

Your Account

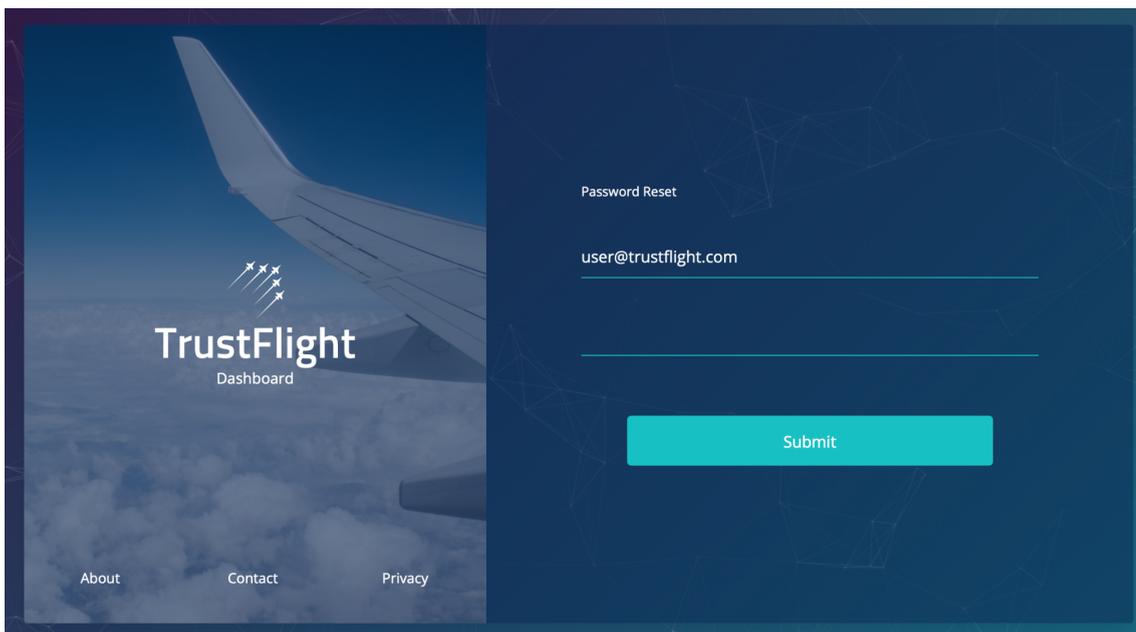
Reference	Revision	Date
TL-UGD-USR-001	1.0	28th July 2022

Overview

When you are invited to join a Tech Log customer on their operator, we automatically create a **Login** for you. This comprises your name, email address and a link to set your password. This Login is unique to you, personally, and it can later be linked to multiple operators if you happen to work for several companies.

Logging in for the First Time

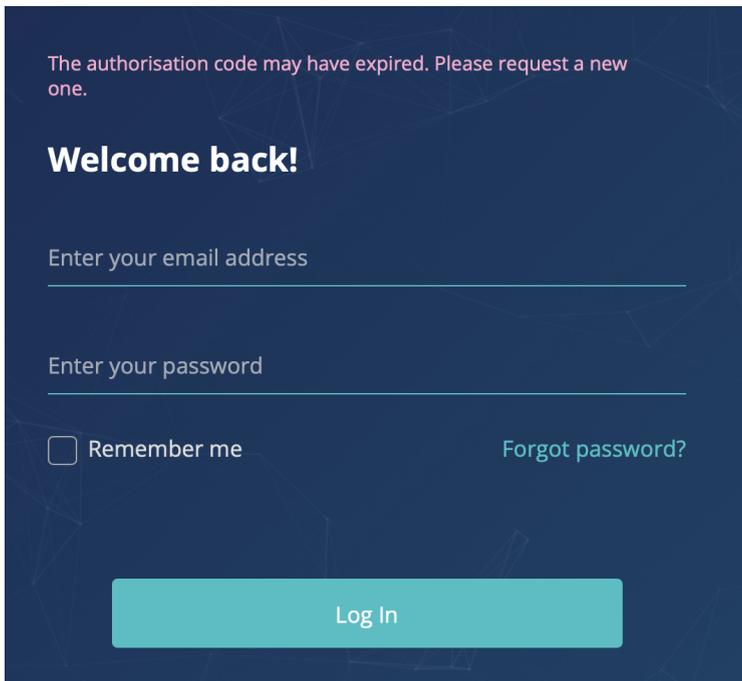
When you are first invited to join an operator, you will receive a welcome email. From the email, select **Choose a Password** and you'll be presented with a screen similar to this one:



Your email address will be displayed in the top field for confirmation. Should you wish to use a different address with your account, please [Contact Support](#) and we will be happy to update it for you.

In the field below, please enter your chosen password. Your password must be at least 8 characters long. Once you press submit, you will have set the password for your Tech Log account.

At this point, you will either have successfully set your password or will receive an error message similar to this:



The screenshot shows a dark blue login page. At the top, a message in pink text reads: "The authorisation code may have expired. Please request a new one." Below this is the heading "Welcome back!". There are two input fields: "Enter your email address" and "Enter your password". Below the password field, there is a checkbox labeled "Remember me" and a link labeled "Forgot password?". At the bottom, there is a teal "Log In" button.

If you receive this message, don't worry — it just means that the security code in your email has expired. Please select the "Forgot password?" link at the bottom of the page and then enter your email address. You will be emailed a new link to use to set your password which must be used within 7 days.

Updating my Details

The details we hold for your Login may differ from those that your organisation uses. For example, you may use different email addresses or variations on your name at each organisation.

At present, the only piece of information you can change yourself is your password (see **Change my Password** below). If you wish to update the email address you use to login with, or update the name that shows for you when you are logged in, please [Contact Support](#) and we'll be more than happy to help.



Your account name will show in the top right of the Dashboard application

Forgotten Password

If you have forgotten your password, or are otherwise unable to login with the email address you believe to be correct, please visit <https://core.trustflight.io/login> and select the **Forgot Password?** link underneath the form. From there, you will be able to enter your email address to start the process.

In order to ensure your account is secure, we require you to confirm that you can access the email address you've provided, so please check your email at this point. You should have received an email with a link to change your password, and you can now follow the steps above (in **Logging in for the first time**) to set your password.

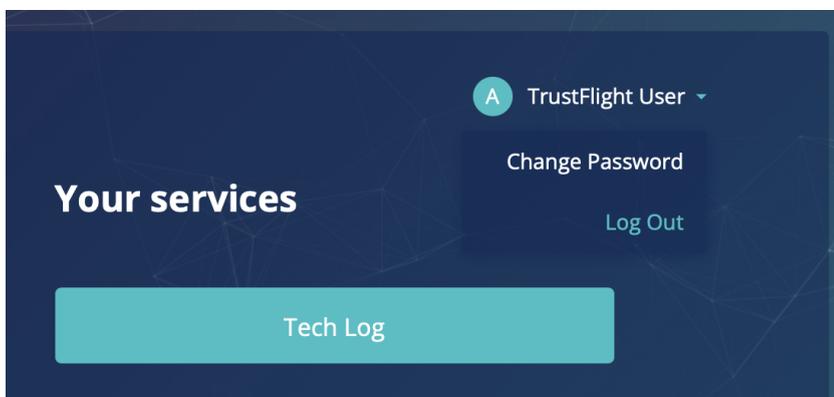
If, instead, you have received an email informing you that an account cannot be found with your email address, please check that you are using the right email address for this service. This will be the email address that was originally registered on your behalf, and may differ from the email address that your organisation uses for you. If in doubt, please confirm the email address with your organisation, and if you receive the same message to that address, then please [Contact Support](#).

If you don't receive an email at all, please check your spam folder, verify your email address and request a new password reset. If you still do not receive a response, the system may require you to wait up to 2 hours, after which, please [Contact Support](#).

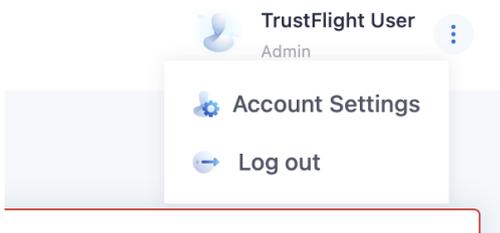
Note: Resetting your password will log you out of all current sessions, including any iPad logged into the Tech Log Application.

Change my Password

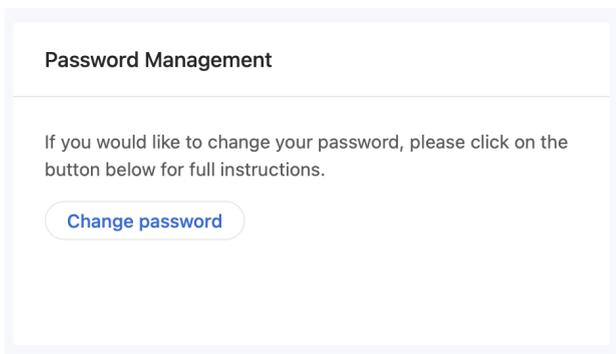
From the My Services page (<https://core.trustflight.io/start>), you can select the arrow in the top right to locate the **Change Password** function:



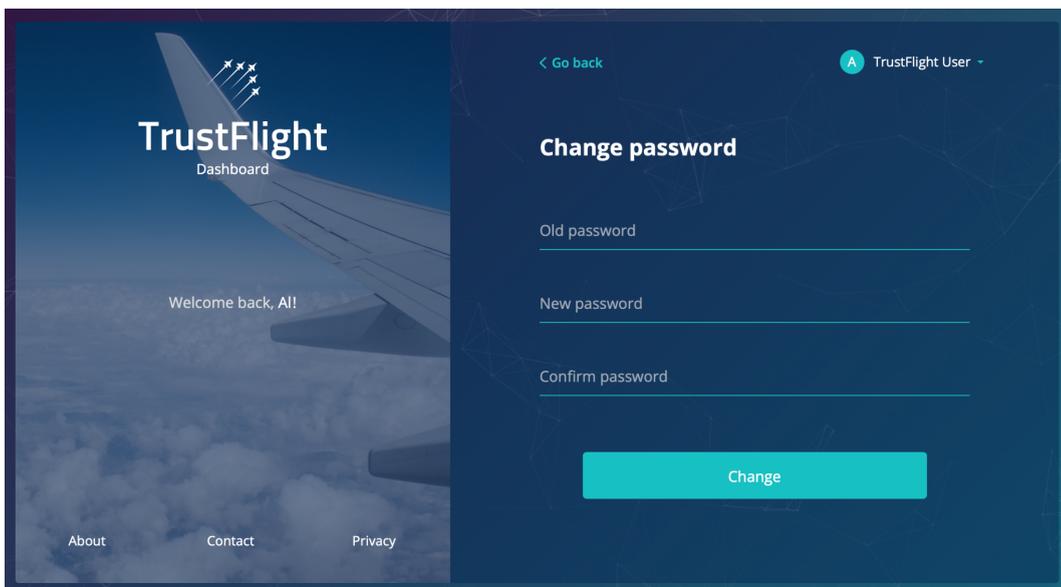
From the Web Dashboard (<https://dashboard.trustflight.io>), you can select the "3-dot" menu in the top right to access **Account Settings**



From here, you will find a link to change your password:



In either case, you will be directed to the **Change Password** form, where you must enter your current password and new password. You will then be required to confirm your new password before being able to complete the process.

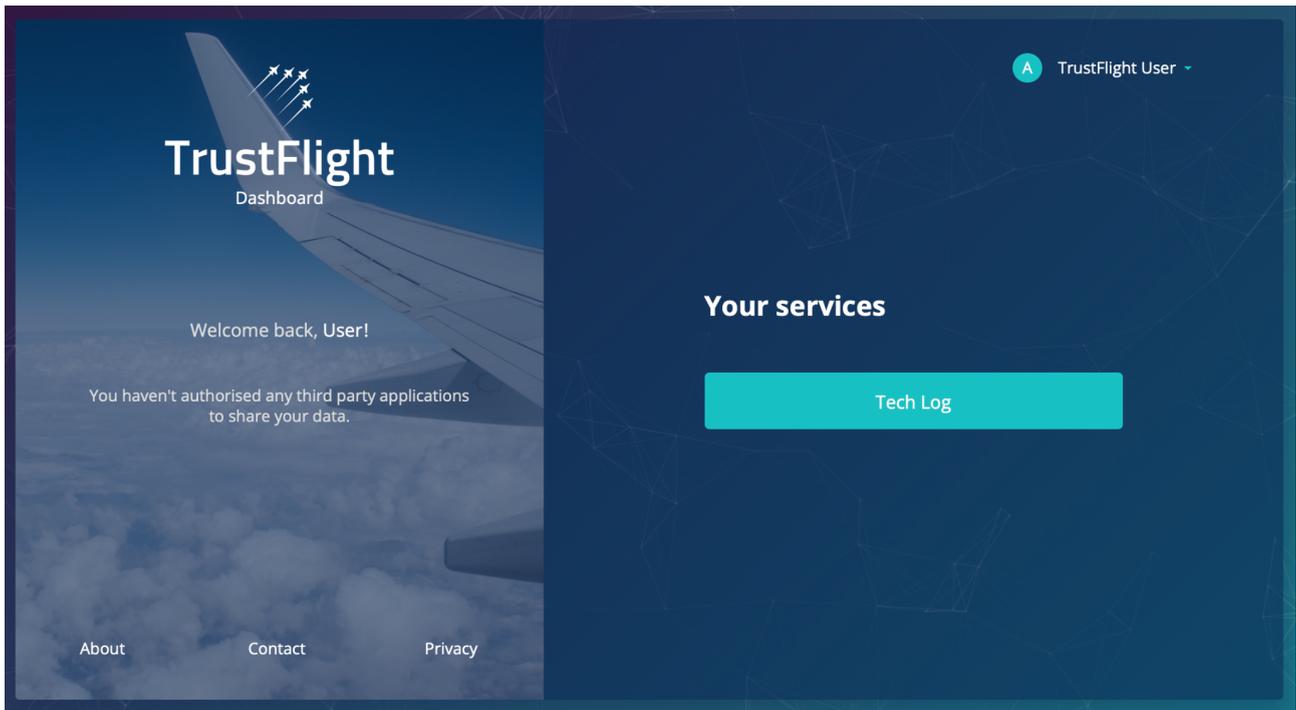


Note: Changing your password will log you out of all current sessions, including any iPad logged into the Tech Log Application.

My Services

You can use your Login to access Tech Log related services. For most users, this will simply provide access to our Web Dashboard. However, if you are also a CAMO customer, or are a user of some third party systems, you may see additional options on the Services page.

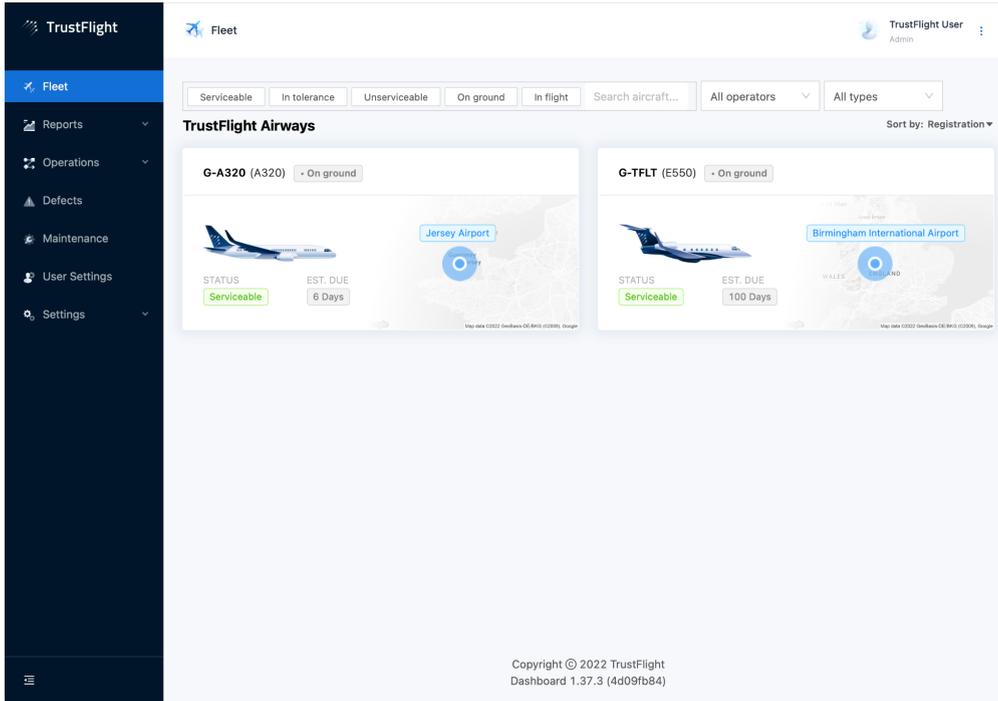
You can access the Services page directly by visiting <https://core.trustflight.io/start>



This user guide provides information on the Tech Log service only. For information on any other services, please reach out to your existing contacts in other parts of the organisation, or speak to sales@trustflight.com to learn more.

My Operators

Your **Login** may be linked to multiple operators. This can happen if, for example, you perform work (flying, operational support, etc.) for multiple different companies or are part of a group of companies under different regions / AOCs. In order to see which operators your account is linked to, simply login to the Web Dashboard and the **Fleet Overview** page will list the operators on your account.



Being Added to Another Operator

In order for your existing TrustFlight account to be linked to a new operator, the operator must add you to their account using the email address that you login with. Once this has been done, they are free to update your email address in their Users list while still allowing you to login with your existing one.

Managing Multiple Logins

If you have multiple logins for different operators and wish for them to be merged together, please [Contact Support](#) who will be able to arrange for this to be completed.