

# Zedi Access<sup>TM</sup>

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## TROUBLESHOOTING

Quick Tips to Reset Your Zedi Access  
Password or Find Your Forgotten  
Username

# Username and Password Reset

1. Go to [Zediaccess.com](http://Zediaccess.com)
2. Select the Zedi Access tab on the left
3. Click 'Forgot Login Details' at the bottom
4. Choose whether you want to reset your Username or Password.
5. Enter your Email and Username
6. Click Submit

Customer Care: 1-866-732-6967

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### Zedi Access™ Login

System Message

Please be advised, Zedi Access will be unavailable for 3 hours beginning Tuesday, January 20, 2015 at 9:30 pm (MST) for scheduled maintenance. For the duration of this time there may be 30 minute delays on device alarms. There will be no effects to QTR data. If you have questions please contact Customer Care at [support@zedi.ca](mailto:support@zedi.ca). We apologize for any inconvenience this may cause.

Please enter your username and password below or login with Account Gateway.

#### Zedi Access Login

Username:

Password:

\* mandatory fields

**Login**

[Forgot Login Details](#)

**Contact Us**

1-866-732-6967

or we can contact you:

Your Email:

**Send**

### Username and Password Recovery

**4**  Forgot password  
 Forgot username

Please provide the email address and username of the account you wish to reset the password and we will email you instructions to complete your password reset.

**5** Email Address:

**6** Username:  \* case sensitive

**Submit**

\* mandatory fields

7. You will now be sent an email with your log in details or username. Select the link within your email inbox.

8. Enter your new password information and select change password.

Note: The link provided for your password reset has a 30 minute timeout period. You will have to go through the change password process again if the link expires.

9. You will now be able to go back to [Zediaccess.com](https://www.zediaccess.com), select the Zedi Access tab and login into your account.

7 A password reset in Zedi Access has been requested for the following user customercare. To reset your password please click on the following link <https://www.zediaccess.com/password/resetpassword?ticket=5bfceceb47d4f88c2fbad9bf950d4>.

This link will expire within 30 minutes of delivery.

If you did not request a password reset do not click on the link and disregard this message. The security of your account has not been affected.

If you need further support please contact your system administrator or Zedi Customer Care at 1-866-732-6967 or at [support@zedi.ca](mailto:support@zedi.ca).

Thank you,  
Zedi

zedi **Change Password**

Help

- Password cannot contain spaces, or the ' and " characters.
- Password must not be more than 30 character(s) long.
- Password must be at least 6 character(s) long
- Password must contain at least 1 alphabetical character(s).
- Password must contain at least 1 numeric character(s).

8

New Password

Confirm New Password

Change Password

TrueChart

Vital

Please enter your username and password below or login with Account Gateway.

**Zedi Access Login**

Username:  \*

Password:  \*

\* mandatory fields

9 **Login**

# Zedi Access<sup>™</sup>

## TROUBLESHOOTING

**Still having issues?**

Contact our Customer Care Team:

**Toll Free** 1-866-732-6967

**Email** [support@zedi.ca](mailto:support@zedi.ca)