IOT

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Powering a State that Works

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Keeper Password Manager
End User Guide

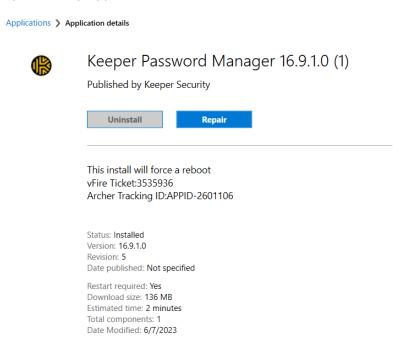Last Updated: 7/5/2023

Contents

A. Introduction

Keeper is a web-based password management solution that provides a secure place to store your passwords. Password managers eliminate the need to write down your passwords on paper—written passwords are vulnerable to being stolen if they are not stored and disposed of in a secure manner.

Please read this full guide if you have never used Keeper before. If you experience an issue that is not addressed in this guide, please submit a ticket to the IOT Help Desk.
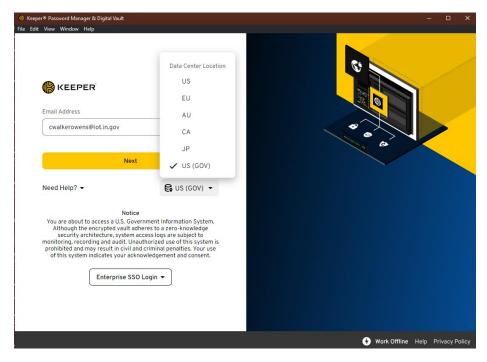
B. Installing the Desktop App

Installing the desktop app will prompt you to restart your computer. Please make sure to save any work before doing so.

1. To install the Keeper Desktop App, find the download in Software Center. Then click Install.
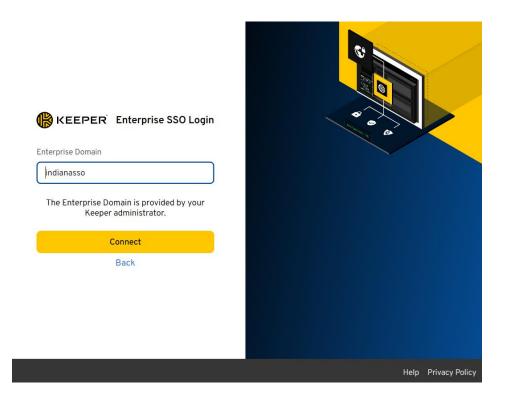

2. Open the application. You may see one of the two following Login screens:

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If you see your email address displayed, verify that the US (GOV) data center is selected and click "Next". *(If the US data center is selected, you will be unable to login. Make sure the GOV option is selected.)*
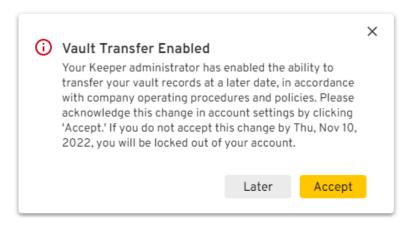

If you see the Enterprise SSO Login screen, enter "indianasso" as the domain and click "Connect". If you receive an error, you may need to click "Back" and select the US (GOV) data center as demonstrated above.

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Vault Transfer

1. Upon your first login, you will need to accept the Vault Transfer Enabled message. This message is notifying you that your Keeper administrator has enabled the ability to transfer the contents of your vault to another account. Vault transferring allows your administrator to recover your vault if you lose access to your account. You must accept this notice, or your account will be locked after the date specified in the message.
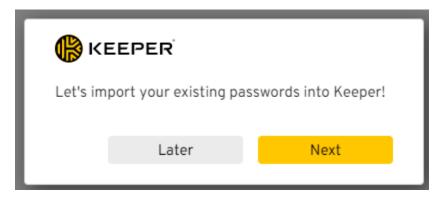

The date in this message may be different from what you will see upon logging in.

Vault Transferring: An IOT Keeper Admin can transfer your vault in the event that your account becomes disabled (for example, if you leave state employment or transfer to a different agency).
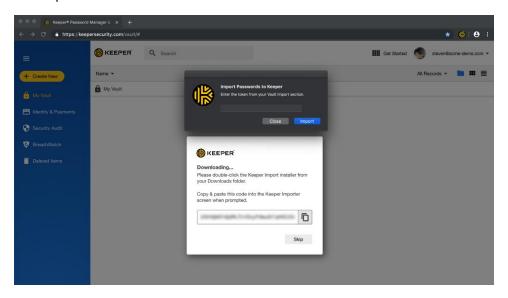
This is a last resort measure and users should take care that they properly share and/or retain any needed passwords prior to your account becoming disabled.

Accounts that have been disabled for 6 months will be deleted and passwords stored in it will be unrecoverable.
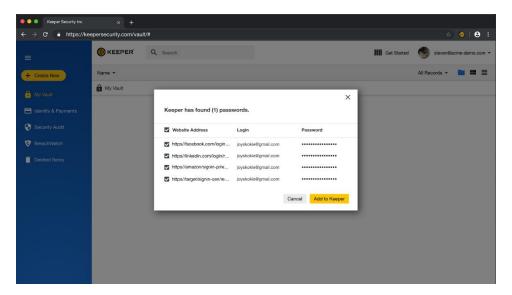
2. After accepting the vault transfer notice, you will be prompted to import your passwords into Keeper. The import tool will scan your device and installed web browsers for saved passwords and add them into your Keeper vault. Click Next and follow the instructions to install the Keeper Import Tool or click Later if you would like to skip this step.
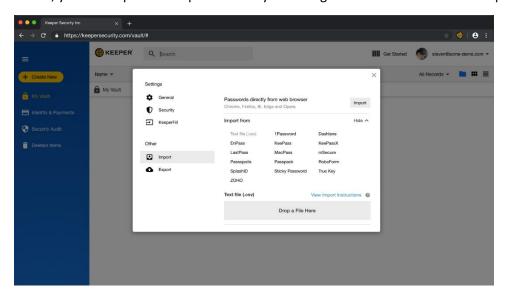

3. After installing the import tool, you'll be asked to copy-paste a **code or "token"** from the Vault into the import tool.

4. Once the import tool finds all the passwords on your device, you will be presented with a screen to finish the import process.

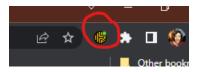Indiana Office of Technology
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5. If you are using an existing password manager, or if your passwords are stored in a spreadsheet or text file, you can import those passwords by following the instructions on the setup screen.

6. After the import is complete, you are taken to your Keeper Vault.

C. Logging into the Web Vault

In addition to the desktop app, Keeper is also available from the web at the following URL:
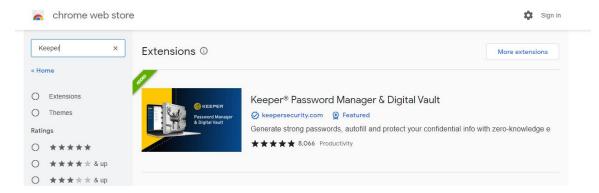https://govcloud.keepersecurity.us/vault/

The web version of Keeper has a companion browser extension called KeeperFill, which allows you to access your vault from an icon in your browser (see above screenshot) and also allows you to autofill

your passwords directly into websites. Follow the KeeperFill installation instructions for your preferred browser below.
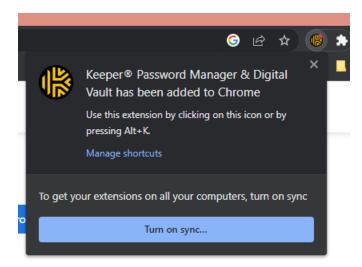
KeeperFill for Chrome

1. To install and use KeeperFill for Chrome, you will need to install two extensions: the Keeper extension and the Windows Accounts extension. Open a Chrome web browser and go to the [Chrome Web Store](#), then search for "Keeper". *(Make sure you open the link in Chrome and not Edge, or else the extensions will display as "Blocked by Admin".)*
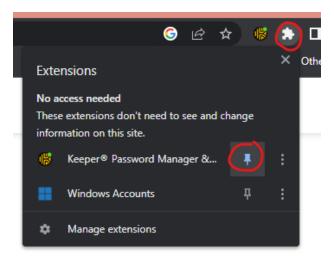

2. Click on Keeper Password Manager & Digital Vault, then Add to Chrome. You will see another prompt to click Add Extension.
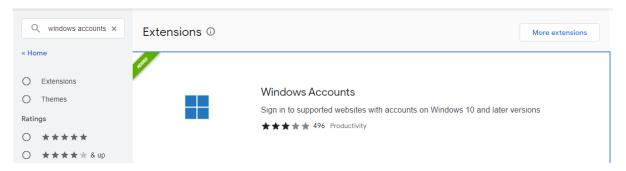

3. Once the extension has been successfully installed, the Keeper icon will appear next to your address bar.
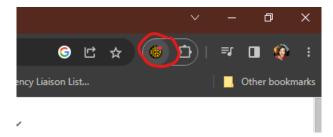

4. If you do not see the extension next to your address bar, click the puzzle piece icon and make sure Keeper has been pinned.

5. The next extension you will need to install is Windows Accounts. Search "Windows Accounts" in the Chrome web store and add the extension using the same steps.
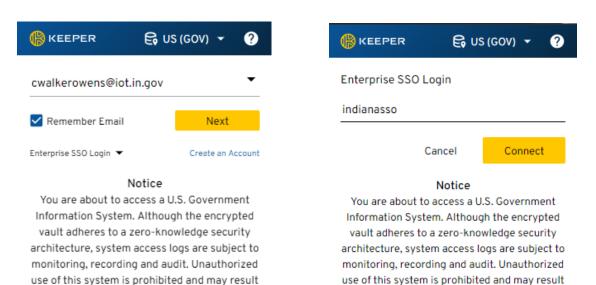

6. Once both extensions have been added to Chrome, click on the Keeper icon at the top right of the browser window and Login.

7. You may see one of the two following screenshots.

Make sure that the "US (GOV)" data center is displayed in the blue bar at the top. If you only see "US", click on the drop-down menu and change it to the correct data center.

If the email address field is displayed, make sure your State of Indiana email address is typed in the field and click "Next" to login. If you see the Enterprise SSO Login screen, enter the "indianasso" domain and click "Connect".
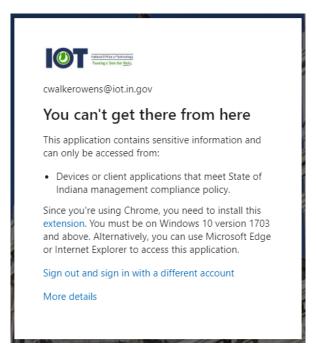
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8. If you receive the following error upon attempting to login, this means the Windows Accounts extension from step 5 was not installed. Please go back and install the extension, then try logging in again.
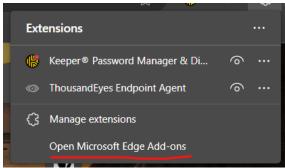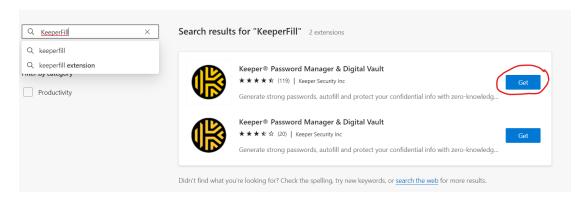

KeeperFill for Edge

1. To install KeeperFill on Edge, navigate to the Edge Extensions store by clicking the ellipsis at the top right corner, click "Extensions", then "Open Microsoft Edge Add-ons".
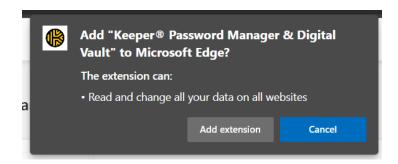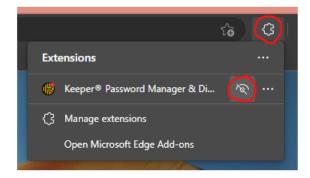
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2. Search the store for "KeeperFill". Both results below are correct.

3. Click Add Extension:

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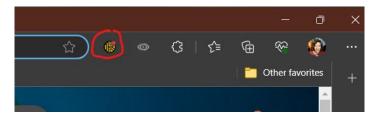
4. The Keeper icon will appear at the top of your browser next to the address bar. If you do not see the icon, click on the puzzle piece icon and select the Show in Toolbar option.
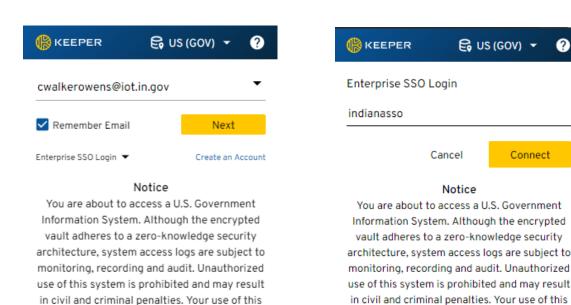

5. Click on the Keeper icon in your browser and Login.

6. You may see one of the two following screenshots.

> Make sure that the "US (GOV)" data center is displayed in the blue bar at the top. If you only see "US", click on the drop-down menu and change it to the correct data center.

> If the email address field is displayed, make sure your State of Indiana email address is typed in the field and click "Next" to login. If you see the Enterprise SSO Login screen, enter the "indianasso" domain and click "Connect".
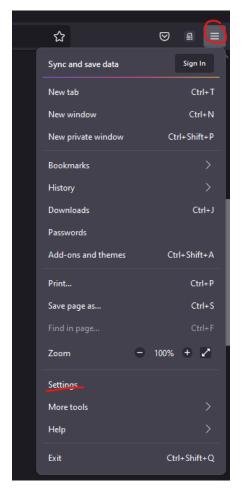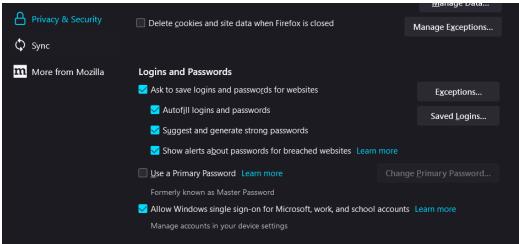
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KeeperFill for Firefox

1. To use KeeperFill on Firefox, you will need to enable the "Allow Windows single sign-on for Microsoft, work, and school accounts" setting. This setting can be accessed under Settings > Privacy & Security > Logins and Passwords.
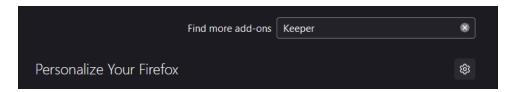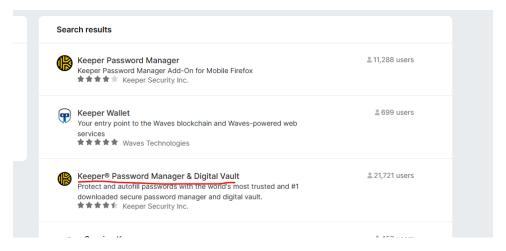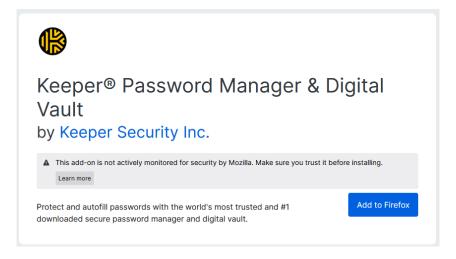
2. To install the KeeperFill extension, select Add-ons and Themes from the same menu that Settings are accessed from. Search for Keeper in the search bar.
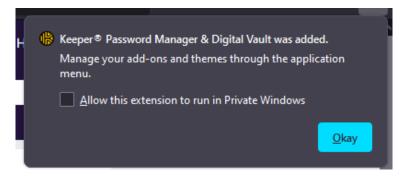
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3. Select Keeper Password Manager & Digital Vault.

4. Click Add to Firefox, then Add.

5. Select Okay. Do not check the option for Private Windows.

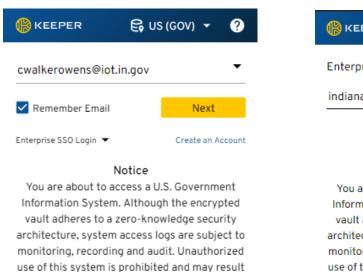Indiana Office of Technology
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6. Click on the Keeper icon in your browser and Login.

7. You may see one of the two following screenshots.

Make sure that the "US (GOV)" data center is displayed in the blue bar at the top. If you only see "US", click on the drop-down menu and change it to the correct data center.

If the email address field is displayed, make sure your State of Indiana email address is typed in the field and click "Next" to login. If you see the Enterprise SSO Login screen, enter the "indianasso" domain and click "Connect".

D. Creating a Record

The data entries that you store in your vault are called Records.

1. To create a new record, click Create New > Record.

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2. Select the Record Type and create a name for the Record.

3. Click Next and fill out the username and password fields. You can also save the web address of the site in your Record as well. Click the Save button at the top to save your changes.

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4. Upon entering your password in the Record, Keeper will "score" the password's strength. If the password is weak, you may want to create a more complex one. Keeper allows you to generate random strong passwords by clicking the dice icon.

E. Changing a Password

Please note that Keeper is only a storage vault for your passwords. Keeper cannot perform password resets for you. If you need to change your password for a website or system, you will still need to login to that system and perform a password reset as you normally would. After resetting your password, you will need to update the password stored in your Keeper vault with the new password.

Using KeeperFill

1. Open a web browser and navigate to the website you want to change the password for.
2. Once on the site, locate the change password page. You will see a prompt from Keeper:

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3. Click Yes. Keeper will then help you reset your password while simultaneously updating the password stored in your vault.
4. If you do not receive the above prompt, click on the keeper lock button.

5. Click on the ⋮ icon and then Change Password.

6. You will be instructed to click on the lock icon next to any Old or Current Password fields on the webpage to fill your current password. Then click Next in the Keeper prompt.

7. Then, Keeper will generate a new password for you, and you will be instructed to click the lock icon next to any New Password fields to fill the new password.

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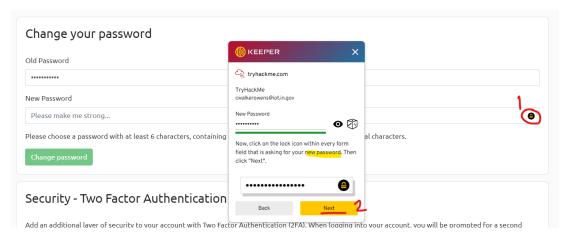8. If you do NOT want Keeper to generate a randomized password during the previous step, you can manually enter a new password by clicking the eye icon and replacing the randomized password with the password of your choice.

9. Once done, Keeper will allow you to review your old and new password to make sure they are correct. If so, click Save.

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10. Do NOT perform the password update on the website until you see the following notification confirming that Keeper has saved the password change. After receiving the notification, you can submit the password reset on the website.

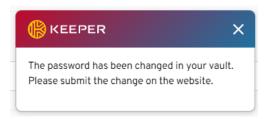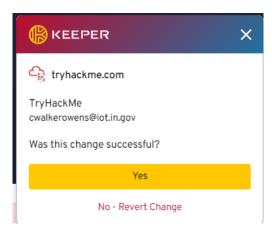11. The Keeper prompt will ask if this save was successful. If it was, click Yes. If not, click No - Revert Change and try again.

For a video walkthrough of this process click here.

Changing Your Password Manually

1. Open a web browser and navigate to the website you want to change the password for.
2. Once on the site, locate the change password page. Follow the procedures to update your password. Make sure to copy or remember your new password.
3. In a new browser tab, navigate to your Keeper vault and locate the record that corresponds with the site.
4. Click on the record and click Edit.

5. Scroll down to the password section and paste/retype your new password there.

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6. Click Save.

7. You will receive a small notification in the bottom right corner that your record was saved.

Domain Credentials

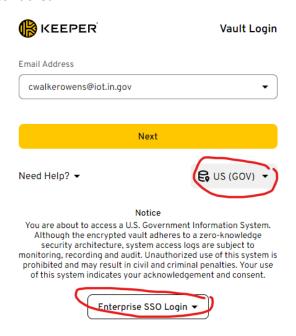You may want to store your State of Indiana login info in your password vault. It is NOT recommended to use the Keeper generate password feature when resetting your State password. You will still need to know and be able to type your password manually when you sign into your work computer. Keeper is unable to autofill passwords on the Windows login screen.

It is recommended to manually create a password in accordance with the IRUA when resetting your State password.

F. Cautions

Common Login Issues

If you experience issues while attempting to login, please verify that you have selected the US (GOV) data center and the Enterprise SSO Login method. If you still cannot access your account, please submit a help desk ticket.

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Agency Transferring

Your Keeper vault is tied to your state account. If you transfer your employment to a different agency, you will receive a new vault along with your new email address. The new vault will not retain any of your stored records. If you have stored any personal passwords that you need to continue using, you will need to add those to your new vault.
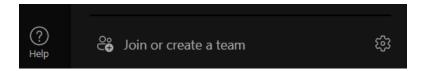
Technical Issues

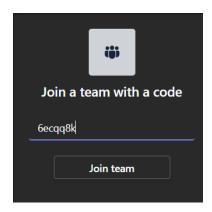For technical issues, please submit a ticket to the IOT Help Desk.

Further Updates

The **IOT Keeper Notifications** teams channel is available to all State of Indiana Keeper users. This team will have the most up to date information on bugs, software updates and documentation updates. Join the team to receive updates.

To join a Team, open your Microsoft Teams desktop app and click "Join or create a team" at the bottom of the window.

Enter the team code in the following prompt and click "Join team": 6ecqq8k

If the above code does not work, please email **#IOT Keeper Admins** for an updated code.

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G. Version History

Author	Modification	Date
Cheri Walker-Owens	Document version 1 published.	4/24/2023
Cheri Walker-Owens	Updated instructions.	6/13/2023
Cheri Walker-Owens	Clarified browser extension instructions.	7/5/2023

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