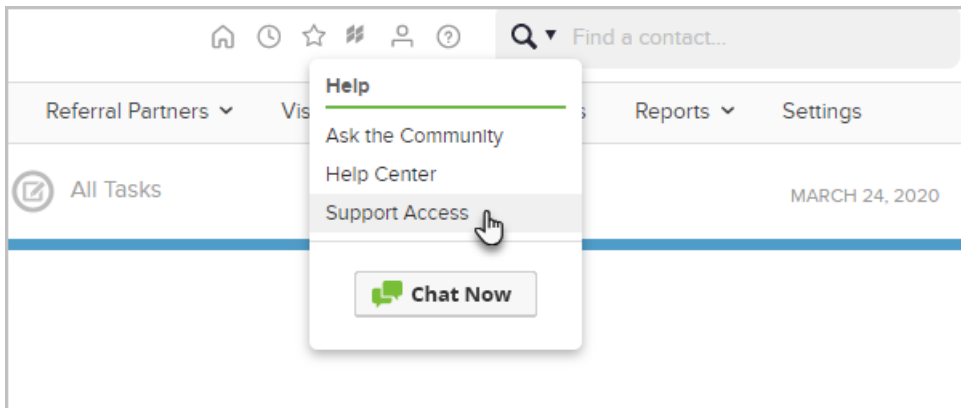


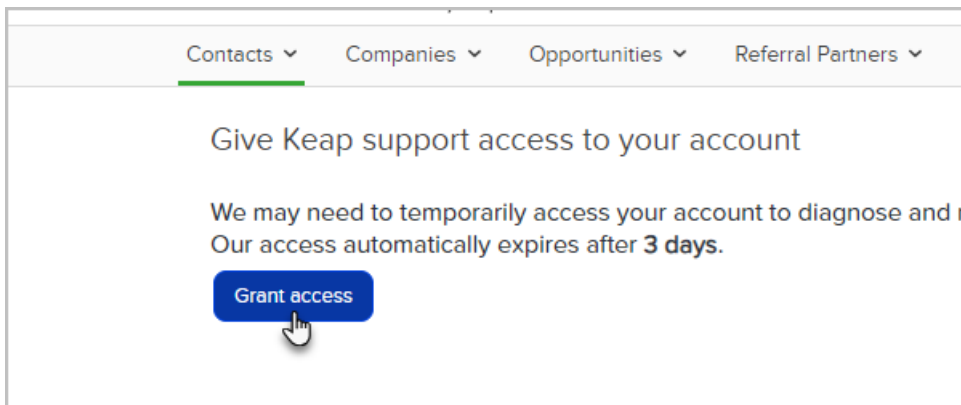
Grant access to Keap Support

You can grant temporary access to your account to a Keap employee from within your Infusionsoft application. This is done when working with a Support representative to resolve application issues. Once granted access, the representative will be able to login-as one of the account users for the purpose of troubleshooting.

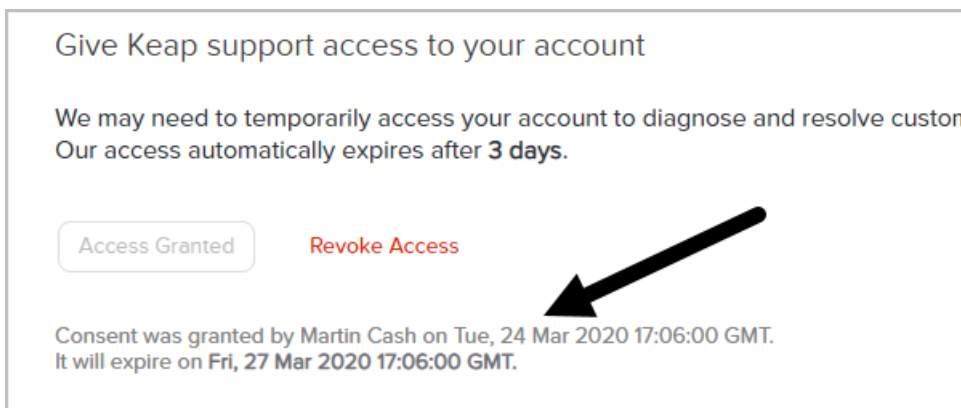
1. Hover over the **Help** icon at the top of your application.
2. Click on **Support Access**.



3. Click on the **Grant access** button.



4. Access is now granted for Keap employees to log into your app for 72 hours for the purpose of application support. If a Keap employee asks for more time to assist you, you can follow the steps again to grant an additional 72 hours of access.



5. Once the 72-hour consent window begins, any user in your app may revoke Keap's access by clicking on the

Revoke Access button on the **Support Access** screen. This will end any Keap employee sessions, and disable the ability for a Keap employee to log into your app. If you do not revoke access, Keap employee access will terminate once the 72-hour consent window expires.

Give Keap support access to your account

We may need to temporarily access your account to diagnose and resolve cus
Our access automatically expires after 3 days.

[Access Granted](#) [Revoke Access](#)

Consent was granted by Sairaj Madhavan on Mon, 2 Dec 2019 23:39:00 GMT.
It will expire on Thu, 5 Dec 2019 23:39:00 GMT.