



Keeper User Guide

Version: Original 05/28/2022

Effective Date: Last Updated:06/07/2022

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Purpose

The purpose of this documentation is to provide an overview of the Keeper password management tool using single sign on. This document is expected to be available to end users for reference for onboarding

Some of the information contained in this document has been copied from Keeper's website and edited for Pioneer Valley Books (PVB) reference documentation

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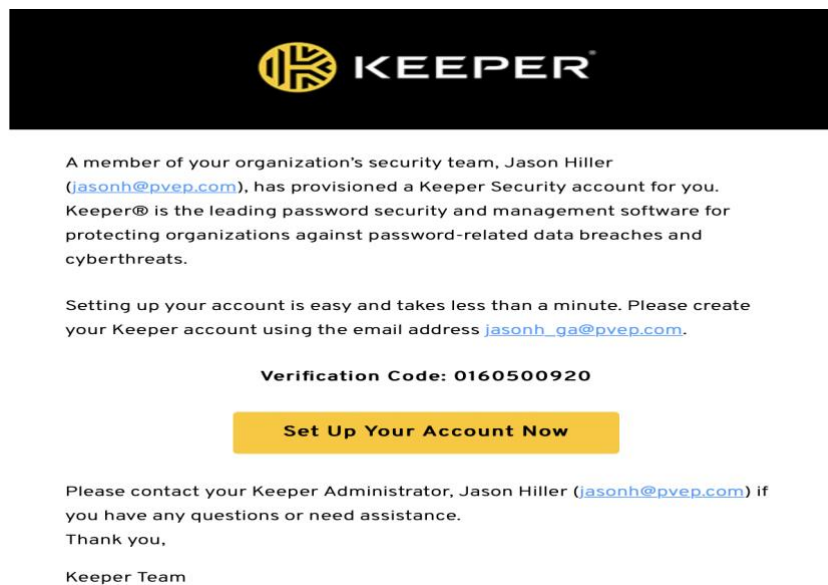


First time login (Invite)

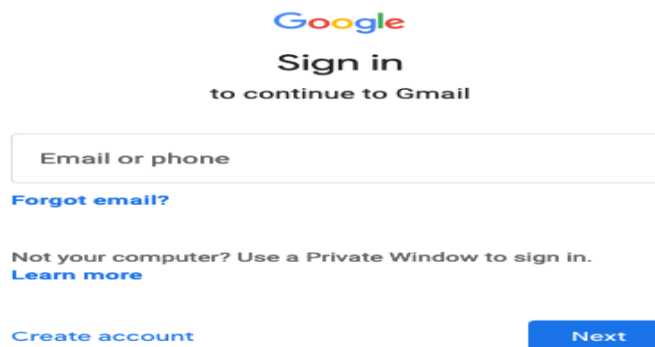
Login To Your Account

You will receive an email from your organization's Keeper Administrator inviting you to create a Keeper account with a subject line that reads: "Action Required >> Instructions for Your Keeper Security Account" once your administrator has added you to the Keeper Access security group in Google Workspace. Once you receive the invite, login to your Keeper account and click the **yellow action button** "Set Up Your Account Now".

Shown below is an example of the email invite message for reference.



Since your Keeper account is deployed using Single Sign-On, you will automatically be redirected to authenticate against your Google Workspace account using your two-factor authentication as typically done to access your company email thru a browser.





After the initial login, users are asked if they would like to set up **Account Recovery** using a security question and answer. This is especially important if you forget your Master Password during the account recovery process which is based upon users selected security question and answer, backup verification code (sent via email) and Two-Factor Authentication code (if enabled).

Generate your own question and answer for reference should you need to recover your account

Security Question

Security Answer (Minimum 8 characters)


Re-Enter Security Answer

Everyday login

Once your Keeper account has been created, logging into your Keeper Vault is both easy and secure. Users can do so from the **Keeper's vault login page**. To access your Keeper Vault by clicking the link below to complete the login

US: <https://keepersecurity.com/vault>

From the Keeper vault login page enter your pvep.com email address

 **KEEPER** Vault Login

Email Address

☒ Remember Email

Next

[Create an Account](#)

Need Help? ▾ USA ▾

Enterprise SSO Login ▾



You will be automatically redirected to the Google Workspace sign in page since PVB is setup for single sign on.

Google

Sign in
to continue to Gmail

Email or phone

[Forgot email?](#)

Not your computer? Use a Private Window to sign in.
[Learn more](#)

[Create account](#) [Next](#)

Once you have successfully authenticated to Google Workspace, you then be redirected back to your Keeper vault.

Device Approvals

If you sign into Keeper for the first time on any device, you may encounter a "device approval" request. If you are attempting to log in on an unrecognized device or browser, a device approval must take place before you can proceed to your Keeper vault. Users have two methods of approval to choose from, **Keeper Push** or **Admin Approval**. There are a couple different scenarios where this could occur.

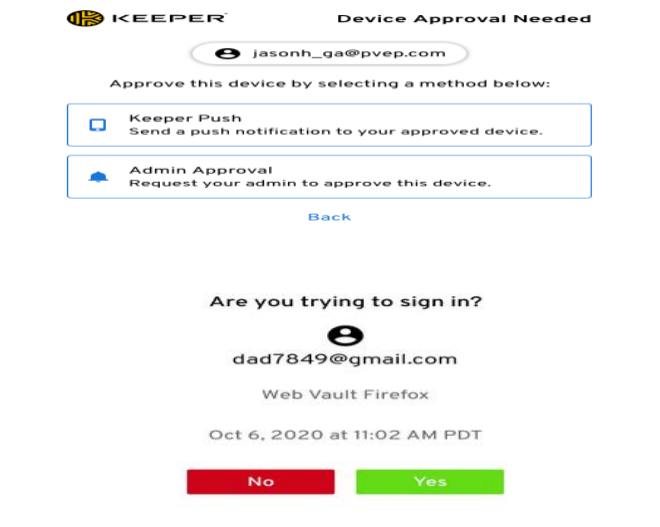
Scenario 1: If you receive the device approval prompt due to logging in on a new device for the first time the keeper push expects you to be logged into a trusted device already to approve the new device.

- If you are logged into another trusted device, select the Keeper push option to allow the new device approval prompt.
- If not logged into another device already, select the admin approval and let the IT department know by opening an IT support ticket to approve the request.
 - The IT department doesn't receive a notification of an admin approval unless we happen to be logged into the keeper admin console.

Scenario 2: If you receive the device approval prompt when logging into keeper for the first time this is due to not using the invitation link. In this scenario, select the admin approval let the IT department know by opening an IT support ticket to approve the request.



Shown below is an example of the notification for reference when selecting the Keeper Push option:

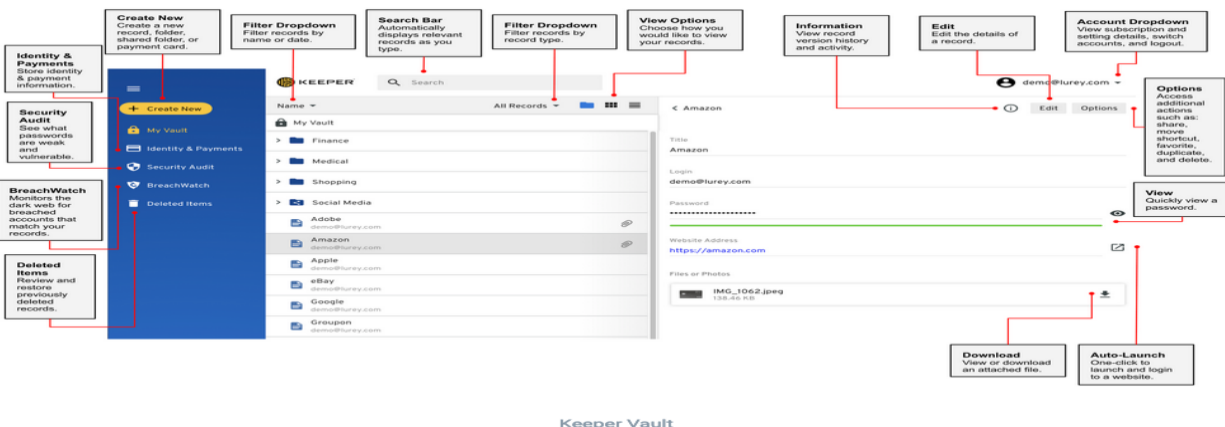


Select admin approval if you are not able to login to another trusted device to complete the device approval. Please contact the IT department via a Zendesk ticket for assistance to allow the expected device login as the notification on the admin side is only if an administrator is logged into the Keeper admin console. You should expect the IT department to ask questions to determine if this was an expected login, is there any security concern, and then approve the login.

Password Vault

How to use the vault

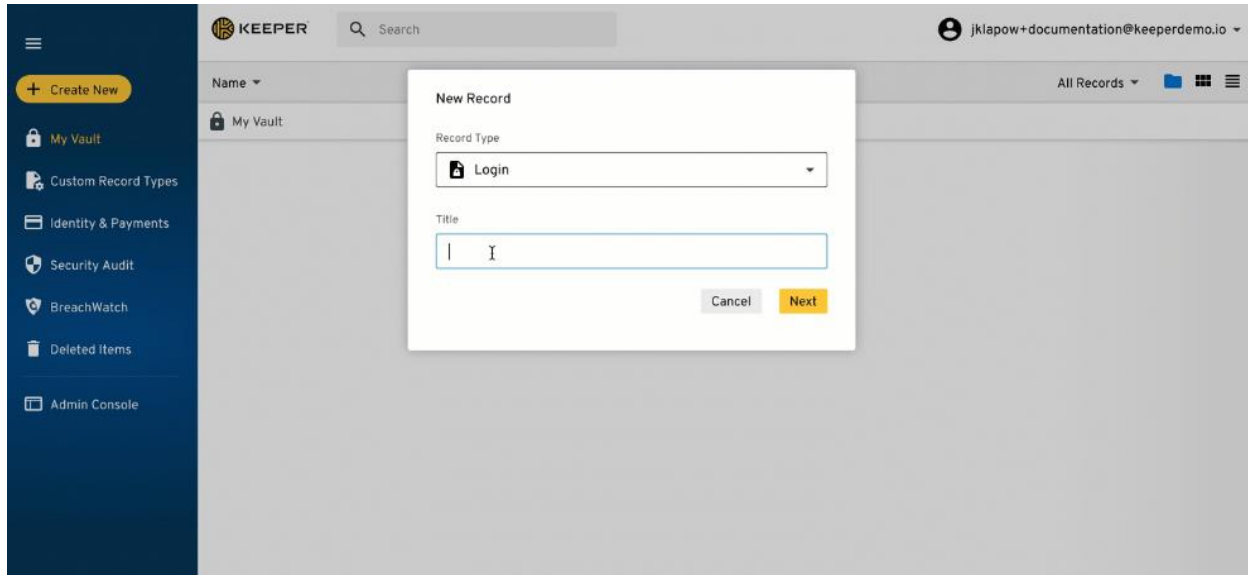
The graphic below will help your orient an end user to know what the various menu options drop downs or buttons do within the Keeper vault web page



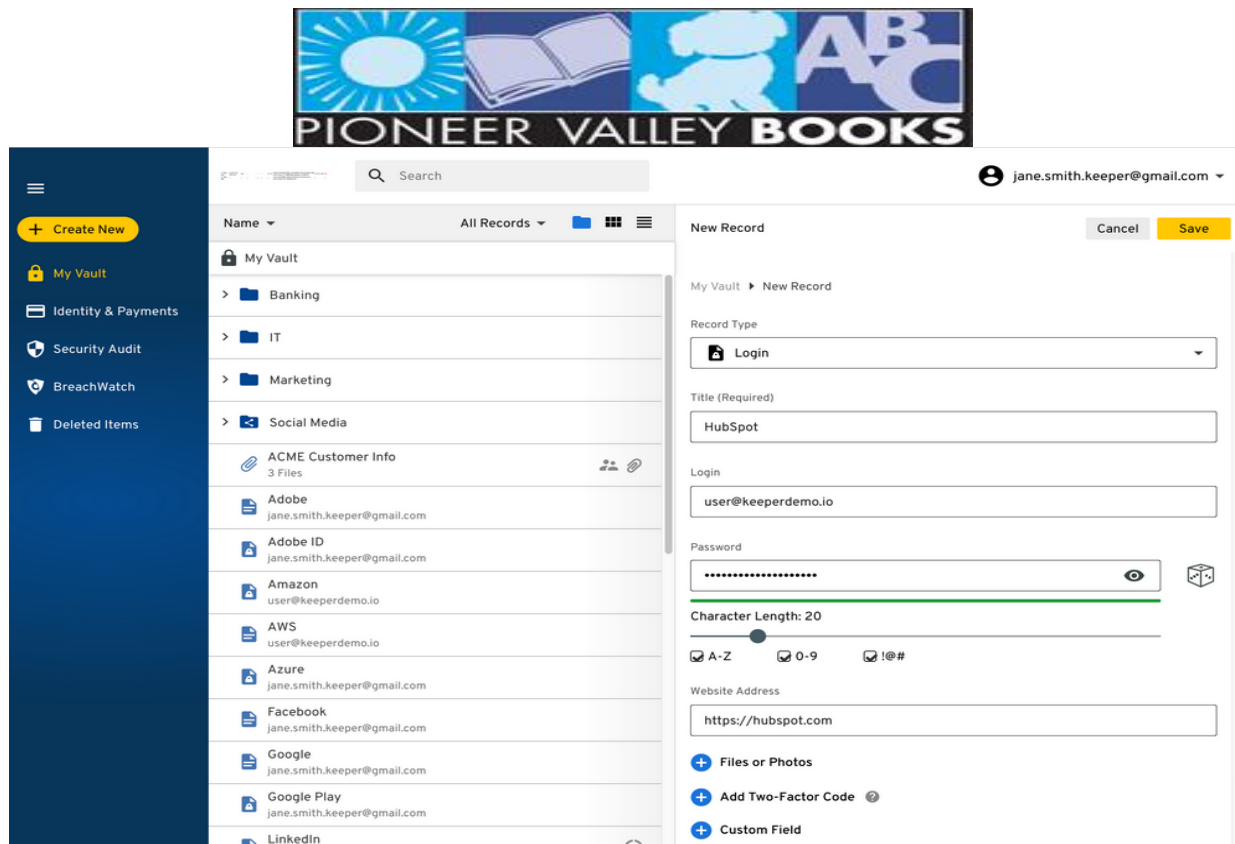


Creating a new password record

To begin, simply click the Create New button to start the process of creating a new record.



- Choose a record type from the drop-down menu
- Name your record
- Enter your email address or username
- Enter your password or tap the dice to randomly generate one
 - The password generator is used for Long, random passwords that are created for each login help protect your information and reduce your exposure to data breaches. Keeper generates and securely stores strong, random passwords for all your sites and apps with the click of the dice. All passwords are recommended to be 15 characters long, contain a number, upper- and lower-case letter, and symbol to meet today's latest security requirements.
- Enter the website address (If applicable)
- Enter a note if for a specific system or reference that makes sense to you as this is your password record to be created (If applicable).
 - If you are making password records in a folder shared amongst your team reference something commonly referred to if adding details into a note.
- Click save to finish

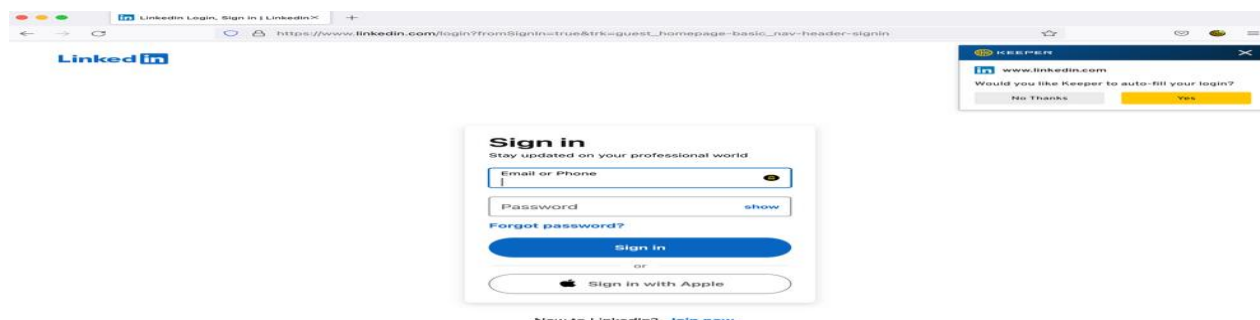


Should you have more questions you can use the video tutorial found here on Keeper's website
Video Tutorial: <https://vimeo.com/585564101>

How to use autofill with Keeperfill

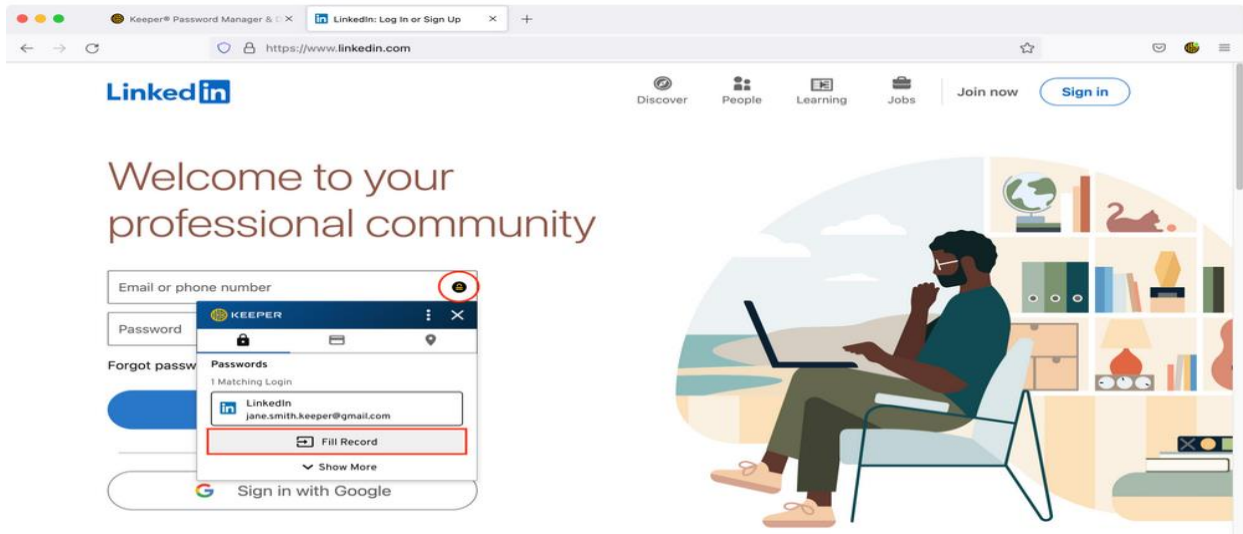
Once downloaded, the KeeperFill browser extension will appear in the upper-right corner of your browser window (for Safari, it will appear left of center). If this is your first-time logging into a site while logged into KeeperFill, you will be asked if you would like to auto-fill your login, click **Yes**.

NOTE: You will be automatically logged into the KeeperFill Browser Extension upon signing into the Keeper Web Vault or you can log in by clicking the Keeper icon located in your browser toolbar and entering your email address and Master Password.





Alternatively, clicking on the Keeper lock in a login field allows you to view, fill or edit the record match (or create a new one). Click **Fill Record** to fill your login credentials or click **Show More** to view/fill individual fields.

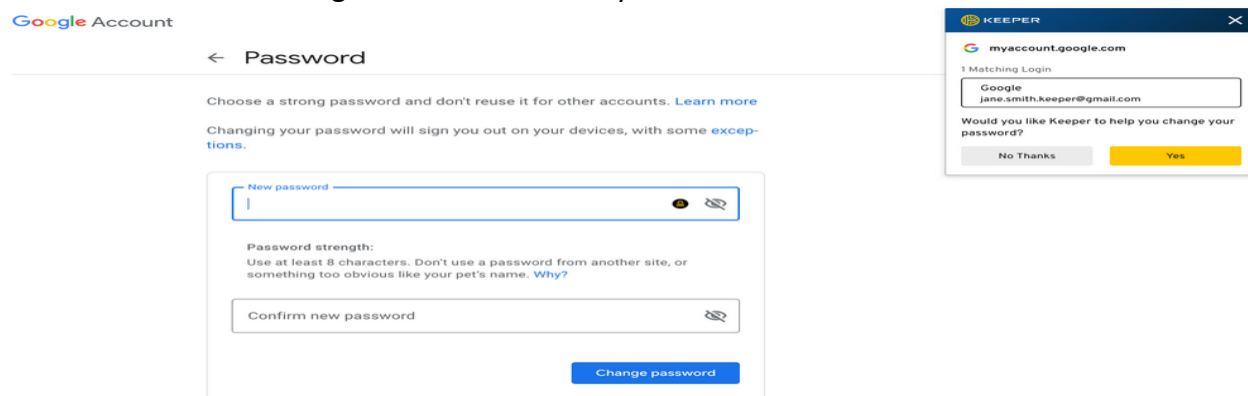


Should you have more questions you can use the video tutorial found here on Keeper's website
Video Tutorial: <https://vimeo.com/585559712>

Changing passwords

KeeperFill makes it easy to change your passwords. When visiting a site's "Change Password" form, you will receive a prompt from Keeper asking if you would like help changing your password. By clicking **Yes** Keeper will walk you through a few quick steps to change your password and simultaneously update the record in your vault. These steps will include a series of prompts detailing the following actions:

- Autofill your old/current password
- Automatically generate and autofill a new secure password
- Confirm the changes and save them to your vault





Should you have more questions you can use the video tutorial found here on Keeper's website
Video Tutorial: <https://vimeo.com/585500112>

Importing passwords

You can either manually enter your existing logins and passwords into your vault or Keeper can import existing passwords directly from your web browser (e.g. Safari, Chrome, Firefox), another password manager, or from a text file (.csv).

To get started click your Account Dropdown Menu (your account email), then click Settings > Import. **Select either to import from a browser installed on your machine or select a csv file to import records into your Keeper Vault. Should you have previously used another password management tool please open an IT ticket if you require assistance exporting your old password records to a csv file. Once the csv file is generated you can simply import the csv file into Keeper and you will need to verify the records imported as expected. It is common to have to fix how the entries were imported into Keeper (no different than any other password management tool) to ensure they are correct and the passwords are hidden as expected.**

Settings

- General
- Security
- KeeperFill
- Accessibility

Other

- Import**
- Export

Passwords directly from web browser
Chrome, Firefox, Safari, IE, Edge and Opera

Import

Import from

Text file (.csv)	Keeper JSON	1Password
Avast	Bitwarden	Dashlane
EnPass	Kaspersky	KeePass
KeePassX	KeePass (.kdbx)	LastPass
MacPass	mSecure	MYKI
Passpack	Passportal	Psono
Password Boss	RoboForm	SplashID
Sticky Password	True Key	ZOHO

Text file (.csv) [View Import Instructions](#) ?

Drop a File Here

Should you have more questions you can use the video tutorial found here on Keeper's website
Video Tutorial: <https://vimeo.com/585566876>



Security Audit

Security Audit gives your passwords an overall security score and lets you clearly see what passwords are weak from a password strength visual (red being the weakest, green being the strongest).

You can edit a record's password by clicking on the record from the provided list (you will still need to update the password at the record's website to match the new password in your Vault).

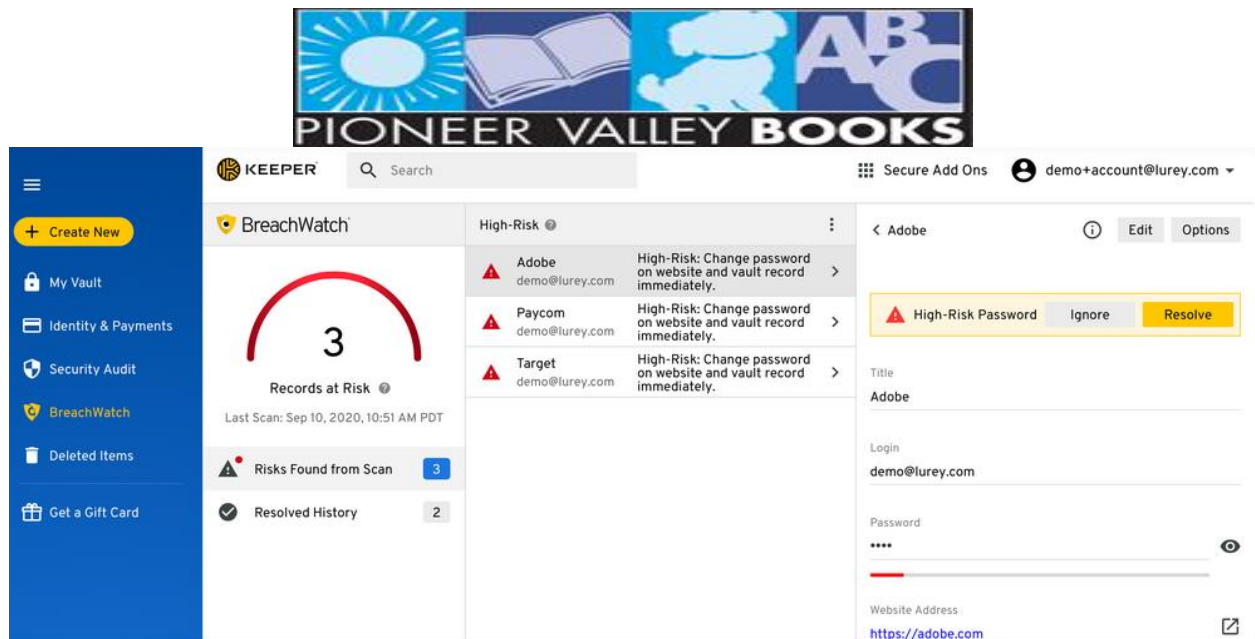
The screenshot shows the Keeper Security Audit interface. On the left is a blue sidebar with navigation options: Create New, My Vault, Identity & Payments, Security Audit (highlighted with a red box), BreachWatch, Deleted Items, and Get a Gift Card. The main area displays a Security Audit summary with a 72% Fair score. Below this is a table of accounts with their password strengths and last change dates.

Name	Password Strength	Last Change
Facebook demo@lurey.com	Weak (Red)	Today
Gmail demo@lurey.com	Weak (Red)	Today
Help Scout demo@lurey.com	Weak (Red)	Today
Adobe demo@lurey.com	Weak (Yellow)	Today
Amazon demo@lurey.com	Strong (Green)	Today
Azure demo@lurey.com	Strong (Green)	Today
Amazon AWS demo@lurey.com	Strong (Green)	Today
Jira demo@lurey.com	Strong (Green)	Today
Salesforce demo@lurey.com	Strong (Green)	Today
Instagram demo@lurey.com	Strong (Green)	Today
ADP demo@lurey.com	Strong (Green)	Today

Breachwatch

BreachWatch is a powerful secure add-on feature that monitors the internet and dark web for breached accounts matching records stored within your Keeper vault. BreachWatch alerts you so that you can take immediate action to protect yourself against hackers.

Once activated, BreachWatch continuously monitors for compromised credentials and notifies you if any of your records are at risk. Clicking each record listed will allow you view the steps needed to resolve each risk. Resolving the risk requires you to change the password at the affected website. Once you have done that, be sure to update the corresponding record in your Keeper Vault with the same password.



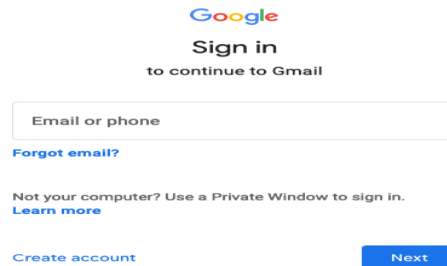
How to use the Keeper desktop app

The Keeper desktop application is installed as it integrates with the plugin for Safari and also will be available for use at the top right hand corner menu of your mac for convenient access to your credentials. Although this application is installed locally on your machine it is important to know it will only enter passwords for websites in the Safari browser and not Chrome or Firefox. Both Chrome and Firefox have separate plugins that can be installed for use. Once logged into the desktop app, all password management is the same as if performing the task in the web page within a browser for things like creating new credentials, copying a password, etc... The use of this application will impact those staff that use Safari as their primary browser. Otherwise, most users will be expected to access their credentials via the web page or Keeper Fill browser plug in. From the Keeper vault login page enter your pvep.com email address

The screenshot shows the Keeper Vault Login page. At the top is the Keeper logo and the text 'Vault Login'. Below this is an 'Email Address' label and a text input field containing 'Email Address'. Under the input field is a checked checkbox labeled 'Remember Email'. A grey 'Next' button is below the checkbox. Further down is a blue link 'Create an Account'. At the bottom, there is a 'Need Help?' dropdown menu, a 'USA' location dropdown menu, and a button labeled 'Enterprise SSO Login'.

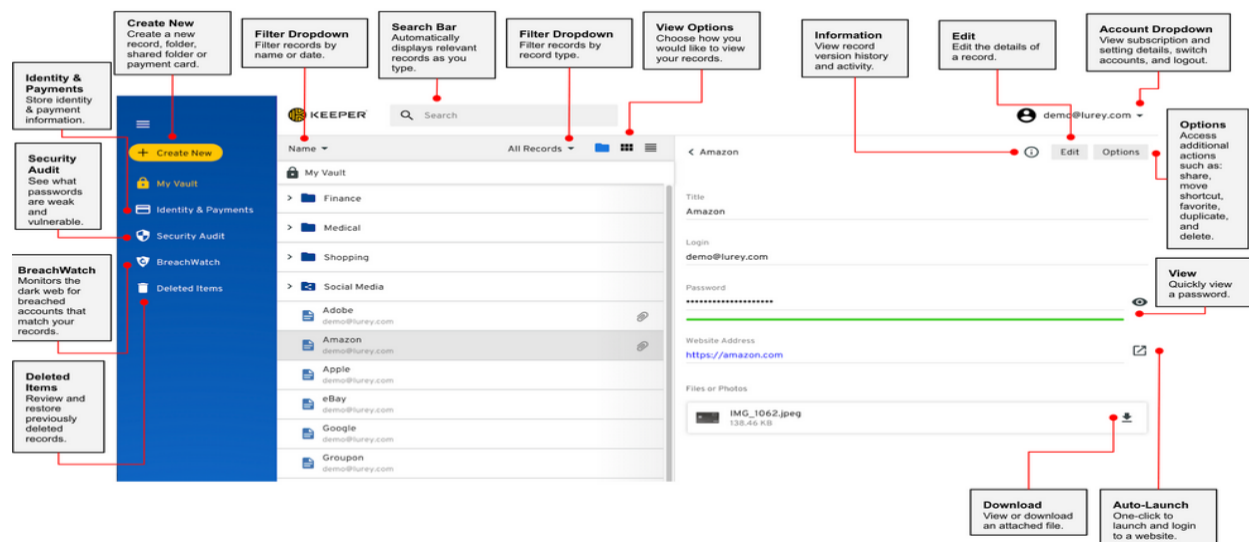


You will be automatically redirected to the Google Workspace sign in page since PVB is setup for single sign on.

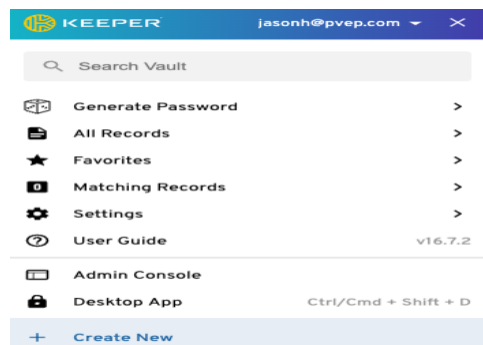


Once you have successfully authenticated to Google Workspace, you are then redirected back to your Keeper vault.

Shown below is the same Keeper vault view in the desktop application



Shown below is the view from the menu bar showing the keeper file similar to the browser plugin for Chrome or Firefox.





Contacting technical support

Should you have any challenges with the use of the Keeper password vault, please follow the standard method of IT support to open a Zendesk ticket.

In some cases of issues where compatibility or unexpected behavior occurs, the IT department may work with you to contact Keeper support directly by clicking the link below and filling out the web form with as many details on the issue being experienced to ensure the Keeper support person is able to assist you quickly.

<https://keepersecurity.com/support.html?t=p>

Shown below is the example of the web form and information required to open a ticket directly with Keeper support when directed by the IT department.

Contact Support

Business **MSP** **Personal**

First Name	Last Name	Email Address
Direct Phone Number	Company/Organization	
Country United States (+1)	Zip/Postal Code	
How Can We Help?		


☐ This is an emergency, outage, or other time-sensitive issue which requires immediate assistance.

By completing this form, you accept Keeper's [Terms of Use](#).

Submit

Forgot Master Password

At the login screen under Need help, select Forgot Master Password



KEEPER Vault Login

Email Address

☒ Remember Email

Next


[Create an Account](#)

Need Help? ▼ USA ▼

[Forgot Master Password](#)
[Get Help](#)

[SO Login](#) ▼

Enter your email address and click next



Forgot Your Master Password


Enter your email address to begin the account recovery process. You may need to check your spam folder or unblock support@keepersecurity.com.

Email Address

Next

[Back to Login](#)

Enter the recovery key sent to your email and click proceed.



Verification

Please enter the recovery verification code sent to your email:
jasonh_ga@pvep.com

Verification Code


[Resend Code](#)

Proceed

[Back to Login](#)



Answer the personalize security question if set and click next.

 **KEEPER**

Password Reset

Answer the Security Question below:


actor

Security Answer

Next

[Back to Login](#)

Update your master password

 **KEEPER**

Password Reset

Please choose a new Master Password

Master Password

Password Strength

Re-Enter Master Password

Save

[Back to Login](#)



Vendor Technical References

Enterprise End-User (SSO)

<https://docs.keeper.io/user-guides/enterprise-end-user-setup-ss0>

End User Guides

<https://docs.keeper.io/user-guides/>

End User Guides (Web Vault)

<https://docs.keeper.io/user-guides/web-vault>

End User Guides (Keeper for Firefox)

<https://docs.keeper.io/user-guides/keeperfill-for-firefox>

End User Guides (Keeper for Safari)

<https://docs.keeper.io/user-guides/keeperfill-for-safari>

End User Guides (Keeper for Chrome)

<https://docs.keeper.io/user-guides/keeperfill-for-chrome-and-brave>