Welcome to the Logging into ETO Webinar

We Will Begin Shortly

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Meet Your Trainer

First Name Last Name

Training & Development Associate

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Meet Your Trainer

Sabrina Gilbert

Training Team Lead

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Learning Objective

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

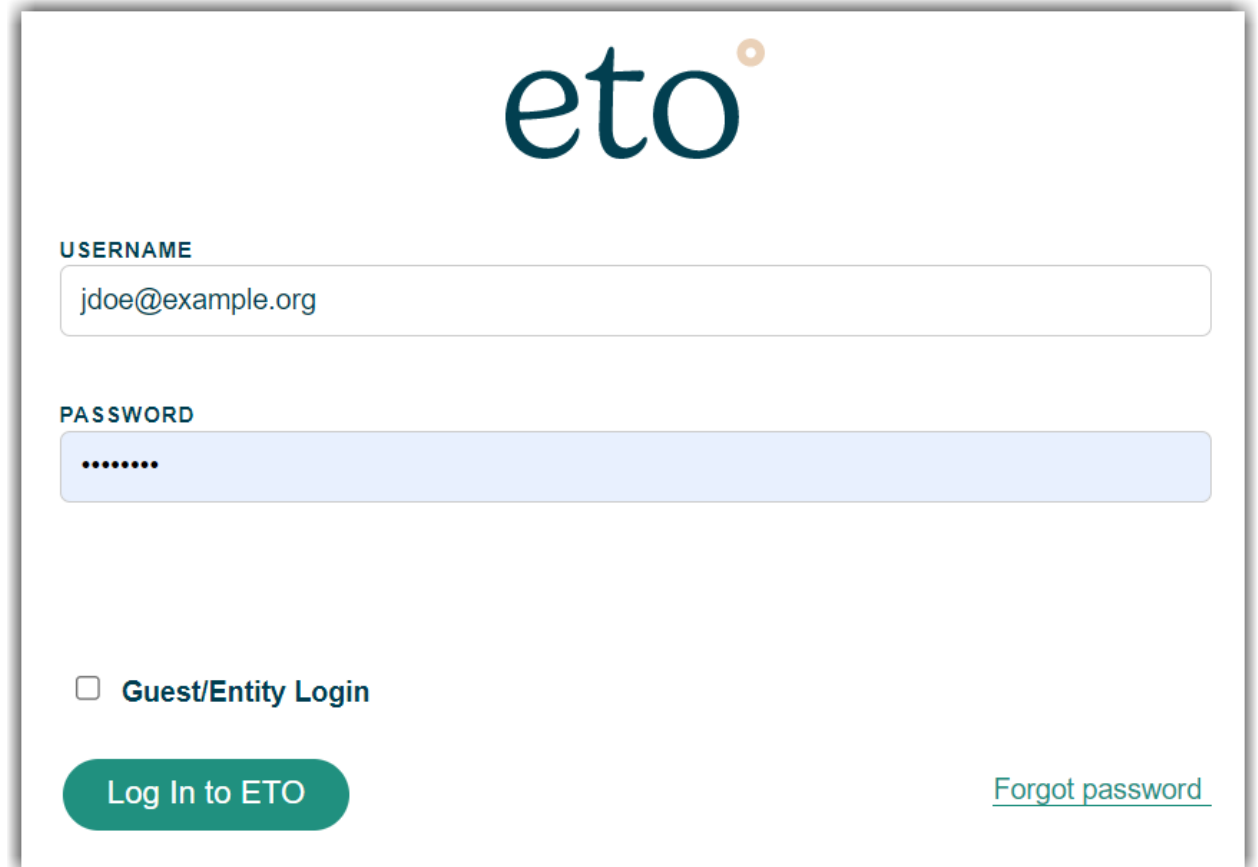Bonterra™

Agenda

Login Best Practices

Trouble Shooting Tips

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Login Best Practices

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Login Best Practices

Account created by Admin
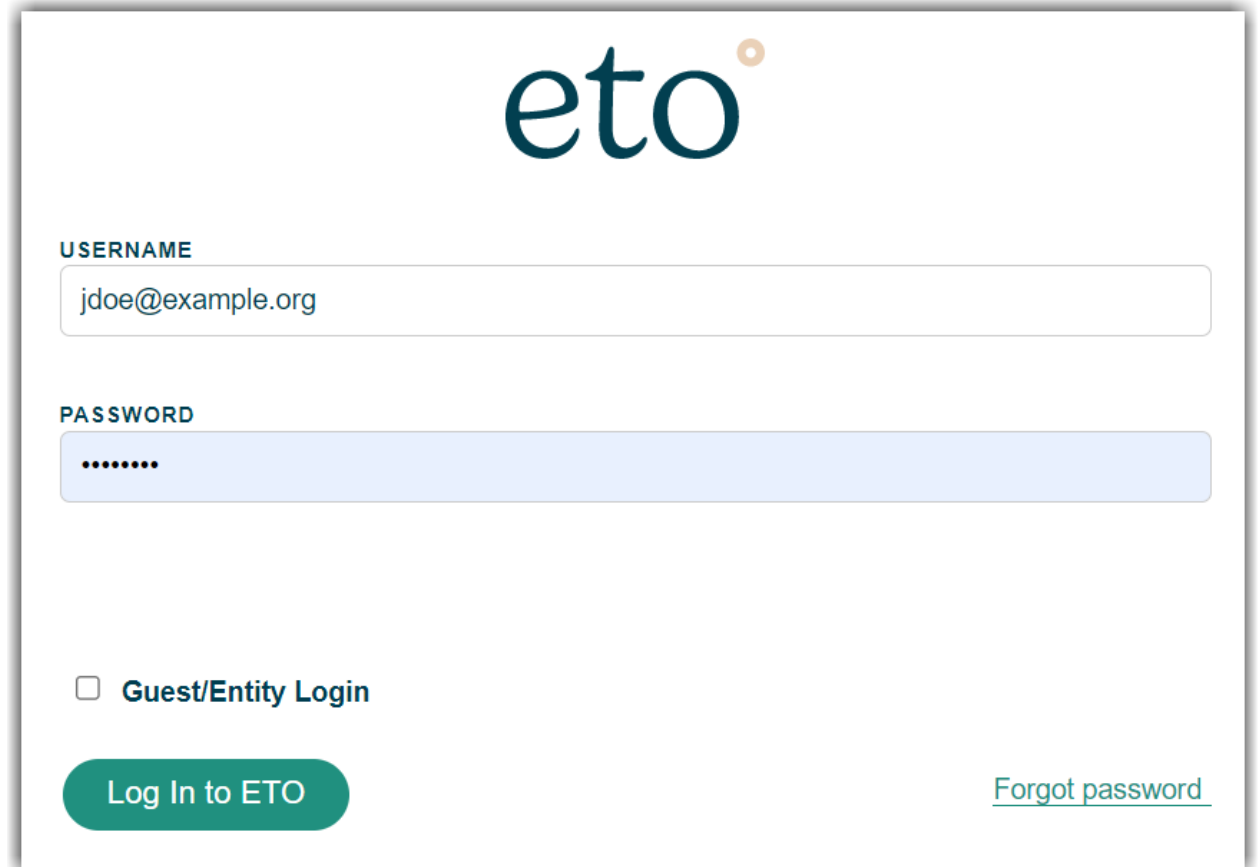
Admin controls access level

Browser Neutral

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Login Best Practices

Log in at etosoftware.com

Username : your **full** email address (

Password: provided by your ETO Administrator

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Troubleshooting Tips
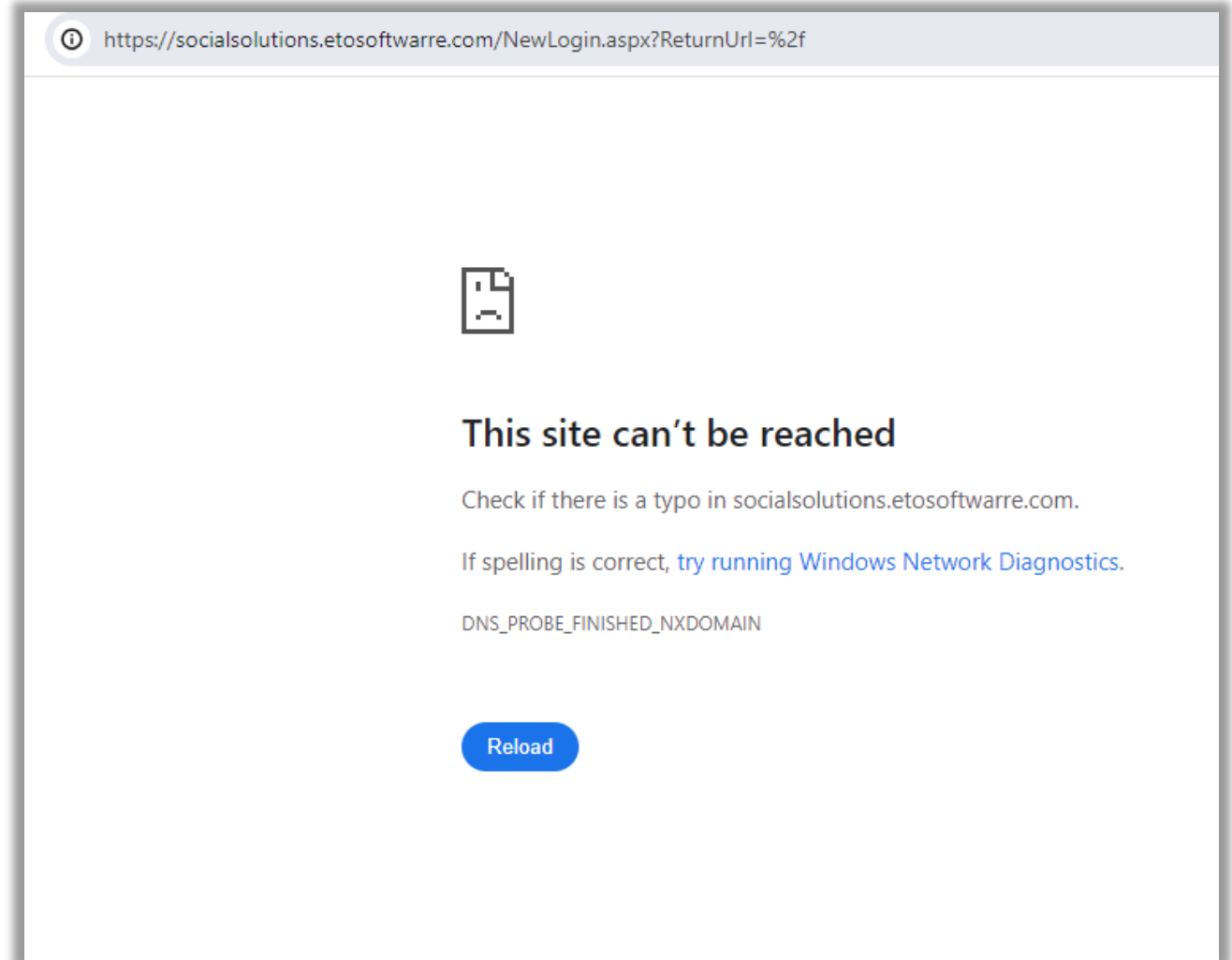
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Troubleshooting Tips

Site Can't be reached

Likely have bad URL

Clear Cache

Retype URL
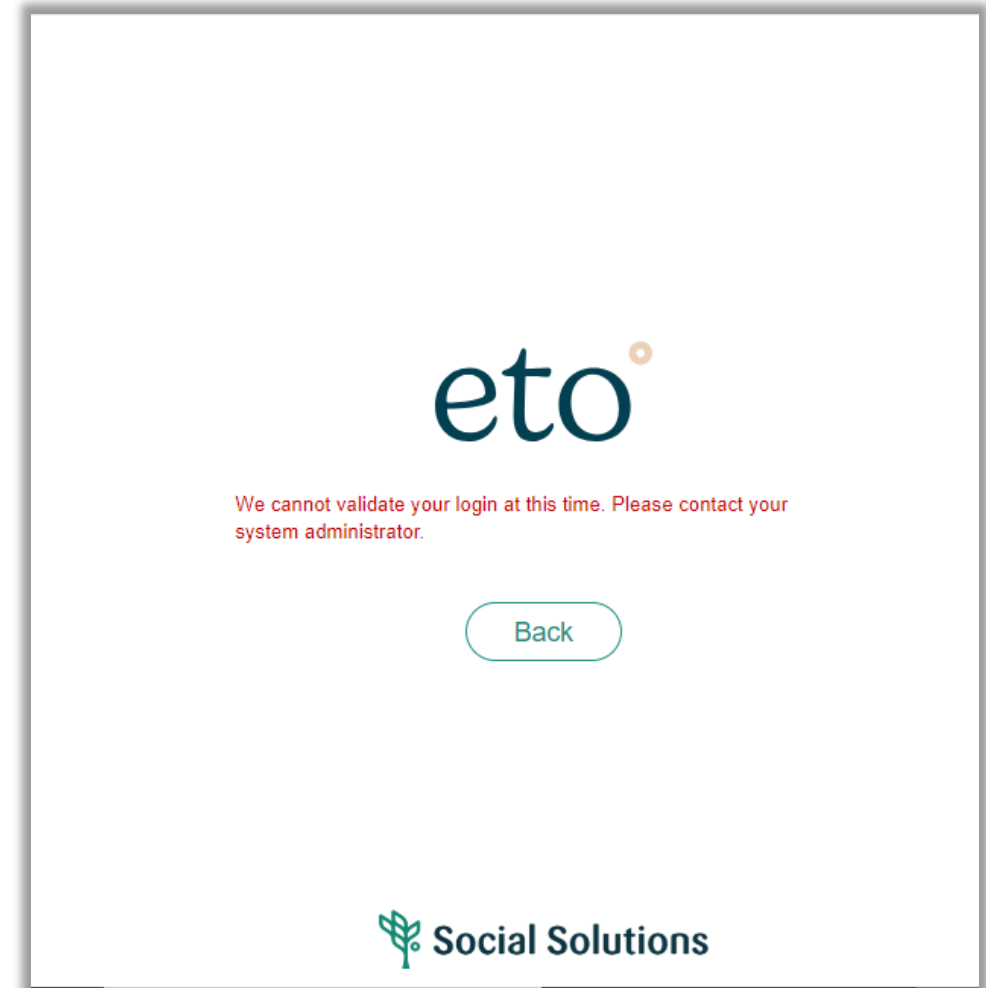

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Troubleshooting Tips

<u>Error on Forgot Password</u>

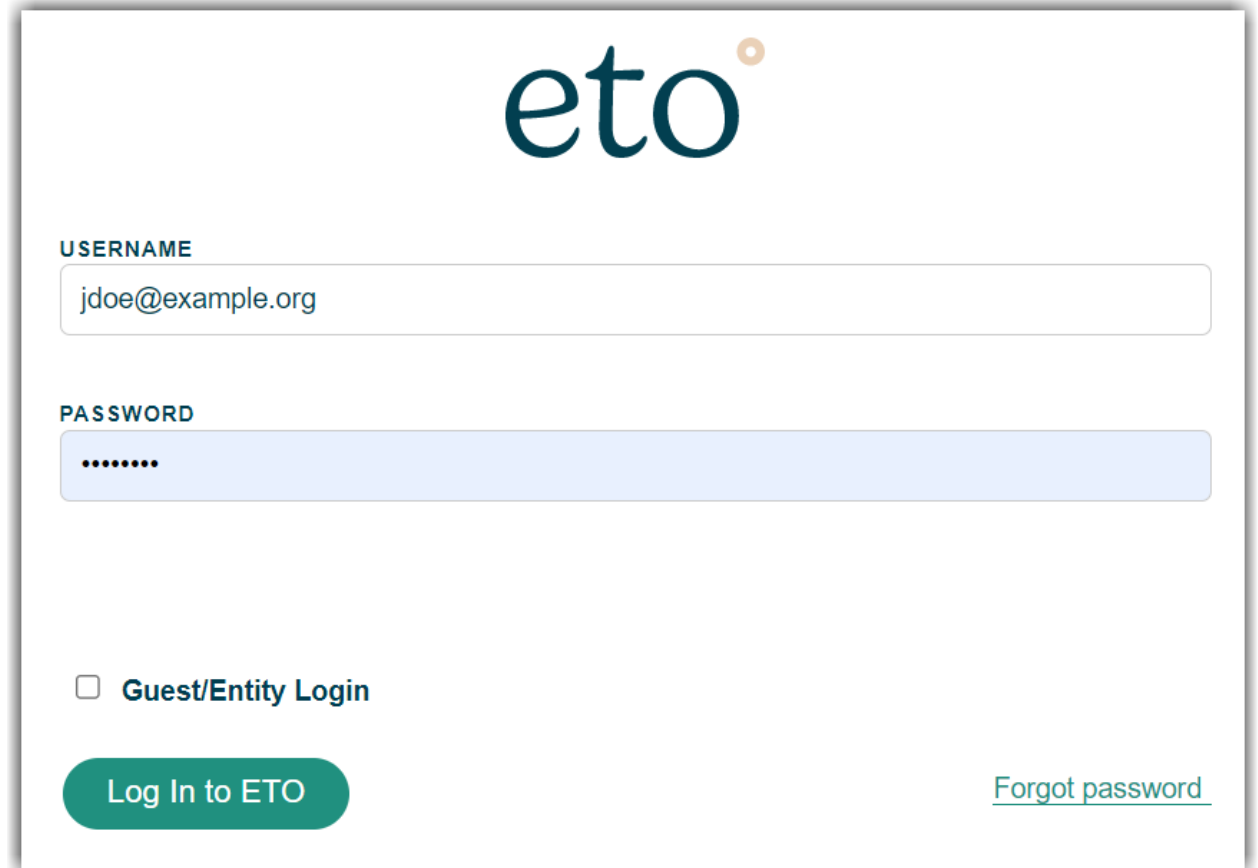Failed to enter your username

Click Back button

Troubleshooting Tips

Locked Out and/or No Access

Contact Administrator

Unlock Account

MFA or SSO enabled

eto

USERNAME

jdoe@example.org

PASSWORD

••••••••

☐ **Guest/Entity Login**

Log In to ETO   Forgot password

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Additional Resources

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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

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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!

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Thank you for attending!

We hope to see you
in future trainings.

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