



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/>



Username or Email

Password

Remember Me

Register

← Back to Terms of Service & Privacy Policy

SNMP & Email

Step #1: Click here to register on the support page

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

The image shows a WordPress registration form titled "Register For This Site". At the top center is the WordPress logo. Below the title are two input fields: "Username" and "Email". Below the "Email" field is the text "Registration confirmation will be emailed to you." and a blue "Register" button. At the bottom of the form area are links for "Log in |", "← Back to Temperature Sensor Monitoring | SNMP & Email | AKCP". A red callout box on the left contains the text: "Step #2: Enter your new username and E-mail address here and click the 'Register' button. A temporary login password will be sent to your that E-mail address."

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

You'll see this confirmation message:

Registration complete. Please check your email.



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:

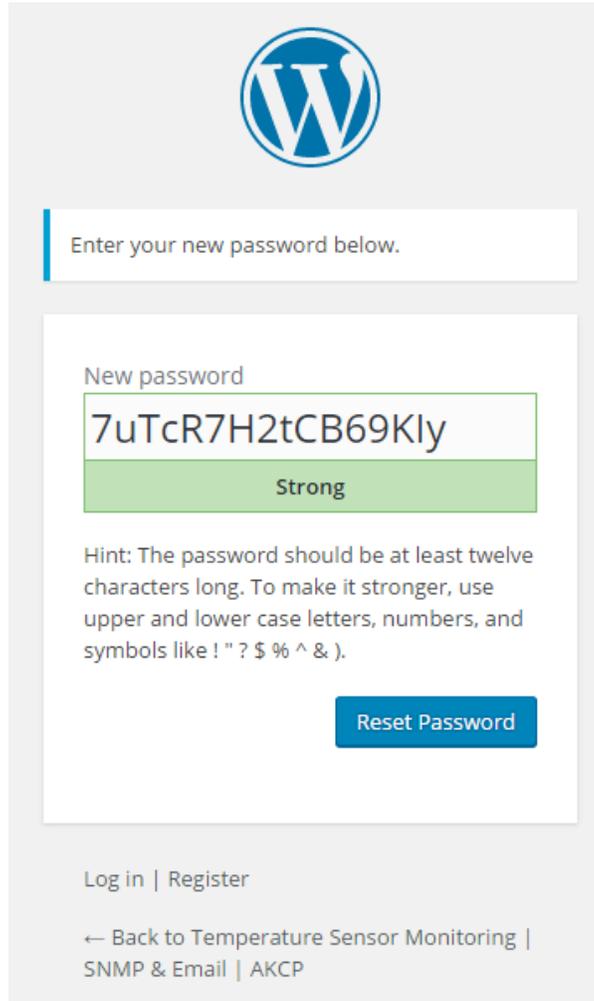
<<http://www.akcp.com/akcp-ximceyerzkknftitsynqssqkjjknh/?action=rp&key=BvvOsXg86ZBG1mq7TaYO&login=Test>>

<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.

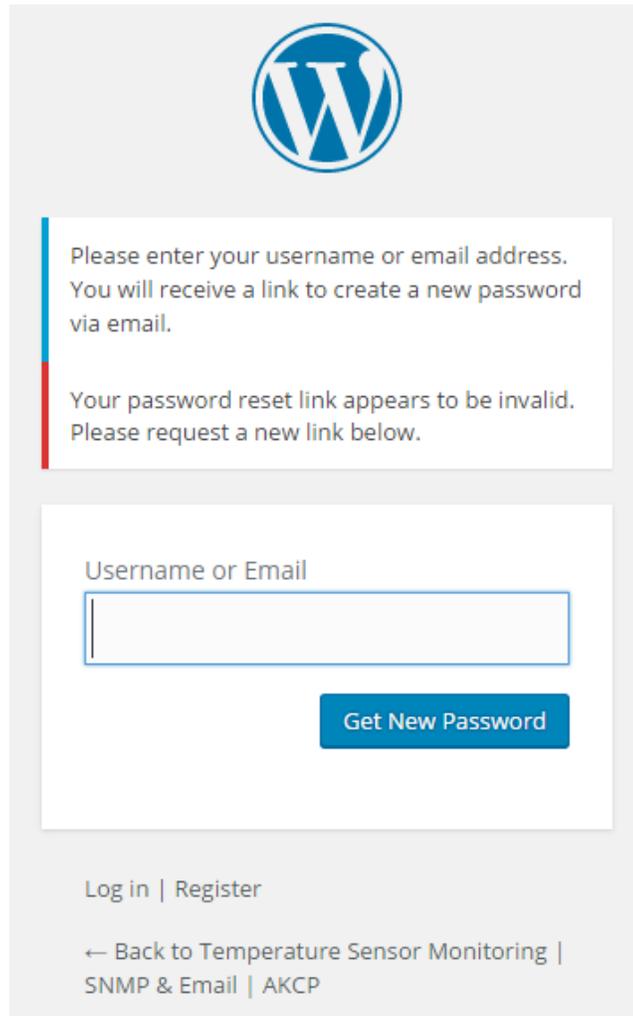
If you can't set your password after the time limit has expired, or you face other problems during setting up your password, you'll need to contact Support to get help.

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.





Please enter your username or email address.
You will receive a link to create a new password
via email.

Your password reset link appears to be invalid.
Please request a new link below.

Username or Email

[Get New Password](#)

[Log in](#) | [Register](#)

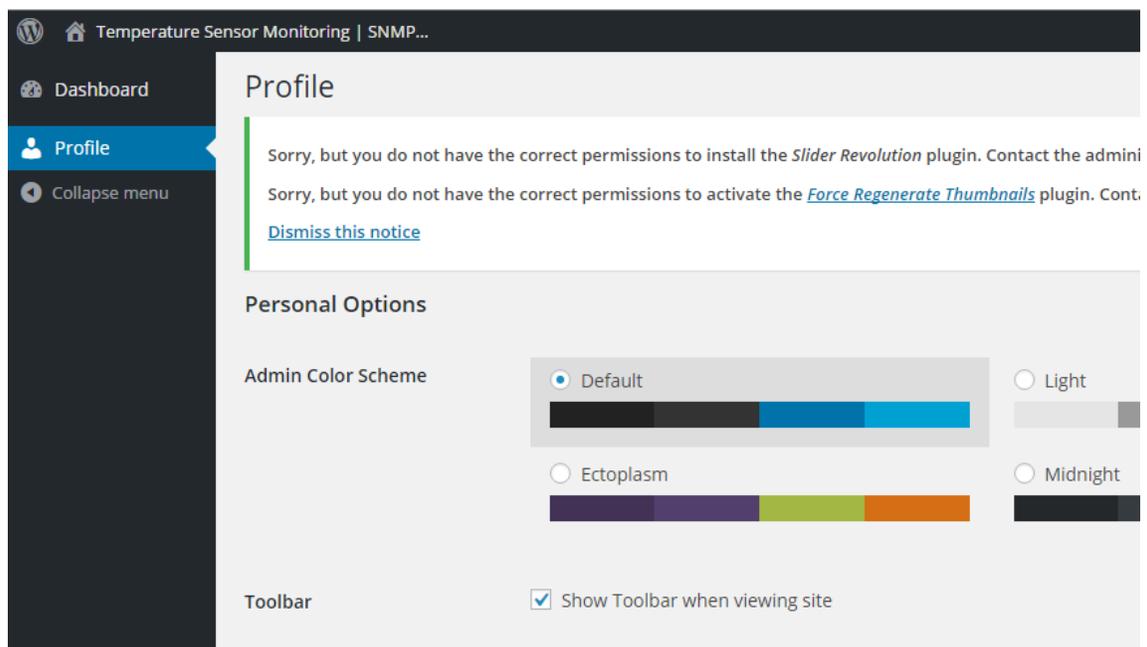
[← Back to Temperature Sensor Monitoring | SNMP & Email | AKCP](#)

Using the Support Center

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

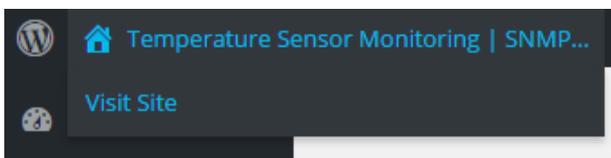
After logging in with your new account and password, first you'll be redirected to the user profile page.

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**.

AKCP Platforms ▾ Sensors ▾ Access ▾ Solutions ▾ Support ▾ Company ▾

Customer Login

Support Center

Important Information
Welcome, Gabor
[Log Out](#)

Newsletter Subscription
 Newsletter Subscription
[Update](#)

You are currently unsubscribed from our newsletter. You can subscribe at any time and this is a great resource to be kept up to date with latest fixes and exciting product developments.

Change your password
This process will log you out once the update is complete.
Current Password:

Add an AKCP Product to your account

Product: MAC Address: [Add Product](#)

If you have any problems adding your product then please email support@akcp.com and we will do everything we can to help.

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:

The screenshot shows a web form titled "Add an AKCP Product to your account". It contains a "Product:" dropdown menu with the following options: "Please select", "Please select", "sensorProbe+ Series" (highlighted), "sensorProbe Series", "securityProbe Series", "cameraProbe Series", "sensorProbeLinux", and "Door Control Unit". To the right is a "MAC Address:" input field containing "00-0B-DC-xx-xx-xx". A blue "Add Product" button is on the right. Below the form, there is a note: "If you are having any problems adding your product then please email support@akcp.com and we will do everything we can to help."

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.

The screenshot shows the same form as above, but with an error message: "Sorry, that MAC address was not found in our system please double check it is correct and follows the format of xx-xx-xx-xx-xx-xx". The "Product:" dropdown now shows "sensorProbe+ Series" and the "MAC Address:" input field contains "00-0B-DC-00-4C-CC". The "Add Product" button is still present. The note at the bottom remains the same.

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.

Support Center

Important Information
Welcome, Gabor
[Log Out](#)

Newsletter Subscription
 Newsletter Subscription
[Update](#)

You are currently unsubscribed from our newsletter. You can subscribe at any time and this is a great resource to be kept up to date with latest fixes and exciting product developments.

Change your password
This process will log you out once the update is complete.
Current Password:
New Password:

Add an AKCP Product to your account

Product: MAC Address: [Add Product](#)

If you have any problems adding your product then please email support@akcp.com and we will do everything we can to help.

Generic Documents

All Product Manuals
Last Edited: March 28 - 2016

Product: sensorProbe+ Series

sensorProbe+ Series - Firmware Updates & Utilities
Last Edited: April 8 - 2016

sensorProbe+ Series - Firmware Changelog
Last Edited: April 8 - 2016

sensorProbe+ Series - Installation Notes & FAQ
Last Edited: April 8 - 2016

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