

Get started on the iPad

Set up your account with an invite code, sign in, and choose where you're working.

Managers and Associates use the iPad app to log and deliver packages at a location, such as a building's front desk. You join with an invite code that someone at your organization sends you: an Owner or Admin from the [customer dashboard](#), or a Manager from the iPad app.

Before you begin

- Find your invite email. Its subject is "You've been invited to Supreme Point" and it contains an 8-character code.
- The code expires 7 days after it's sent.

Set up your account

- 1 On the sign-in screen, tap **Have an invite code?**
- 2 On the **Accept Invitation** screen, enter the 8-character code from your email, then tap **Continue**. Letters are converted to capitals for you.
- 3 On the **Set Up Your Account** screen, check the role and location shown at the top.
- 4 Under **Confirm your full name**, correct the spelling if needed. This is the name your team sees.
- 5 Enter a **Password** of at least 8 characters, enter it again under **Confirm Password**, then tap **Continue**.
- 6 On the **Add a Profile Photo** screen, do one of the following:
 - **Take Photo** or **Choose from Library**: add a photo, then tap **Complete Setup**.
 - **Skip for now**: finish without a photo.

The app creates your account and signs you in. If you work at more than one organization or location, it asks you to choose one first. See [Choose your organization and location](#).

Sign in

- 1 On the sign-in screen, enter your **Email** and **Password**.
- 2 Tap **Sign in**.

Note: You can be signed in to the iPad app on one iPad at a time. Signing in on another iPad signs you out of the first one.

Choose your organization and location

An organization is the company you work for. A location is the building or site where you're working today. The app asks you to choose only when you have more than one.

- 1 On the **Select an organization** screen, tap the organization you're working with.
- 2 On the **Select a location** screen, tap the location where you're working today.

The app opens that location. Packages, tenants, and reports all belong to the location you choose. To switch later, go to **Settings** and tap **Switch organization** or **Switch location**. The current one is shown next to the label. These rows appear only if you have more than one organization or location.

Reset a forgotten password

- 1 On the sign-in screen, tap **Forgot password?**
- 2 Enter your email address, then tap **Send reset link**.
The **Check your email** screen opens. If the email doesn't arrive, tap **Resend link**.
- 3 Open the email with the subject "Reset your Supreme Point password" and tap **Reset Password**. The link works for 60 minutes.
- 4 On the page that opens, enter a new **Password** of at least 8 characters, enter it again in **Confirm Password**, then tap **Save Password**.
- 5 Return to the app, tap **Back to sign in**, and sign in with your new password.

Sign out

- 1 Go to **Settings**.

- 2 Tap **Sign out**.

The app returns to the sign-in screen.

Troubleshooting

- **Invite link not found:** the code is mistyped, has already been used, or is more than 7 days old. Check the code in your email, or ask the person who invited you.
- **Invalid credentials:** the email or password is wrong. Tap **Forgot password?** to set a new one.
- **Your account is not activated:** a Manager or Admin has archived your account. Ask them to restore it.
- **Sorry, but we couldn't locate a user with the email address entered. Please Try Again:** on the **Forgot password?** screen, use the email address your invite was sent to.

See also

- Log an incoming package
- Deliver a package
- Manage staff