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LogRhythm Community Portal Access Instructions
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.
## Community Portal Access

### How to Create a New SSO Account
You may access the LogRhythm Community Portal at: [https://logrhythmcommunity.force.com/](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.
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.
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 button to access the SSO FAQ which includes the contact information for our support team.

If you login 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.