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LogRhythm Community Portal Access Instructions



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DATE CREATED	PROCESS NAME
11/12/2019	LogRhythm Community Portal Access Instructions
VERSION NO.	CREATED BY
	LogRhythm Training
PROCEDURE NO.	PROCESS OWNER
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DATE OF LAST UPDATE	LAST UPDATED BY
12/30/2019	LogRhythm Training

Process Name

This document provides instructions on how to set up a new Single Sign On (SSO) account, how to reset your password, how to log into an already existing SSO account, and troubleshooting guidelines.

****Important Note: The LogRhythm University site does not function properly with Internet Explorer.**

Please use an alternate browser to ensure functionality.

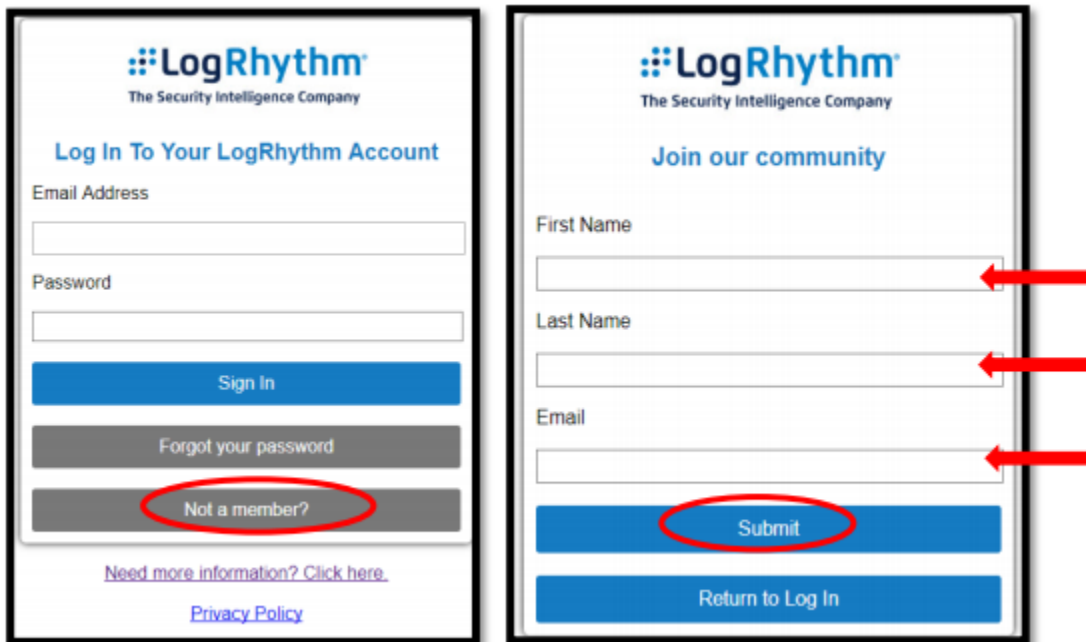
1 COMMUNITY PORTAL ACCESS

HOW TO CREATE A NEW SSO ACCOUNT

You may access the LogRhythm Community Portal at:
<https://logrhythmcommunity.force.com/>

If this is your first time accessing this site, click the Not a Member button and enter your First Name, Last Name and email address that contains your employer email domain, then click Submit. Within a few minutes, you will receive an email on how to set up your password.

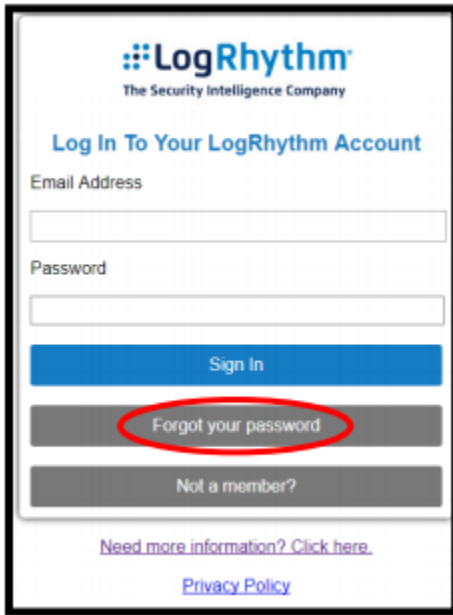
If you do not receive this email within 5 – 10 minutes, click on the Need More Information? Click here. Link to access the troubleshooting FAQ page and find the support team email if none of the options help.



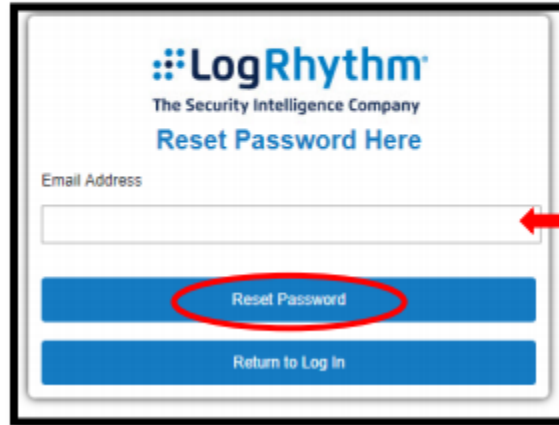
HOW TO RESET YOUR PASSWORD

If you attempt to create an account and receive a message that an account already exists, or you remember setting up an account and do not remember the password, then click Forgot your password and enter your employer provided email address and click Reset Password. Within a few minutes, you will receive an email with a temporary password and instructions on how to change it.

If you do not receive this email within 5 – 10 minutes, click on the Need More Information? Click here. Link to access the troubleshooting FAQ page and find the support team email if none of the options help.



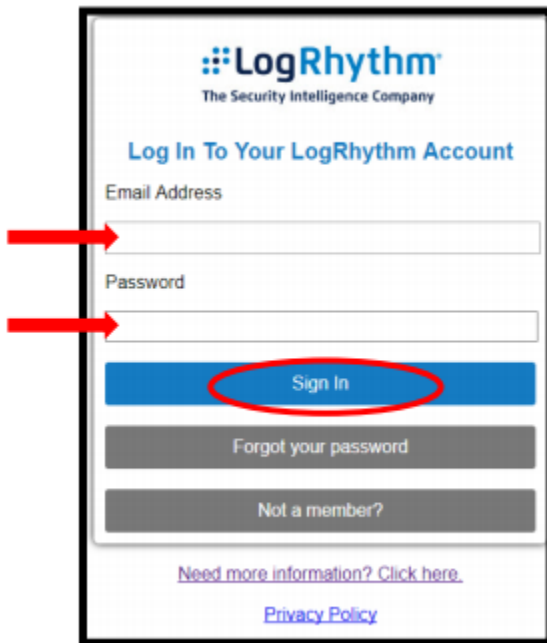
The screenshot shows the LogRhythm login page. At the top is the LogRhythm logo and tagline. Below is the heading "Log In To Your LogRhythm Account". There are two input fields: "Email Address" and "Password". Below the fields are three buttons: "Sign In" (blue), "Forgot your password" (grey, circled in red), and "Not a member?" (grey). At the bottom, there are two links: "Need more information? Click here." and "Privacy Policy".



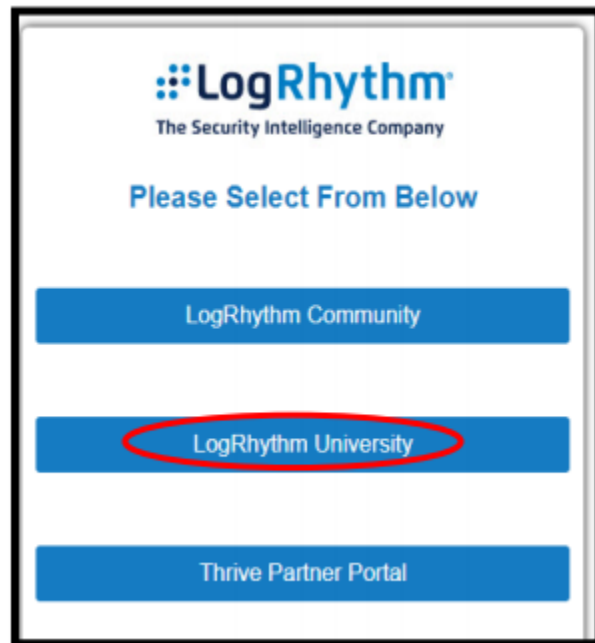
The screenshot shows the LogRhythm password reset page. At the top is the LogRhythm logo and tagline. Below is the heading "Reset Password Here". There is one input field: "Email Address". Below the field are three buttons: "Reset Password" (blue, circled in red), and "Return to Log In" (blue). A red arrow points to the "Email Address" input field.

HOW TO LOG INTO AN ALREADY EXISTING ACCOUNT

To log into your account, enter your Email Address and Password and click on Sign In. If you have not created an account yet, or you used the wrong user name/password combination, you will receive an error and will need to follow the directions on How to Create a New SSO Account or How to Reset Your Password. Once logged in, you should see the LogRhythm University button.



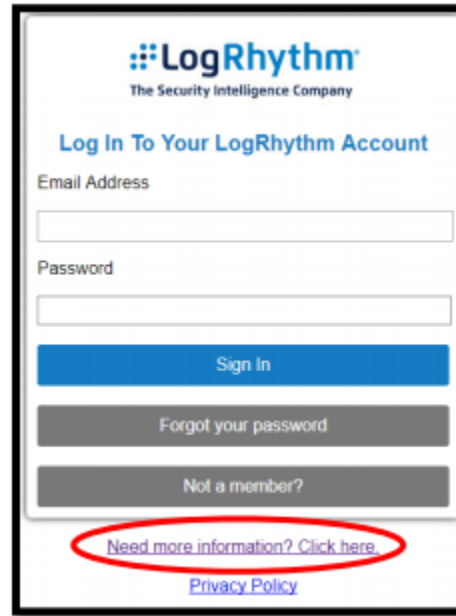
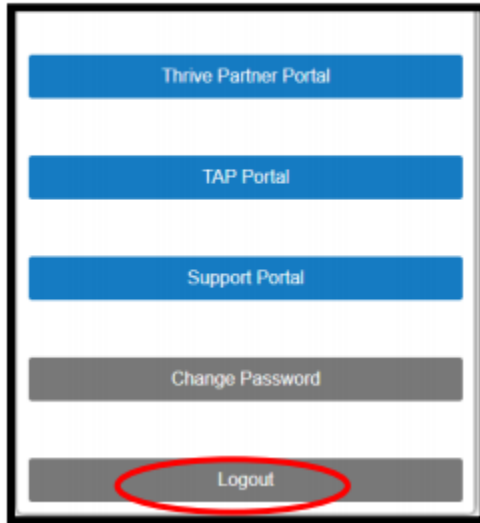
This screenshot is similar to the first one but includes red arrows pointing to the "Email Address" and "Password" input fields. The "Sign In" button is circled in red.



The screenshot shows a selection screen with the heading "Please Select From Below". There are three blue buttons: "LogRhythm Community", "LogRhythm University" (circled in red), and "Thrive Partner Portal".

TROUBLESHOOTING YOUR SSO ACCESS

If you login but the LogRhythm University button is missing, log back out and click the Need More Information? Click here Need More Information? Click here button to access the SSO FAQ which includes the contact information for our support team.



If you log in and see the LogRhythm University button, but when you click it you see the following screen, contact training@logrhythm.com. We may need to reach out to your account manager to ensure you are an active contact on your account in our sales system prior to providing you access.

