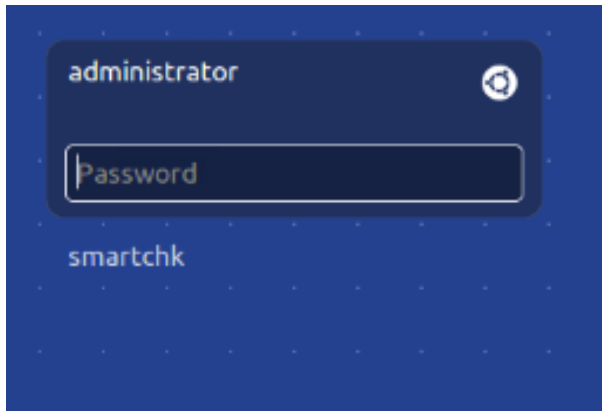


# I cannot login into the SmartChk tablet. It keeps asking me for a password

- You may have selected the incorrect user (i.e. “**administrator**”) on the login screen as shown below.



- To fix this, please tap on the “**smartchk**” user as shown below and tap the login box. The “**smartchk**” user does not have a password so once you tap login, the SmartChk diagnostics application should automatically start. The SmartChk tablet typically comes with two logins – the “**administrator**” login is protected by a password as it is an administrative user which is to be used only by the SmartChk support team to troubleshoot the tablet while the “**smartchk**” user is the one that is to be used by the client and it does not have a password.

