

Commonly Asked Questions for Technical Team – New to GateKeeper? [Getting Started Guide](#)

Hardware

- [How to see all Tokens assigned to a user?](#)
- [How to reset PIN for a GateKeeper token?](#)
- [How to add a backup token to a user profile?](#)
- [How to see all low batteries in tokens?](#)
- [How to check battery level on the GateKeeper Halberd?](#)
- [How to install the GateKeeper Trident smartphone application?](#)
- [Troubleshoot: Token registration error.](#)
- [Troubleshoot: Unable to find token.](#)
- [Lost Halberd Token has been found. How to look up owner?](#)

Users

- [How to mass upload multiple user accounts at once?](#)
- [How to add a new User to GateKeeper through the Hub?](#)
- [How to add a new Token to a User through the Hub?](#)
- [How to delete a Token from a user's account?](#)
- [How to grant users permission to access computers on the network?](#)
- [How to enforce settings and prevent users from making changes?](#)
- [How to prevent employees from getting around using GateKeeper?](#)

Computers

- [How to add computers to the GateKeeper Hub?](#)
- [How to add a computer\(s\) to a User?](#)
- [How to view a specific computer's activity details?](#)
- [Kiosk mode – How to add a credential specific to a computer \(NOT to the user\)?](#)

Groups

- [Groups explained: How users within a group are given access to computers.](#)
- [Groups explained: A computer can only be in one group at a time.](#)
- [How to create a new group?](#)
- [How to move computers from one group to another using the Hub?](#)
- [All computers in the same group will be subject to the same configurations for locking, unlocking, and password complexity. How to edit group settings in the Hub?](#)

Password Manager

- Website - [How to automatically launch websites at startup in Chrome?](#)
- Website - [How to login to websites with automatic 2FA OTP?](#)
- Website - [How to import passwords to GateKeeper Password Manager?](#)
- Website - [How to Disable Auto-Fill for GateKeeper in Chrome?](#)
- Website - [Troubleshoot: Password manager is not working.](#)
- Website - [Troubleshoot: Password does not auto-fill on a website.](#)
- Desktop – [How to add a Desktop Application Password from a program?](#)
- Desktop – [How to make the GateKeeper icon reappear on desktop applications?](#)

Best practices

- [Best Token and USB Placement for best performance](#)
- [Best way to update the client application on end user computers?](#)
- [Best unlock method for shared computers](#)
- [Best End User Practice: Wearing the Token](#)

Common Support Tickets from End users

- [Why can't I login to my computer using my GateKeeper Key?](#)
- [Computer keeps locking on me while I'm working.](#)
- [How to lock the computer at a shorter range? How to lock the computer at a longer range?](#)
- [Tips for Fine-tuning GateKeeper unlock and lock range.](#)
- [It takes too long to unlock my computer.](#)
- [How to make the computer unlock faster \(from farther away\)?](#)
- [I walked away but the computer didn't lock.](#)
- [How to make the computer unlock only when I'm very close.](#)
- [What if a user comes to work without their GateKeeper Token?](#)
- [Computer stuck on login screen. Can't log in.](#)
- [Can I use the same GateKeeper Key used at work also at home?](#)

Common Questions from GateKeeper Application Managers – **ADMIN FAQ**

- [How to launch applications automatically at startup?](#)
- [How to access the GateKeeper Hub?](#)
- [How to add administrators to our GateKeeper Hub? Roles \(permissions\) explained.](#)
- [Removing CTRL+ALT+DEL requirement in GateKeeper Login.](#)
- [What affects the Bluetooth signal?](#)
- [Why is GateKeeper not installing on a computer?](#)
- [Troubleshoot: GateKeeper Hub](#)
- [What to do if hub 'status' does not come online in hub manager?](#)
- [What is the 'No Client App' warning in the Hub? How to remove the warning?](#)
- [How to find the latest versions of the GateKeeper Applications?](#)
- [How to identify users logging into a shared account?](#)
- [Troubleshoot: Unable to connect SQL Server from GateKeeper](#)
- [Can users manage their usernames and passwords from the desktop application \(client\)?](#)
- [How to receive reports from GateKeeper Hub](#)
- [How to change logo on the screen?](#)
- [How to generate an activity or system report?](#)
- [How to setup user and system alerts?](#)

Windows – Active Directory

- [How to change passwords without informing shared users?](#)
- [How to disable Windows Standard Login option?](#)
- [How to update active directory passwords for users from the Hub?](#)
- [How to connect your active directory to the Hub?](#)
- [How to enable active directory access for GateKeeper Enterprise?](#)