

Welcome to the Logging into ETO Webinar

We Will Begin Shortly

Meet Your Trainer

First Name Last Name

Training & Development Associate

Meet Your Trainer

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Learning Objective

This session will support users in understanding best practices for logging into ETO.

Agenda

Login Best Practices

Trouble Shooting Tips

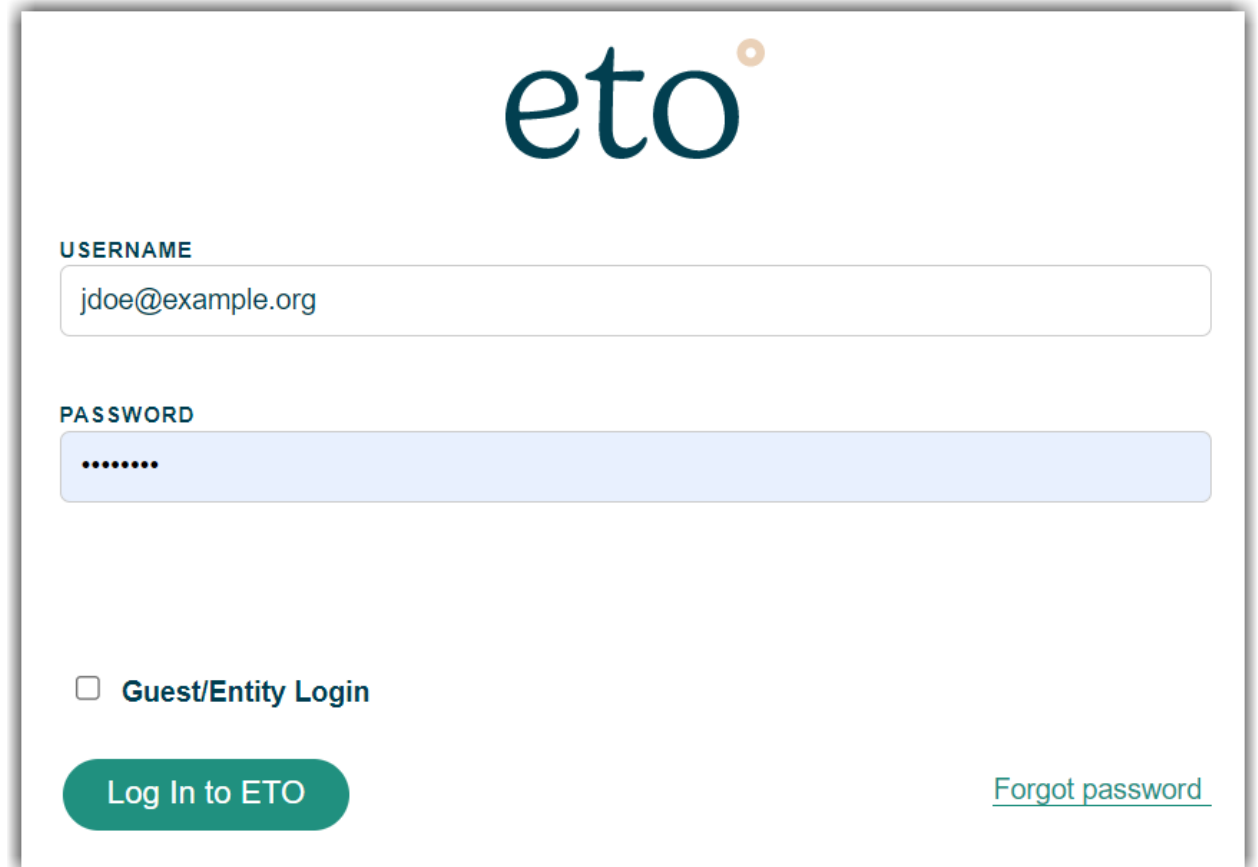
Login Best Practices

Login Best Practices

Account created by Admin

Admin controls access level

Browser Neutral



eto^o

USERNAME

jdoe@example.org

PASSWORD

.....

Guest/Entity Login

Log In to ETO

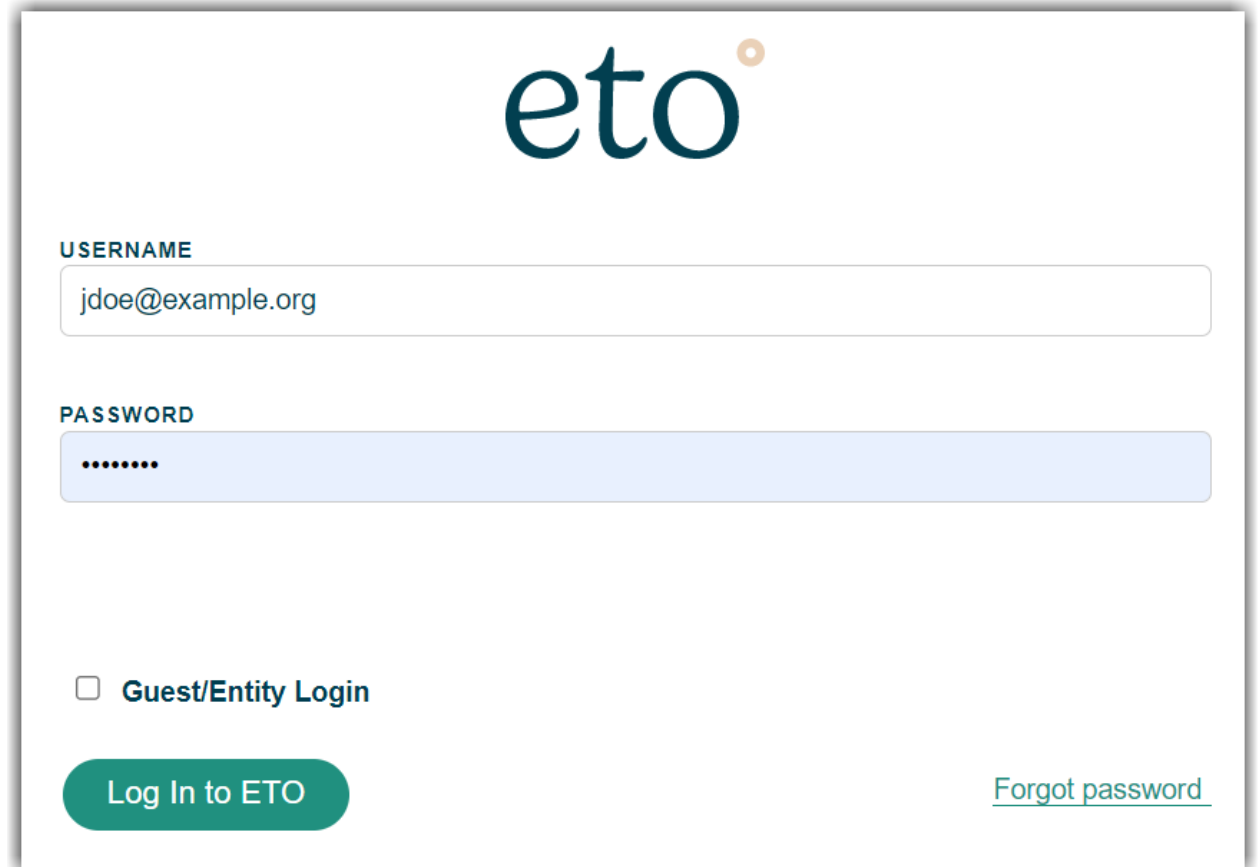
[Forgot password](#)

Login Best Practices

Log in at etosoftware.com

Username : your **full** email address (

Password: provided by your ETO Administrator



The screenshot shows the ETO login interface. At the top center is the 'eto' logo in a dark teal font with a small orange circle above the 'o'. Below the logo are two input fields. The first is labeled 'USERNAME' and contains the text 'jdoe@example.org'. The second is labeled 'PASSWORD' and contains seven black dots. Below the password field is a checkbox labeled 'Guest/Entity Login'. At the bottom left is a green rounded button with the text 'Log In to ETO'. At the bottom right is a blue underlined link that says 'Forgot password'.

Troubleshooting Tips

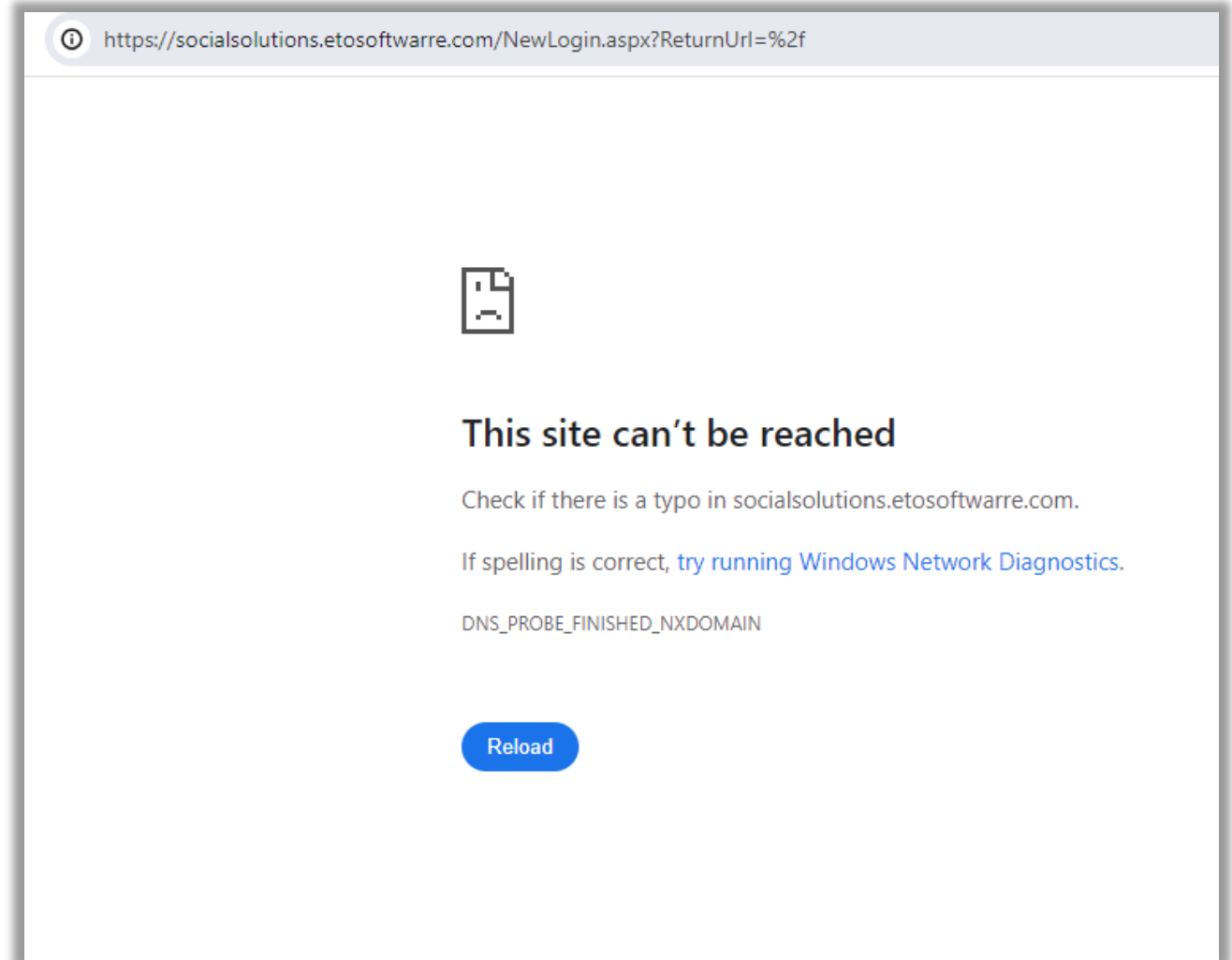
Troubleshooting Tips

Site Can't be reached

Likely have bad URL

Clear Cache

Retype URL

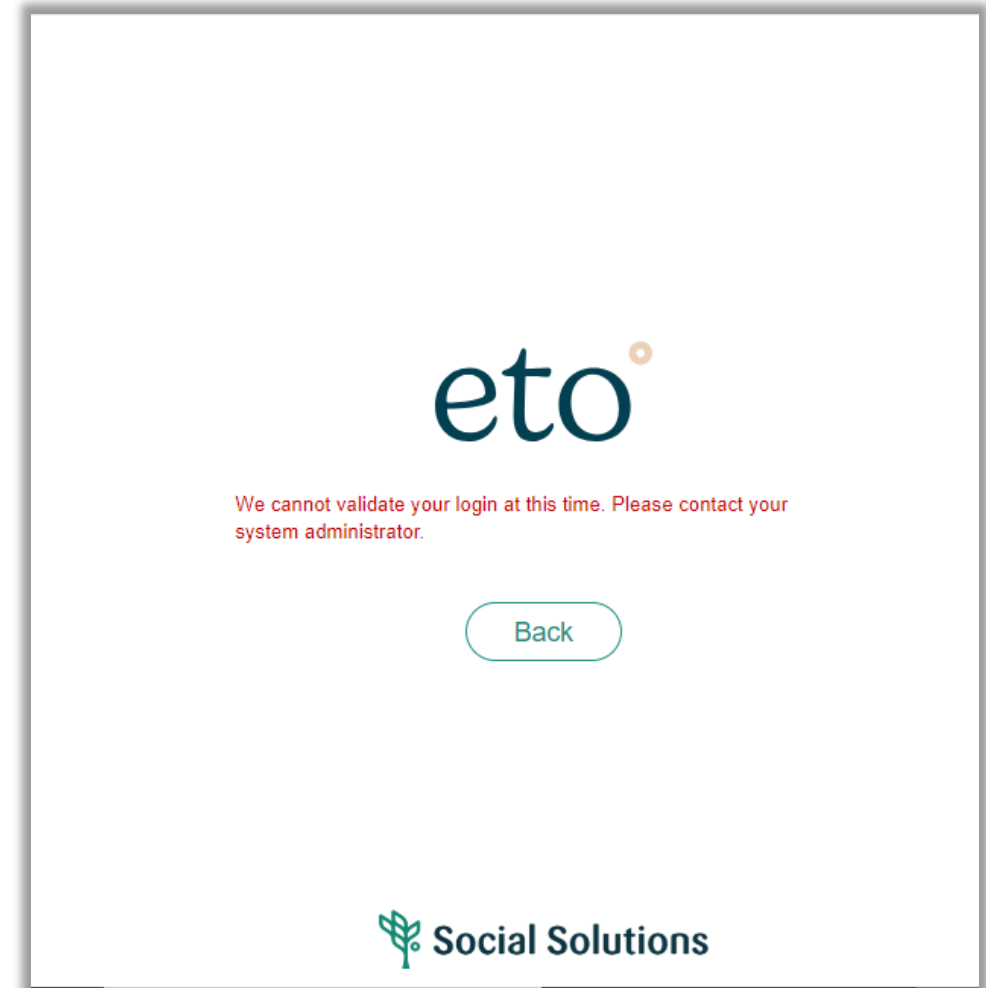


Troubleshooting Tips

Error on Forgot Password

Failed to enter your username

Click Back button



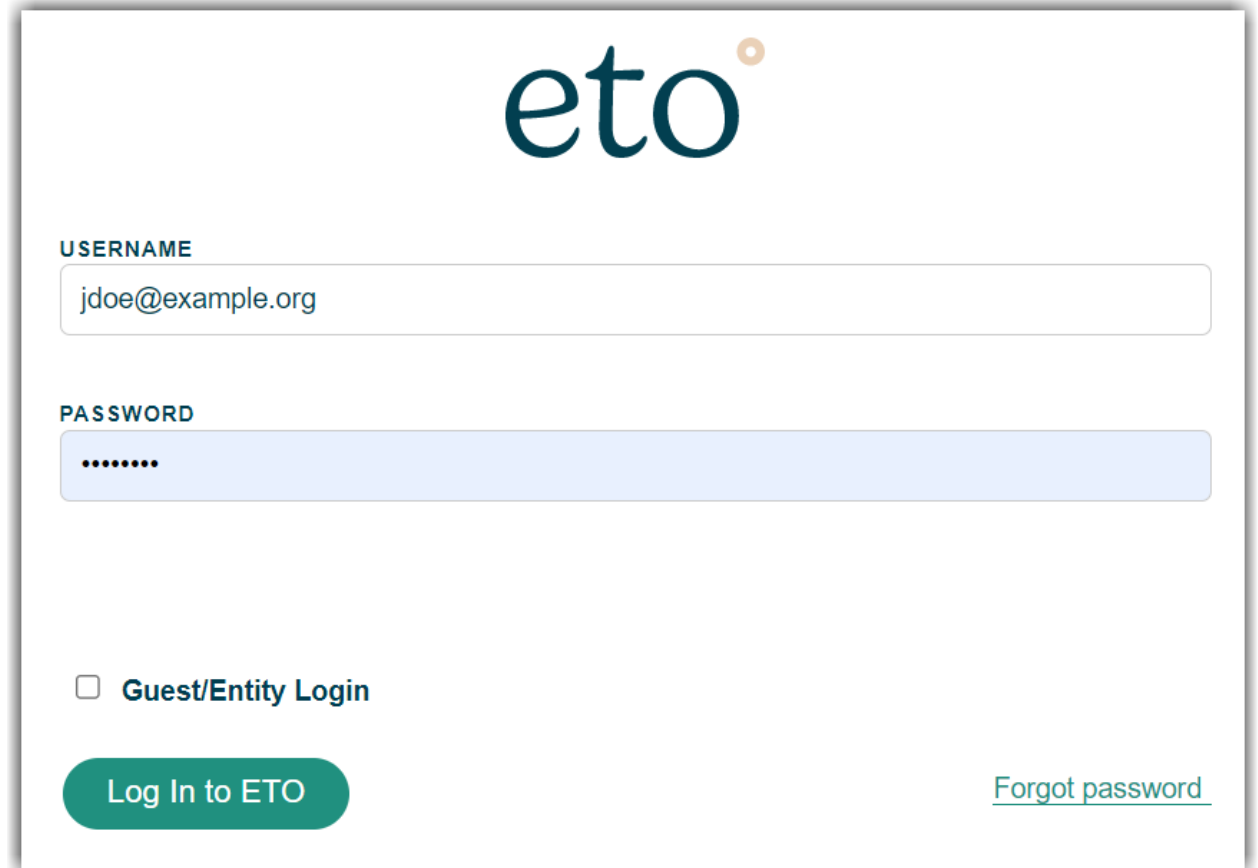
Troubleshooting Tips

Locked Out and/or No Access

Contact Administrator

Unlock Account

MFA or SSO enabled



The screenshot shows the ETO login interface. At the top center is the 'eto' logo in a dark teal font with a small orange circle above the 'o'. Below the logo are two input fields: 'USERNAME' with the text 'jdoe@example.org' and 'PASSWORD' with a masked password of seven dots. Underneath the password field is a checkbox labeled 'Guest/Entity Login'. At the bottom left is a green rounded button labeled 'Log In to ETO', and at the bottom right is a teal link labeled 'Forgot password'.

Additional Resources

Additional Training Opportunities

- [Knowledge Base](#) – How-To Articles (Search Chat or Visit Online)
- [Bonterra Academy](#) – Free Webinars & Recordings
- [Foundations](#) – Intensive, Multiday Courses to Cover Admin Basics
- [Admin Labs](#) – 2 Hour Live Trainings on Specific Capabilities



Build confidence & knowledge in
our software!

Customer Support

Reach out to our Customer Support Team with Questions or Concerns.

Weekdays 7am – 7pm CST via chat or through email: eto@bonterratech.com

Q & A

- Ask questions about functionality covered in this training
- Ask trainer to redo a demo
- Ask real-life application questions
- Or sign off and we will see you in the next training!



Thank you for attending!

We hope to see you
in future trainings.