Indiana Office of Technology
Powering a State that Works

Keeper Password Manager End User Guide

Last Updated: 12/3/2025

Contents

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.

Important Note

Keeper accounts are automatically created for all state employees. Please do NOT go to keepersecurity.com and purchase an account or register for a free trial. You do not need to perform any kind of enrollment to access your account. See the following section for how to login to your State of Indiana Keeper account.

Installation Instructions

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 browser extension companion, which allows you autofill your passwords directly into websites. Follow the installation instructions for your preferred browser below.

Keeper Extension for Chrome

Keeper for Chrome is available on the Chrome Web Store here: Keeper® Password Manager & Digital Vault - Chrome Web Store

This extension will also require the Microsoft Single Sign On extension in order to work with the State's device based conditional access policy within Microsoft Entra ID. Microsoft Single Sign On is available here: Microsoft Single Sign On - Chrome Web Store

The Chrome web store may be blocked for standard users. To get the Keeper Chrome extension, please submit a help desk ticket requesting the installation.

Once the extension has been installed, please go to page 9 and follow the instructions for logging in.

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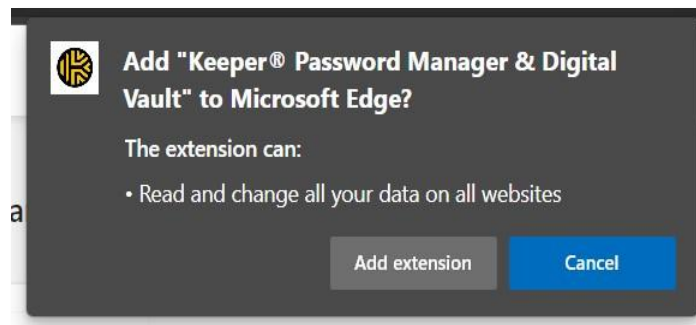Security

Keeper Extension for Edge

1. To install Keeper 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".
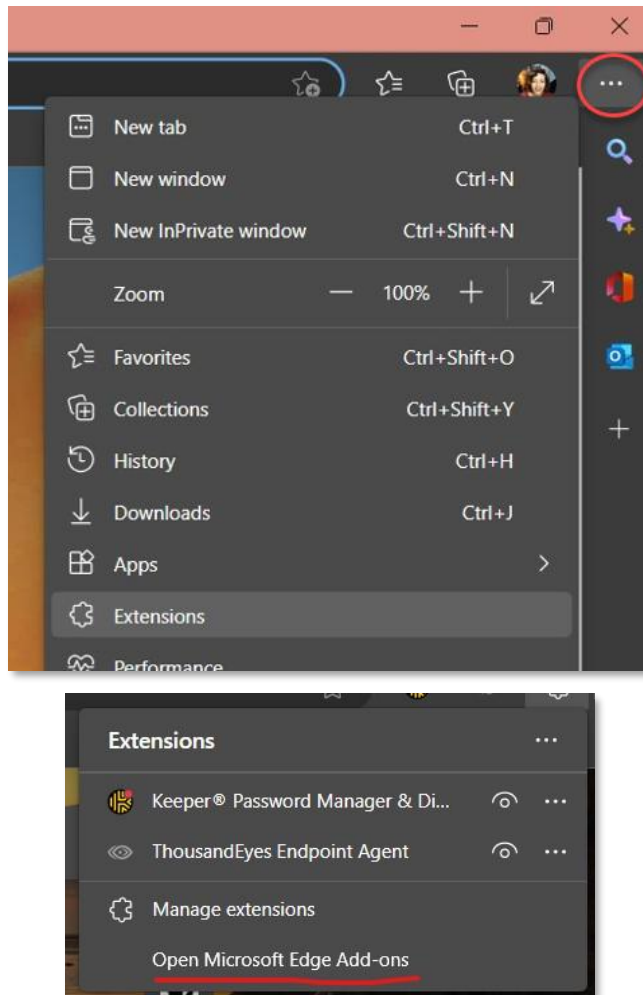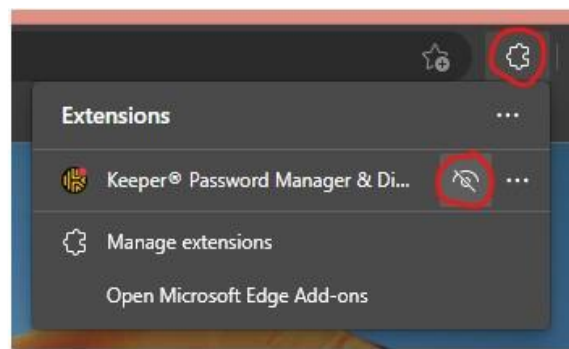

2. Search the store for "Keeper".
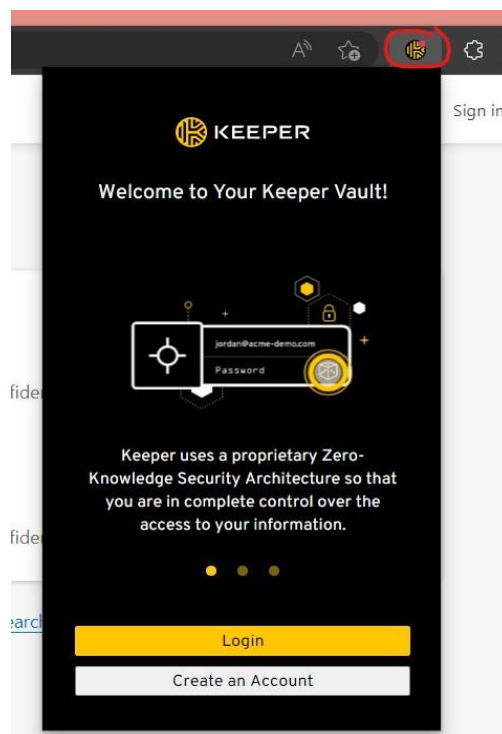
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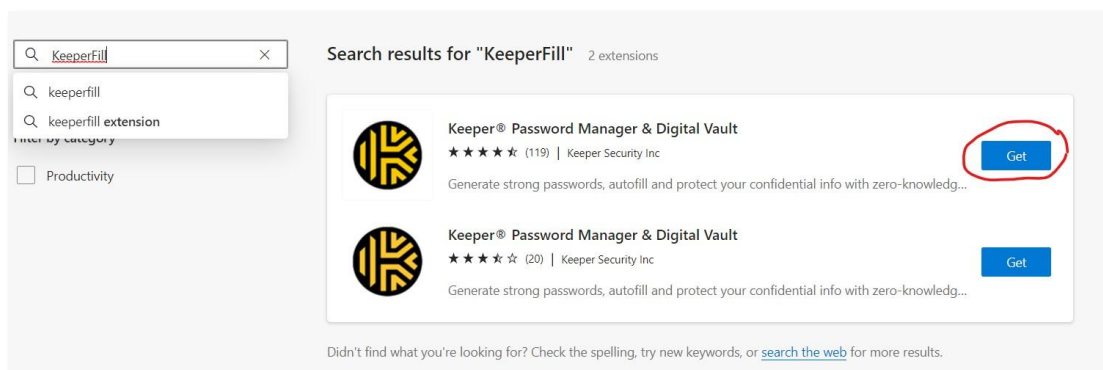
3. On the pop-up prompt, click Add extension.

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.
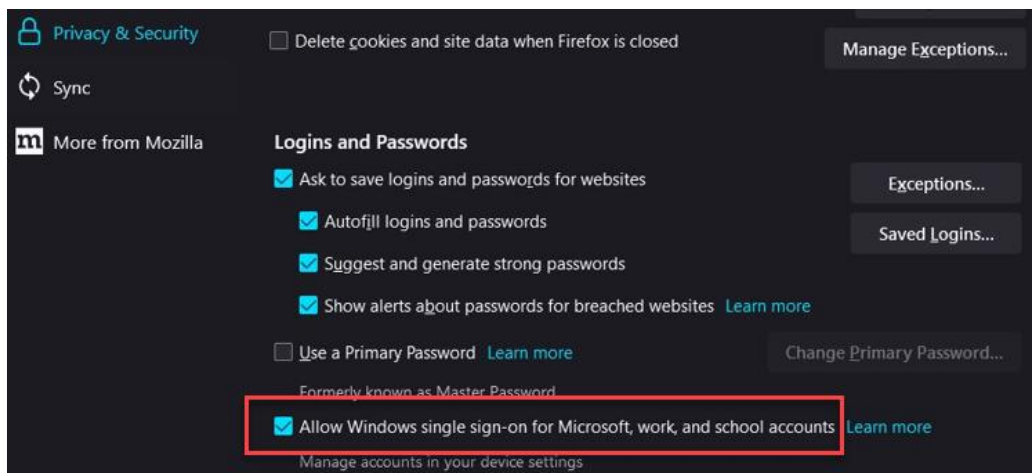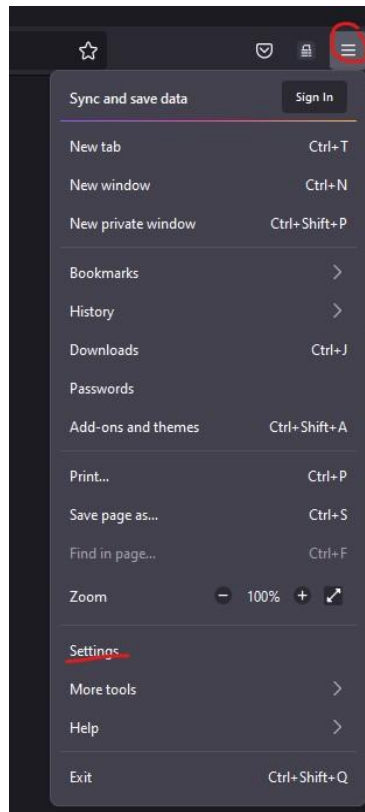

5. Select Login, then go to page 9 and follow the instructions for logging in.

Keeper Extension for Firefox

1. To use Keeper 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**.
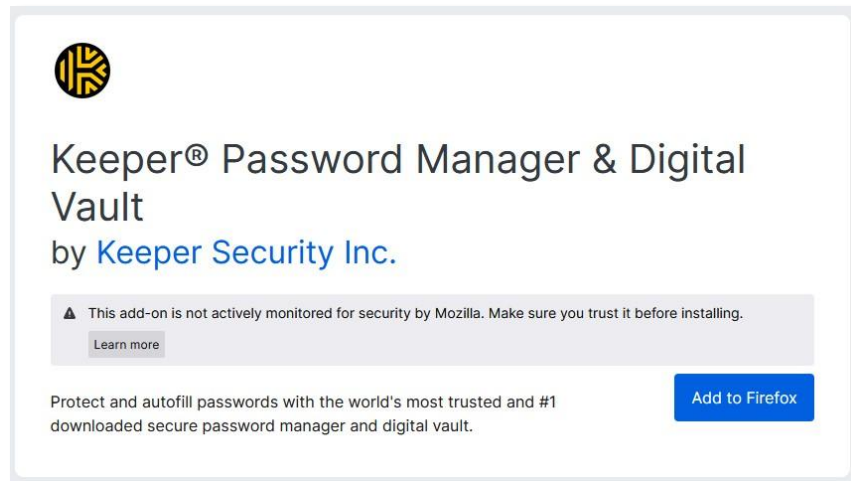
2. To install the Keeper extension, select **Add-ons and Themes** from the same menu that **Settings** are accessed from. Search for Keeper in the search bar.
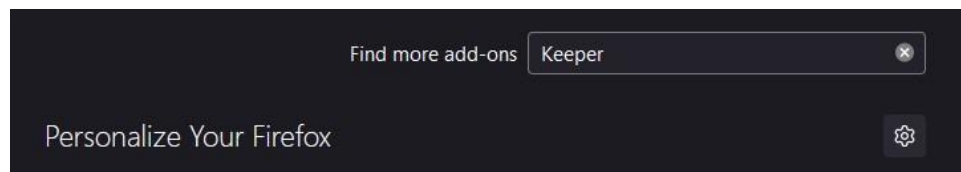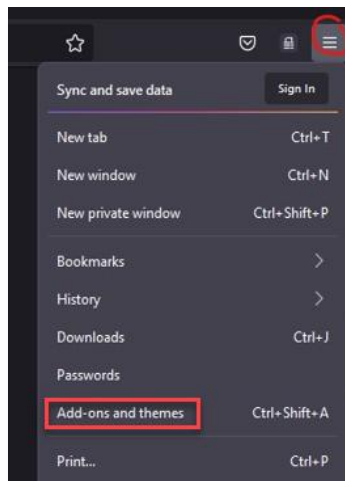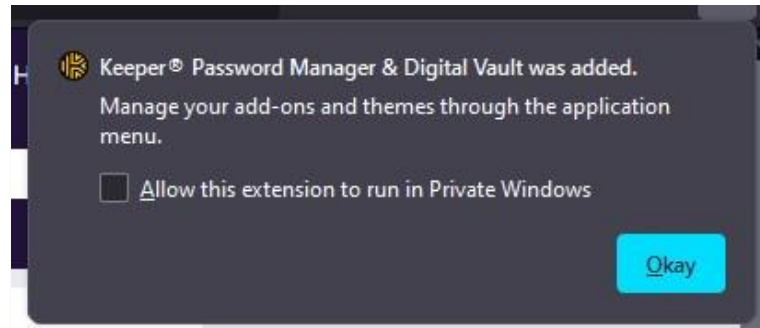

3. Select Keeper Password Manager & Digital Vault.

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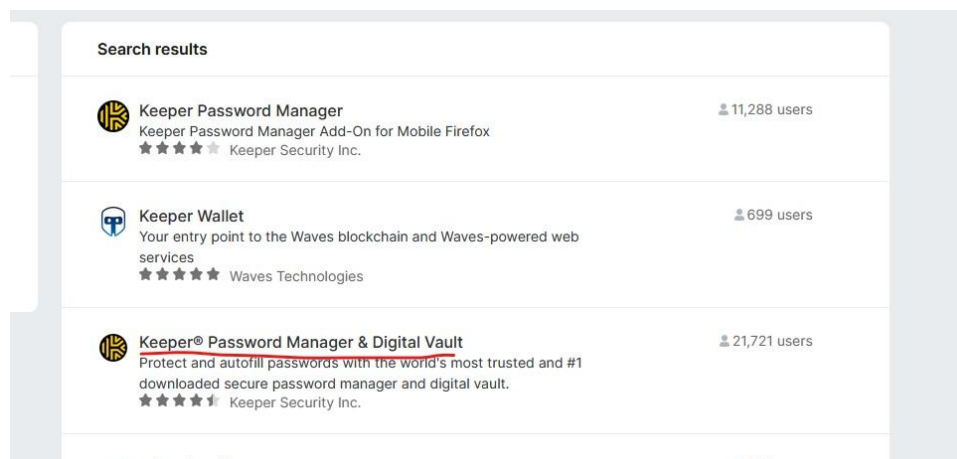
4. Click Add to Firefox, then Add.

5. Select **Okay**. <u>Do not</u> check the option for Private Windows.


1. Go to page 9 and follow the instructions for logging in.

## Installing the Desktop App

⚠️ **Installing or updating the desktop app may prompt you to restart your computer! Please make sure to save any important work before doing so.**

1. To install the Keeper Desktop App, open Software Center. You can find it by searching for it in your search bar.

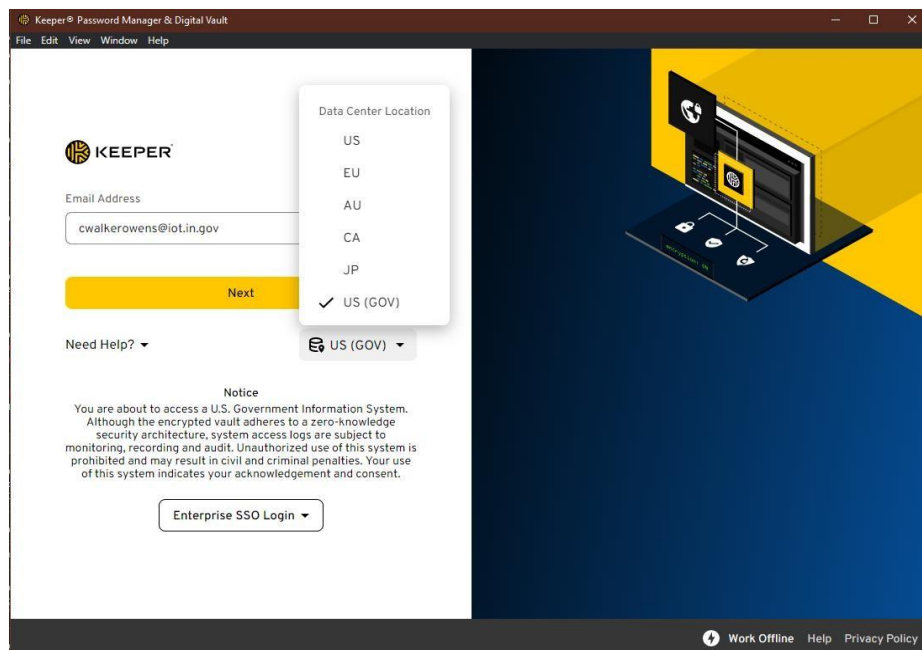Indiana Office of Technology IOT
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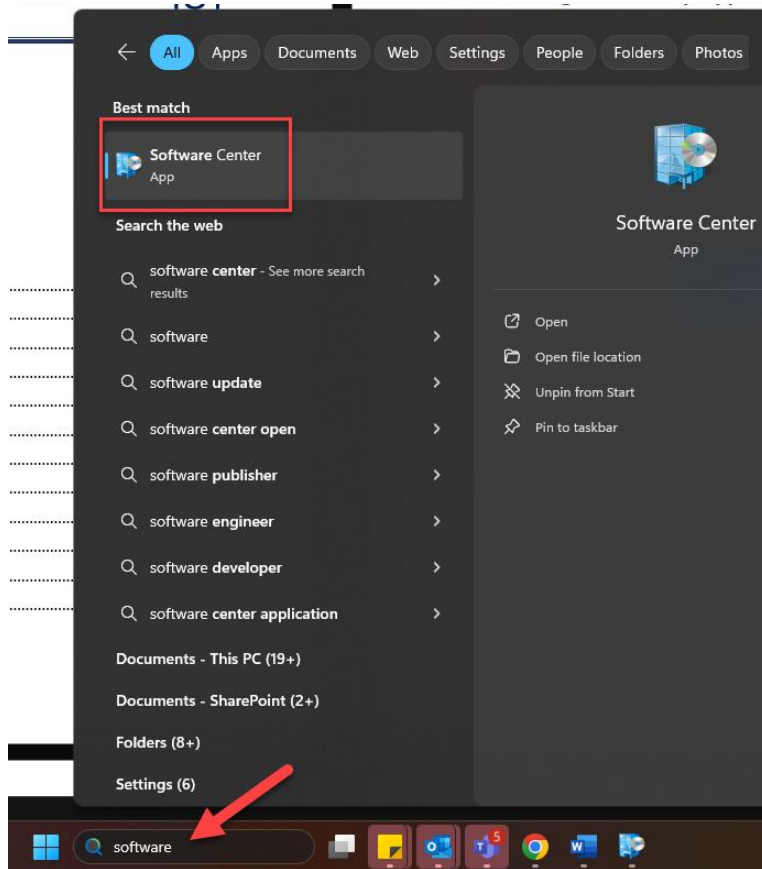
2. In Software Center, search for Keeper and click Install.
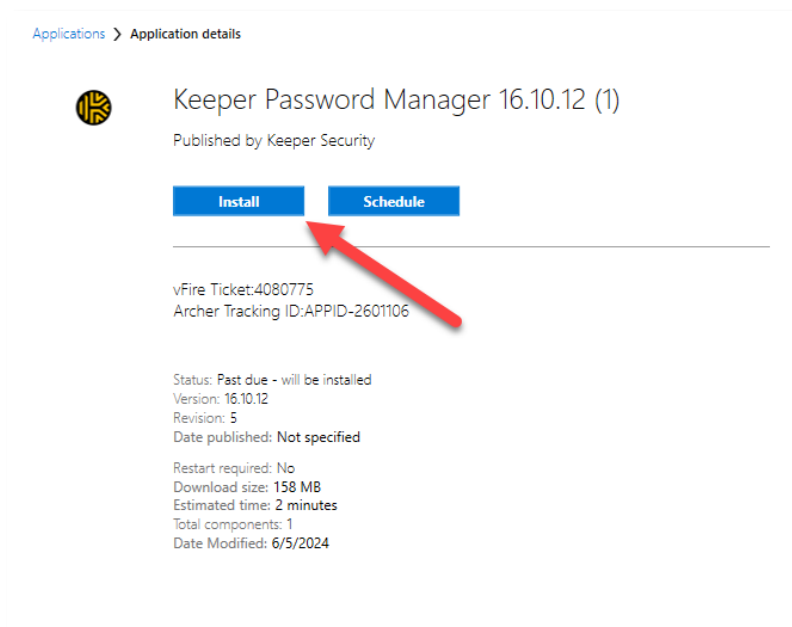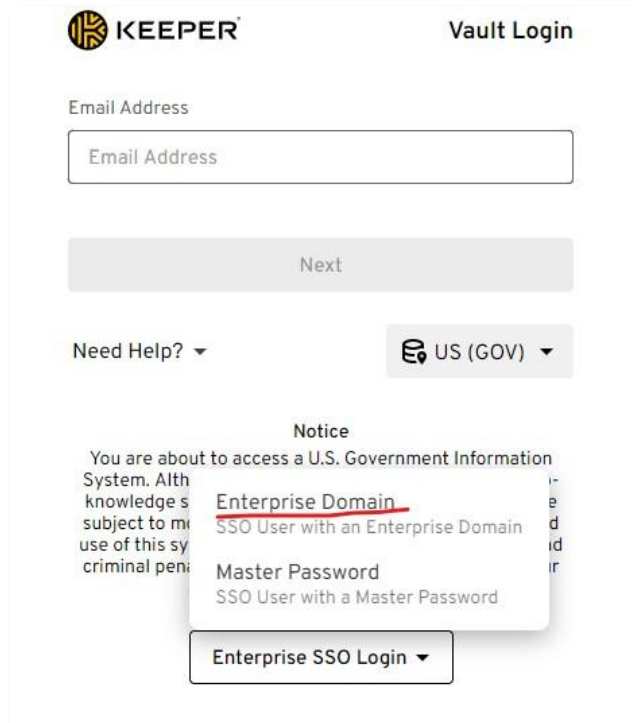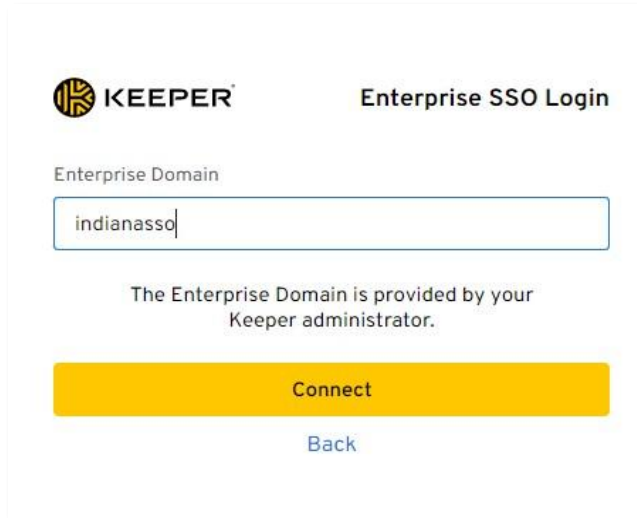
3. Once installed, open the Keeper application and click Login. At the Login screen, make sure the "US (GOV)" data center is selected. **Make sure that the US (GOV) data center is selected! The US option will not work.**


4. Then, click on the "Enterprise SSO Login" button and select "Enterprise Domain".

5. Enter the domain name "indianasso", then click "Connect". After your first login, you should be able to complete subsequent logins using your state email address.


6. 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.
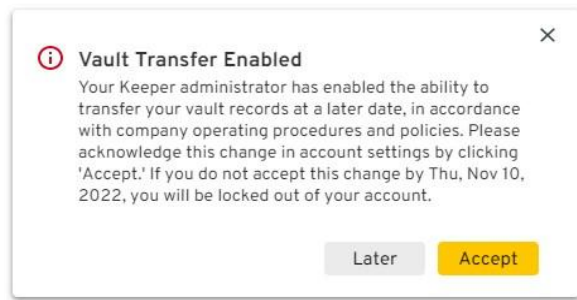
The date in this message may be different from what you will see upon logging in.

7. 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.

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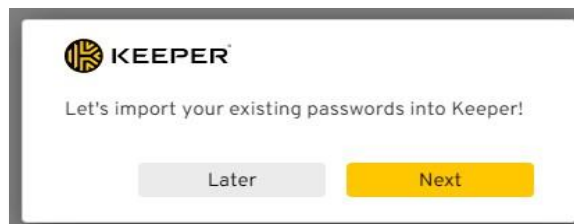
8. After installing the import tool, you'll be asked to copy-paste a **code or "token"** from the Vault into the import tool.
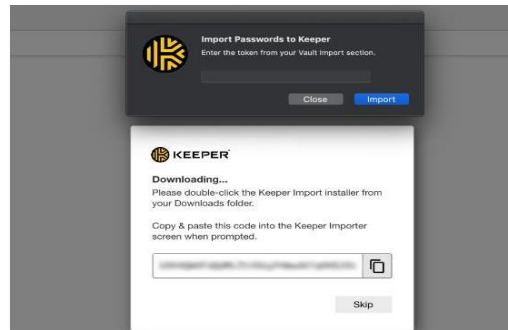
9. Once the import tool finds all the passwords on your device, you will be prompted to add them to your vault. Click Add to Keeper.
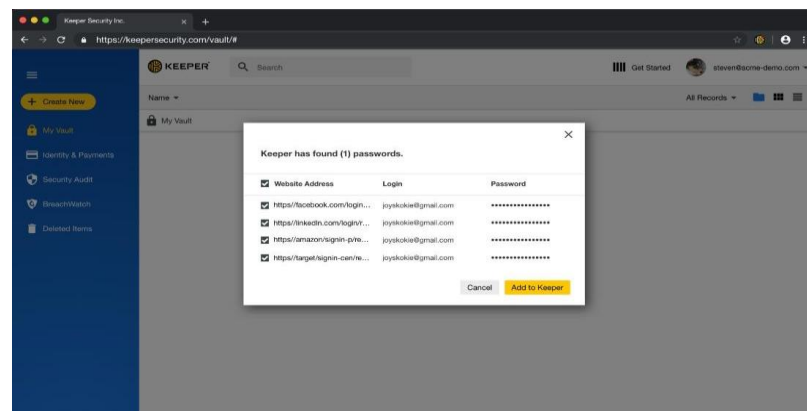
If you are using an existing password manager, you also have the option to import from another password manager in the Settings menu.
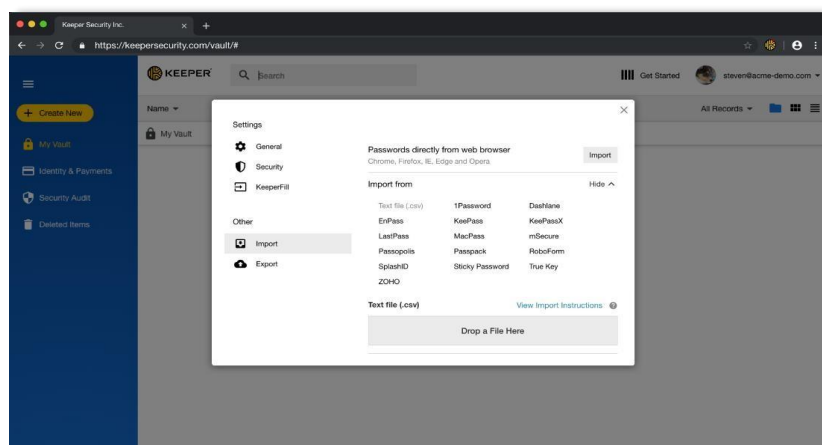
10. After the import is complete, you can begin using your Keeper Vault.

The Keeper desktop app will be periodically updated. Make sure to occasionally check Software Center for updates. Remember to save your work before doing so as you will likely be asked to restart your machine.

Keeper for Mobile Devices

You can use the mobile app version of Keeper to access your State vault on any mobile device that is registered with Ivanti. For more information on registering a device with Ivanti, click here: https://www.in.gov/iot/products/mobile-device-management-mobileiron/

On your registered mobile device, go to the Ivanti app and tap the **Apps@Work** tab at the bottom of the screen. Find Keeper in the apps list and install it. Login to Keeper the same way you would login to the desktop app and web version. If you are using an iPhone, you can use FaceID to authenticate as well.
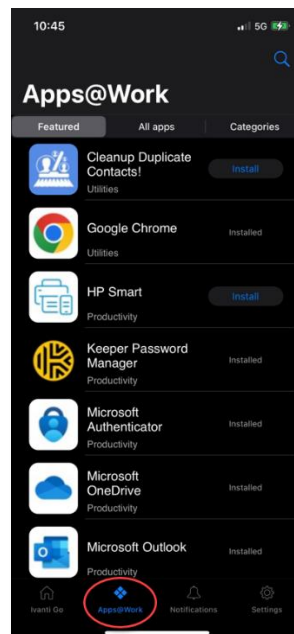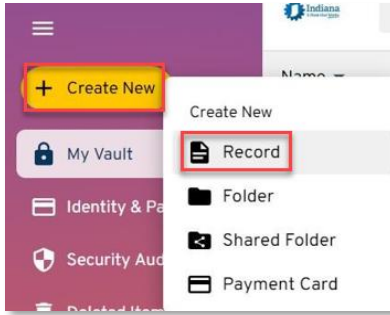

Creating a Record

The passwords and other 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.

4. Upon entering your password in the record, Keeper will assess the password's strength. If the password is weak, you may want to create a more complex one. You can do this manually by typing in a different password or using the password generator. When using the generator, you can select the length and whether you want capital letters, numbers, or special characters included in your password.

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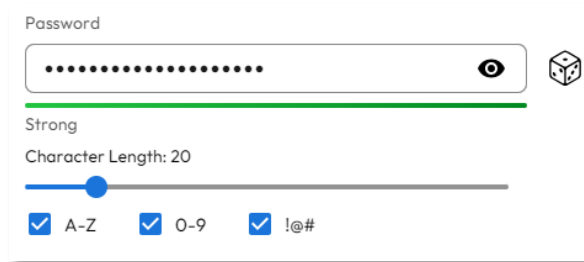
Remember that changing a password in Keeper does NOT change it on the website/application. You will still need to reset your password on your website/application. Think of Keeper as a digital notebook. It does not directly interact with websites and applications outside of auto filling username and password fields.

Changing a Password

When you need to change a password for a website, Keeper can help you or you can do it yourself.

Using the Keeper Browser Extension

1. Open a web browser, make sure you are logged into the Keeper extension, and navigate to the website that you want to change the password.

2. Once on the site, locate the change password page. You will see a prompt from Keeper:
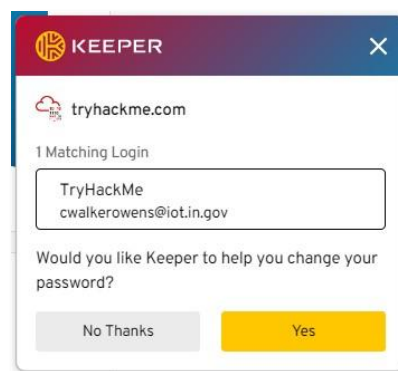

3. Click Yes. Keeper will then help you reset your password while simultaneously updating the password stored in your vault.

4. If you do not receive the above prompt, click on the keeper lock button in the current password field.

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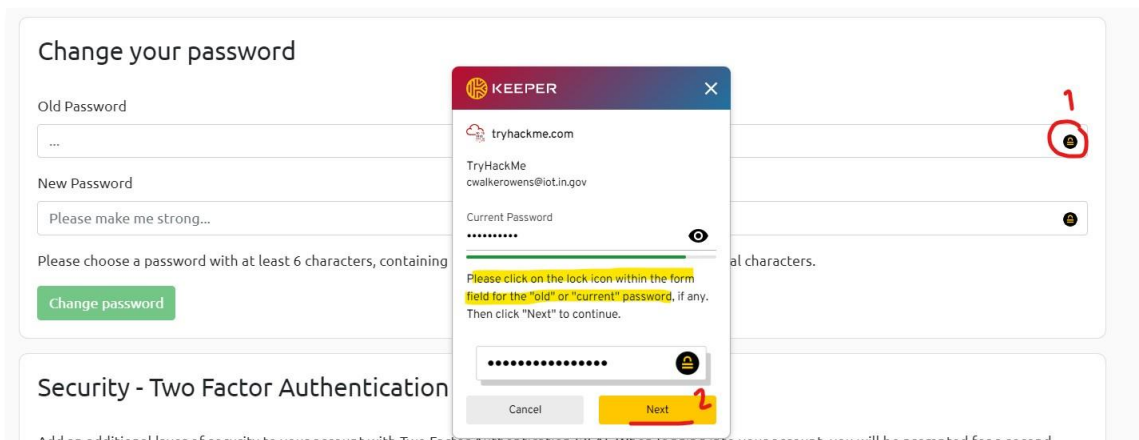
7. Then, Keeper will generate a new password for you, and you will be instructed to click the lock icon next to any New Password fields to fill the new password.

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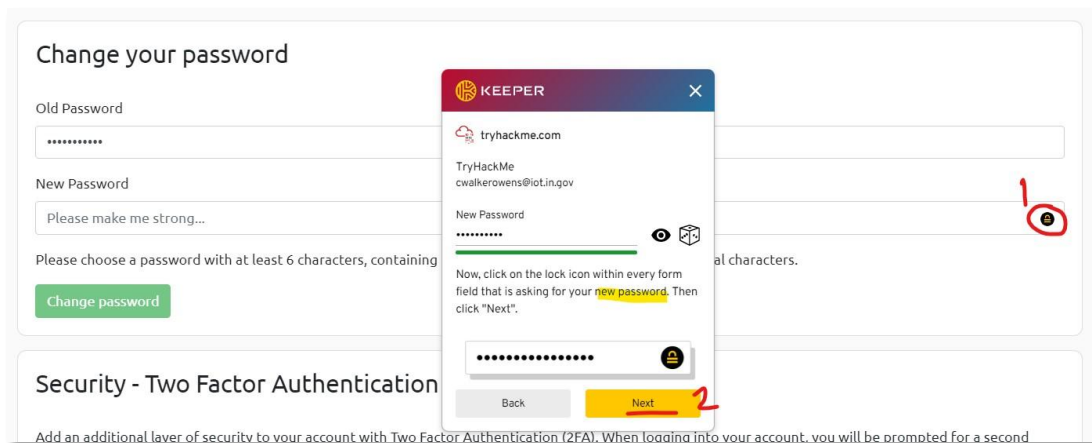
8. If you do NOT want Keeper to generate a randomized password during the previous step, you can manually enter a new password by clicking the eye icon and replacing the randomized password with the password of your choice.

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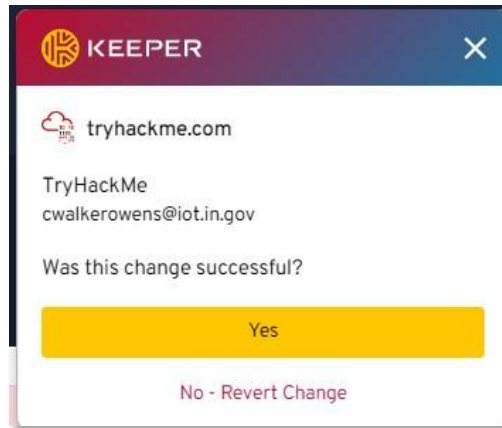

10. After saving, you should see a notification that Keeper has updated your password in the vault and that it is ready for you to submit the password change on the website.

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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 either the desktop version or web version of Keeper Password Manager and locate the record for the password you want to change.

2. Navigate to the website where you want to change the password and locate the password reset page. Perform the password reset and make sure to copy or remember your new password.

3. Click on the record and click Edit.

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

5. Click Save.

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

Record History

Keeper allows you to view past versions of your records just in case you ever need to see a previous password, such as for a password reset attempt that failed to go through.

1. Open the record and click on the ⋮ icon, then click Record Info.
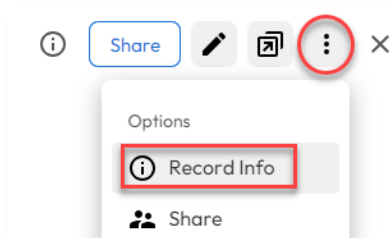
2. In the Record Information, click on View Record History.
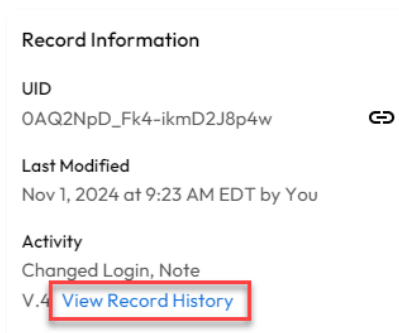
3. Find the most recent previous version of the record and click on it.

4. You can either restore the previous version or just copy the password if you only need to access it once. Click Done to close the previous version.

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 password generator feature when resetting your State password.** Y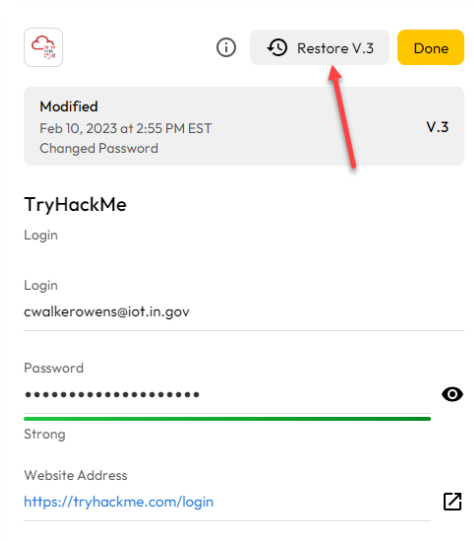ou will still need to know and be able to type your password manually when you sign into your work computer. Keeper is unable to autofill passwords on the Windows login screen.

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

If you forget your State password, you can reset it by going to https://password.in.gov.

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.

Common Technical Issues

This section includes common issues that users may experience while attempting to access Keeper and their solutions.

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Error: "Enterprise Domain not found" or "Account does not exist"

This error is typically caused by the incorrect data center being selected at the time of login. Please ensure that the "US (GOV)" data center is selected and not "US".
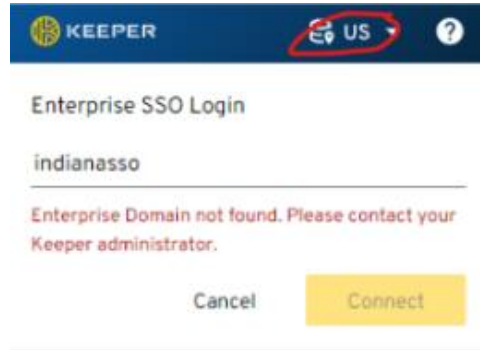
Error: "App installation failed"

If you attempt to install the Keeper desktop app directly from the internet, you will receive this error. Please use Software Center to install the application.
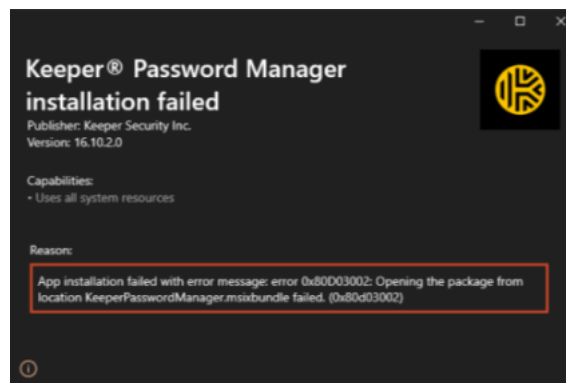
Error: "Trial Expired"

This error appears to users who are using a Keeper Business free trial account. If you see this, you have likely registered for a Keeper Business account instead of a government account. Please log out and sign into Keeper using your State of Indiana email address and selecting the "US (GOV)" data center.

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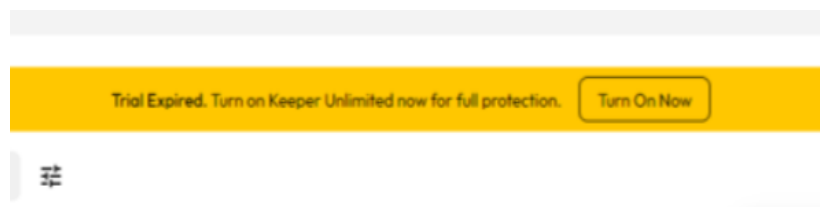
Additional Support

For technical issues, please submit a ticket to the IOT Help Desk. The **#IOT Keeper Admins** email is also available for general questions.

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Document 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	Updated browser extension instructions.	6/5/2024
Cheri Walker-Owens	Updated instructions. Added Mobile Devices and Record History section.	1/16/2025
Cheri Walker-Owens	Updated common technical issues.	11/6/2025
Cheri Walker-Owens	Updated Chrome extension installation instructions.	12/3/2025

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