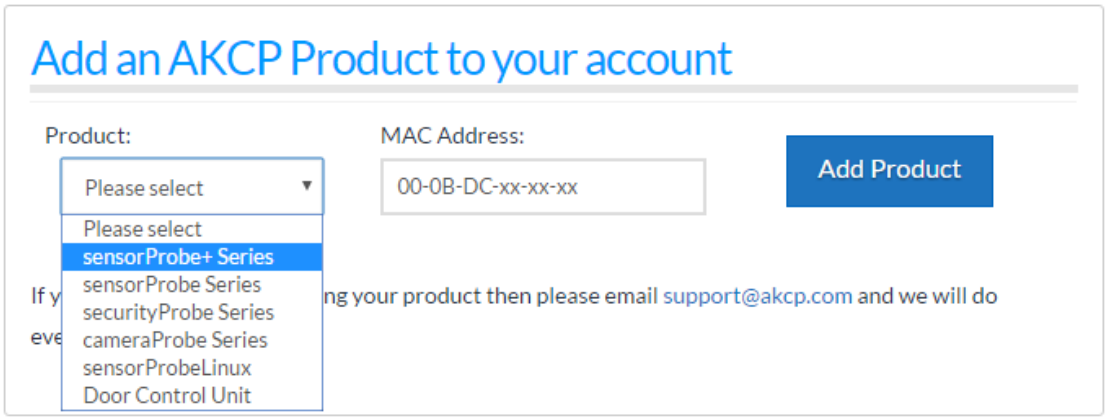
You can change your password using the form, and sign up to the Newsletter.

We'll show you how to add your unit to your account in the next section.

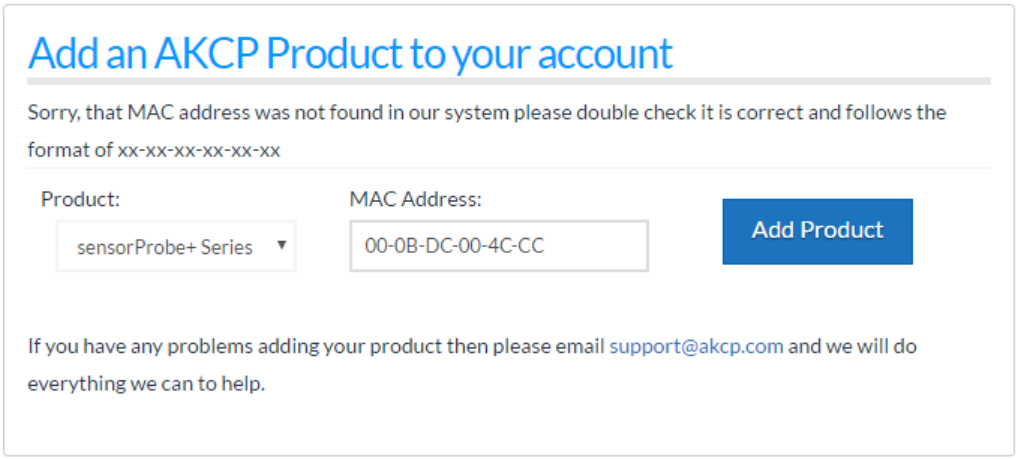
Adding a product to your account

In this section we will show you how to add your unit for your account on the support page.

To add a product to your account, follow these steps:



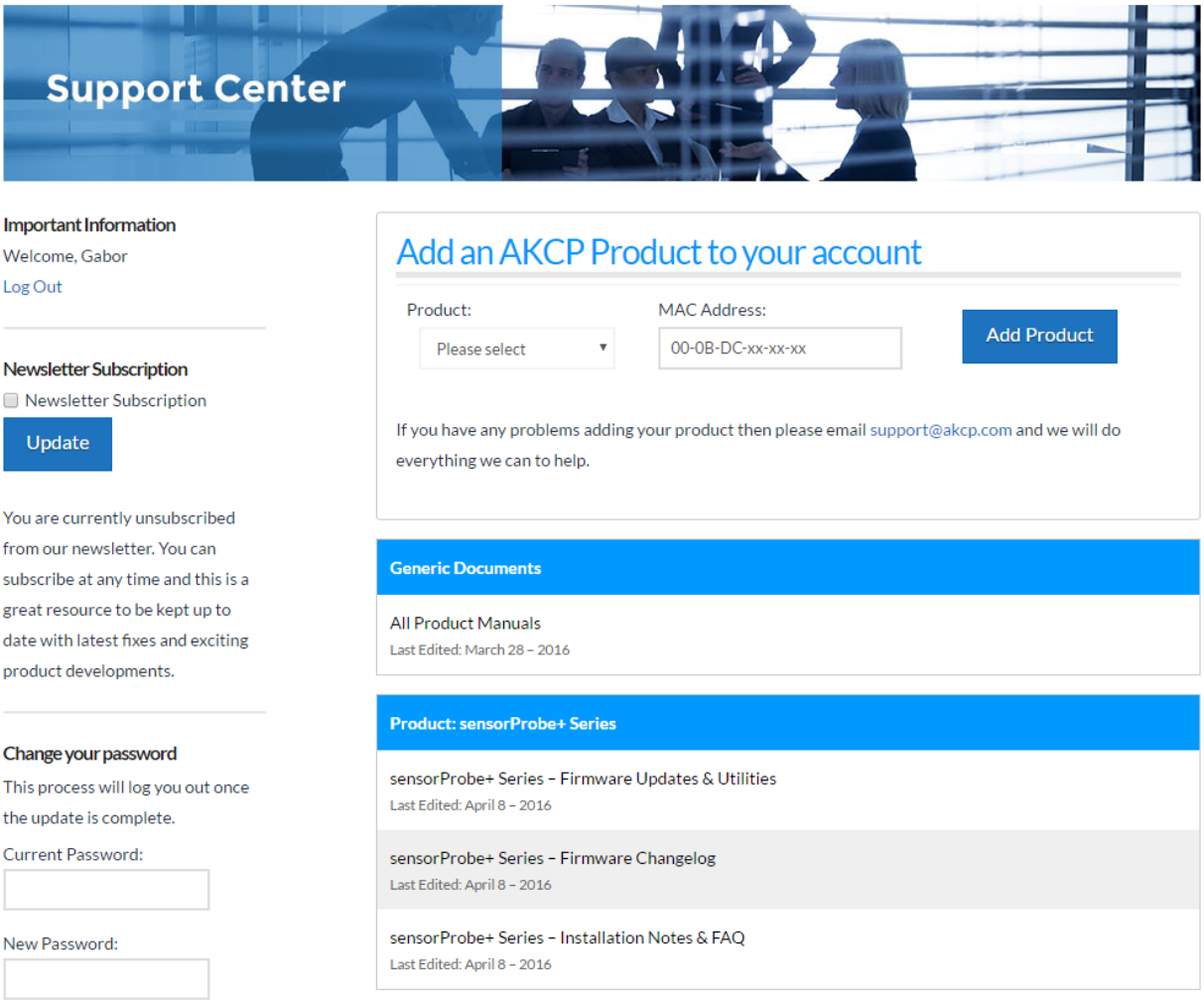
Choose your product to add to your list from the drop down menu, enter the MAC ID of the unit, and then click on the **Add Product** button.



If you've mistyped the MAC ID, you'll be notified to double-check it, and try again.

If it's still cannot be added, contact Support to resolve the problem.

After you've successfully added your unit, you'll be able to download the related user manuals, utilities and firmware files for your unit.



Click on the top left link **Log Out** when you've finished using the Support Center.