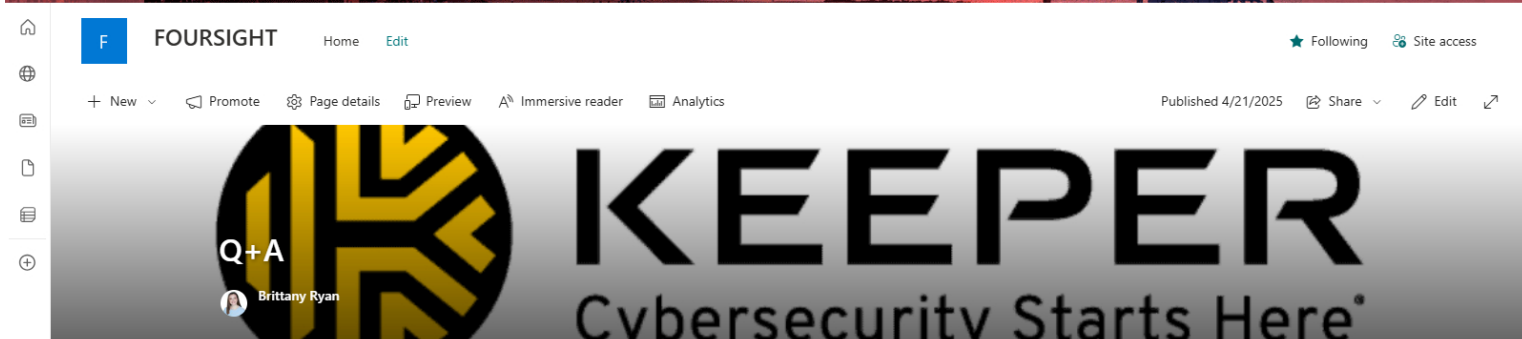




Home

For any issues not resolved here, please contact Cody Powers cpowers@fourinc.com.

Table of Contents

How do I invite members to the Family Plan?

I'm having issues with autofill. What should I do?

I'm getting a spinning wheel when trying to login to the Web Vault. How can I fix it?

How do I delete a record?

How can I import my passwords to Keeper?

What are record types?

What is a shared folder?

How do I share a folder with someone?

How do I set up Two Factor Codes for my various websites?

How can I autofill the apps/websites on my iPhone?

How do I invite members to the Family Plan?

To invite members to the Family Plan in Keeper, you can follow these steps:

1. Log into your Keeper account.
2. From your Account dropdown, look for the section called "Family Invites"/ "Manage" depending on the platform you are using.
3. Enter the email addresses of the family members you would like to invite.
4. Click "Send" or "Invite" to send an email invitation to the users to set up their private Keeper accounts. You can view the status of each invite and click to resend or delete the invite if needed.

I'm having issues with autofill.
What should I do?

If you are having issues with Autofill, please make sure you check the below:

1. Make sure you only have ONE version of Keeper browser extension installed and active.
2. Don't have multiple password managers installed, such as LastPass and Keeper at the same time. This is known to cause conflicts and bugs when filling information.
3. Make sure to turn off your browser's password manager.
4. Install any pending browser updates. Pending browser updates cause issues with browser plugins.
5. Ensure that "on all sites" is selected in your browser settings under Window > Extensions > Keeper Details screen under "Site access".
6. You can sometimes self-fix an Autofill issue by visiting this [helpful guide](#).

I'm getting a spinning wheel when trying to login to the Web Vault. How can I fix it?

If you are experiencing issues with logging in, you may need to simply clear the Keeper cache on your browser. Here's the steps:

Chrome:

1. Open the [Web Vault](#).
2. Click on "View" > "Developer" > "Developer Tools"
3. Click on the "Application" tab > "Clear Storage" > then click on "clear site

Edge:

1. To clear your browser cache and cookies in Microsoft Edge, go to Settings > Privacy > Clear browsing data (Browsing history, Download History, Cookies and other Site Data, Cached Images and Files, Hosted App Data). You can also type "edge://settings/clearbrowserdata" in your address bar to access this function.

Firefox:

1. In the Menu bar at the top of the screen, click Firefox and select Preferences/Settings.
2. Select the Privacy & Security panel.
3. In the Cookies and Site Data section, click Clear Data (Cookies and Site data, Cached Web Content)
4. Click the "Clear Data" button.

How do I edit a record?

To edit a record in Keeper, follow these steps:

1. Open the Keeper app or log in to your Keeper Web Vault.
2. Navigate to the record you want to edit.
3. Click on the record to open its details and choose the pencil icon.
4. From within the record details, you can make changes to the fields such as username, password, or notes.
5. After making the necessary changes, click the Save button to save your edits.

How do I delete a record?

To delete a record in Keeper, follow these steps:

1. Open your Keeper app or log in to the Keeper [Web Vault](#).
2. Navigate to the record that you want to delete.
3. If you are the owner of the record, you will see a "Delete" button. Click on it.
4. A confirmation prompt will appear asking you to confirm the deletion. Click "Yes" to proceed.

How can I import my passwords to Keeper?

To import your passwords to Keeper, you have several options:

Import from Web Browsers:

You can import passwords from your web browser, such as Safari, Chrome, Firefox, and more. To do this, you need to install the Keeper Import Tool. From the Account Dropdown Menu in Keeper, click Settings > Import > Import. Follow the instructions to download and install the Keeper Import Tool. Once installed, you can import passwords directly from your web browser. [Learn more](#)

Import from Other Password Managers:

Keeper can import logins and passwords from other password managers. From the Account Dropdown Menu, click Settings > Import. Choose the password manager you want to import from and follow the instructions provided. You may need to create an export file from your current password manager and then drag and drop it into Keeper.

Import from a Text File:

If you have your passwords stored in a text file (.csv), you can import them into Keeper. From the Account Dropdown Menu, click Settings > Import. Drag and drop the file into the "Drop a File Here" window. Customize the import information organization if needed, and click Import to import the passwords into Keeper.

In Keeper, there are several different types of records available. Here are some of the default record types:

What are record types?

- **Login:** Contains data needed to login to websites.
- **Payment Card:** Stores credit card information used for autofilling forms.
- **Contact:** Holds identity information about a person.
- **Address:** Stores address information for physical locations.
- **Bank Account:** Contains banking information such as account numbers and routing numbers.
- **File Attachment:** Allows you to store one or more files within a record.
- **Photo:** Allows you to store one or more photos within a record.
- **Driver's License:** Stores information related to driver's licenses.

What is a shared folder?

A shared folder in Keeper is a folder that can be shared with other Keeper users or teams (B2B). It allows for collaboration and easy access to shared records and information.

Shared folder permissions can be applied to users, teams, and records.

To create a shared folder, you can click on "Create New" and then select "Shared Folder". You can choose where to nest the folder and set the user and folder permissions.

For more information, you can refer to our [Folders and Shared Folders User Guide](#).

How do I share a folder with someone?

Currently, you cannot convert a regular folder to a shared folder.

However, you can create a new shared folder and move the records from the original folder there.

Then you can add users to the newly created shared folder. Please don't forget to delete the original empty folder.

How do I set up Two Factor Codes for my various websites?

To set up Two-Factor Codes for your various websites in Keeper, follow these steps:

1. Open the Keeper app or [Web Vault](#) and log in.
2. Navigate to the specific website or application record in your vault.
3. In the record, click on "Add Two-Factor Code" or similar.
4. If the website provides a QR pattern, upload the screengrab or copy the secret code to your clipboard.
5. If there is no QR pattern, use the manual entry method by entering the secret key.
6. Fill out any additional required fields.
7. After adding the security key to the record, a two-factor code will be generated inside the Keeper record. Make sure to save.
8. The two-factor code will be regenerated frequently and can be copied from Keeper and filled into the website or app when prompted after logging in with your username and password.

Note: Unfortunately, not all websites support 2FA TOTP. In that case, you would need to use the supported 2FA methods, generally SMS.

How can I autofill the apps/websites on my iPhone?

To autofill apps and websites on your iPhone, you can use the KeeperFill feature in the Keeper Mobile App. Here's how to set it up:

1. Open the Settings app on your iPhone.
2. Scroll down and tap on "Passwords".
3. Tap on "Password Options" (Autofill Passwords on older iOS versions).
4. Toggle the switch for "AutoFill Passwords" to enable it.
5. From the list of password managers, select "Keeper".

By following these steps, you ensure that your device's built-in password saving feature doesn't interfere with KeeperFill's autofill capabilities. Now, when you log into an app or website, you will see a "Passwords" button above the keyboard. Tapping on it will launch KeeperFill and allow you to autofill your logins and passwords from Keeper.

Home