

# Leader

20260119  
User Guide v1

## Keys Customer Portal

### User Guide

Thank you for using the **Keys Customer Portal**.

Please read this User Guide carefully and use the product safely.

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# 1 Introduction

Thank you for using the **Keys Customer Portal** (<https://keys.leader.co.jp>) .

The **Keys Customer Portal** is a web service provided by Leader Electronics Corporation for managing product licenses.

This User Guide explains the basic operations and features of the **Keys Customer Portal** to help you use the service safely and correctly. Before using the service, please read this User Guide carefully and make sure you understand its contents.

If you still have questions about how to use the service after reading this User Guide, please contact our head office or your nearest sales office listed on the back cover of this User Guide.

## 1.1 Key Features

- View all your licenses
- Copy license keys for activation
- Monitor activated machines
- Manage your profile information


## 2 First-Time Login (Account Setup)

After we have assigned a license to your email address, please follow the steps below to complete your initial login.

### 2.1 Step 1: Enter Your Email


1. Open your browser and go to **Keys Customer Portal** (<https://keys.leader.co.jp> )
2. Enter your registered **email address**
3. Click the **Continue**

Leader English

 **Keys Customer Portal**

**Welcome**  
Sign in to your account

**Email**

 Enter your email

**Continue**


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## 2.2 Step 2: Receive Setup Email

The system automatically detects first-time user and shows the password setup screen.

The screenshot shows the 'Set Up Your Account' screen in the Leader Keys Customer Portal. The page has a light gray background. At the top left is the 'Leader' logo, and at the top right is a globe icon with the text 'English'. Below the logo is the 'Keys Customer Portal' header with a key icon. The main content is a white rounded rectangle containing a blue envelope icon, the title 'Set Up Your Account', and the instruction 'You need to set up a password to activate your account.' Below this is a form field labeled 'Email' with a blurred email address. Underneath the form is the text 'Click the button below to receive a setup link via email. This will allow you to create a password and activate your account.' A large black button with white text 'Send Setup Email' is centered below the text. At the bottom of the white box is a link '← Back to sign in'. At the very bottom of the page is the copyright notice '© Leader Electronics Corporation'.

1. Click **Send Setup Email**
2. A verification email will be sent to your email address.
3. Click the link in the email (valid for 24 hours)

 Keys Customer Portal



## Check Your Email

If an account with that email exists, a password reset link has been sent.

Follow the link in the email to set up your password.

[Back to sign in](#)

**Email Example:**



## Set Up Your Password

Hello,

Welcome to Leader! To start using your account, please set up your password.

**Set Password**

Or paste this link into your browser:

<https://keys.leader.co.jp/en/password-reset/confirm?token=e6bd7bf885169525b86c01e006e742c1fcc077e61dfadad0e693598137c6e593>

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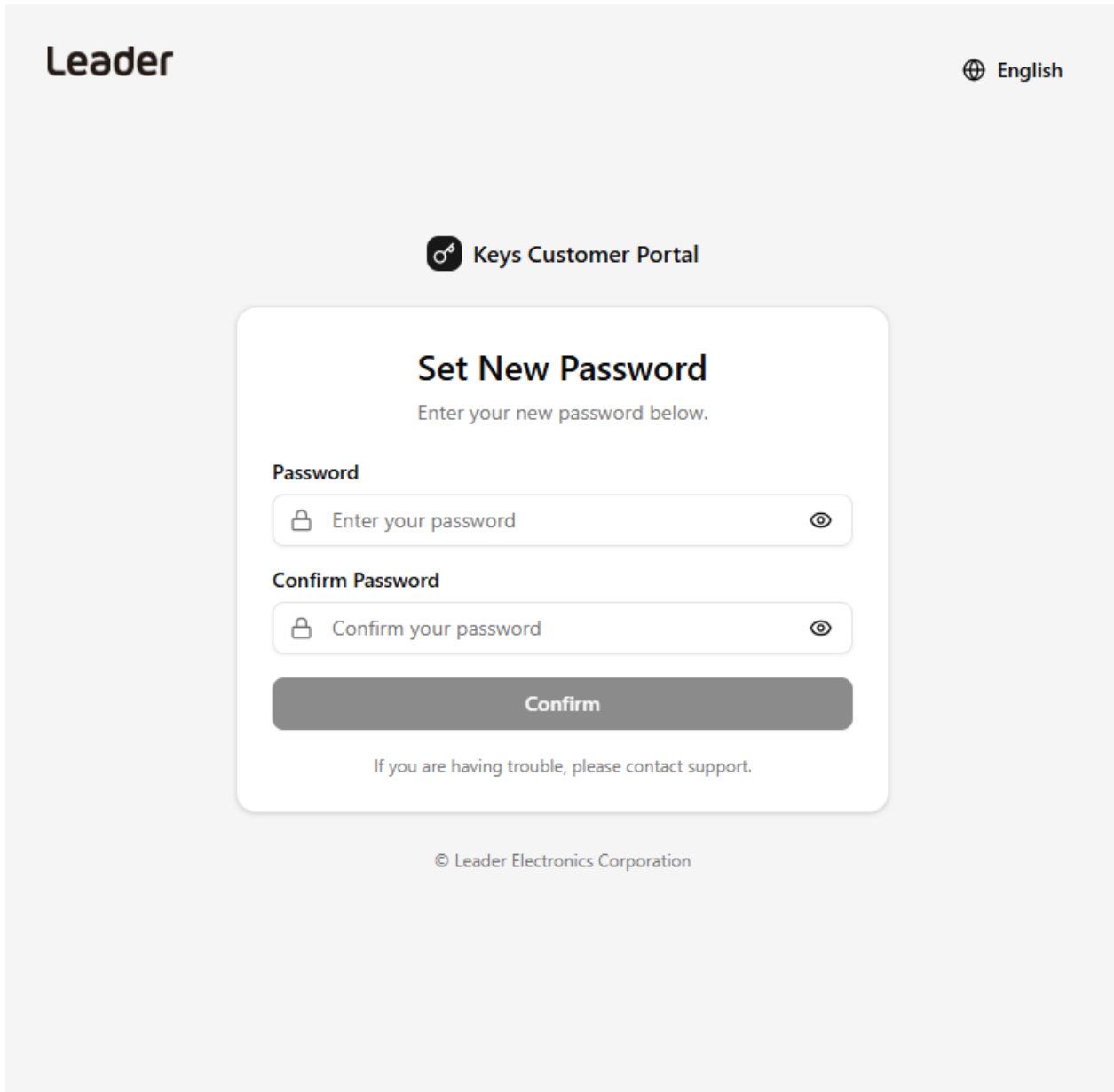
This link will expire in 24 hours. If you did not sign up for this account, you can safely ignore this email.

⚠ Note: If you don't receive the email:

1. Check your spam/junk folder
2. If still not found, you can go back to the login page and repeat the process to resend the setup email

## 2.3 Step 3: Set Your Password

1. Clicking the email link opens the password setup page
2. Enter your **new password**
3. Confirm your password
4. Click **Confirm**



The screenshot shows a web page for setting a new password. At the top left is the 'Leader' logo, and at the top right is a globe icon with the text 'English'. Below this is a header for 'Keys Customer Portal' with a key icon. The main content area is a white rounded rectangle with the title 'Set New Password' and the instruction 'Enter your new password below.'. There are two input fields: 'Password' and 'Confirm Password', each with a lock icon on the left and an eye icon on the right. Below the fields is a dark grey 'Confirm' button. At the bottom of the form area is the text 'If you are having trouble, please contact support.' and at the very bottom of the page is the copyright notice '© Leader Electronics Corporation'.

**Password Requirements:**

- Minimum 8 characters
- Recommended: Include uppercase, lowercase, and numbers

**Leader** English

**Keys Customer Portal**

### Set New Password

Enter your new password below.

**Password**

..... 👁

Password strength 5/5

**Confirm Password**

..... 👁

**Confirm**

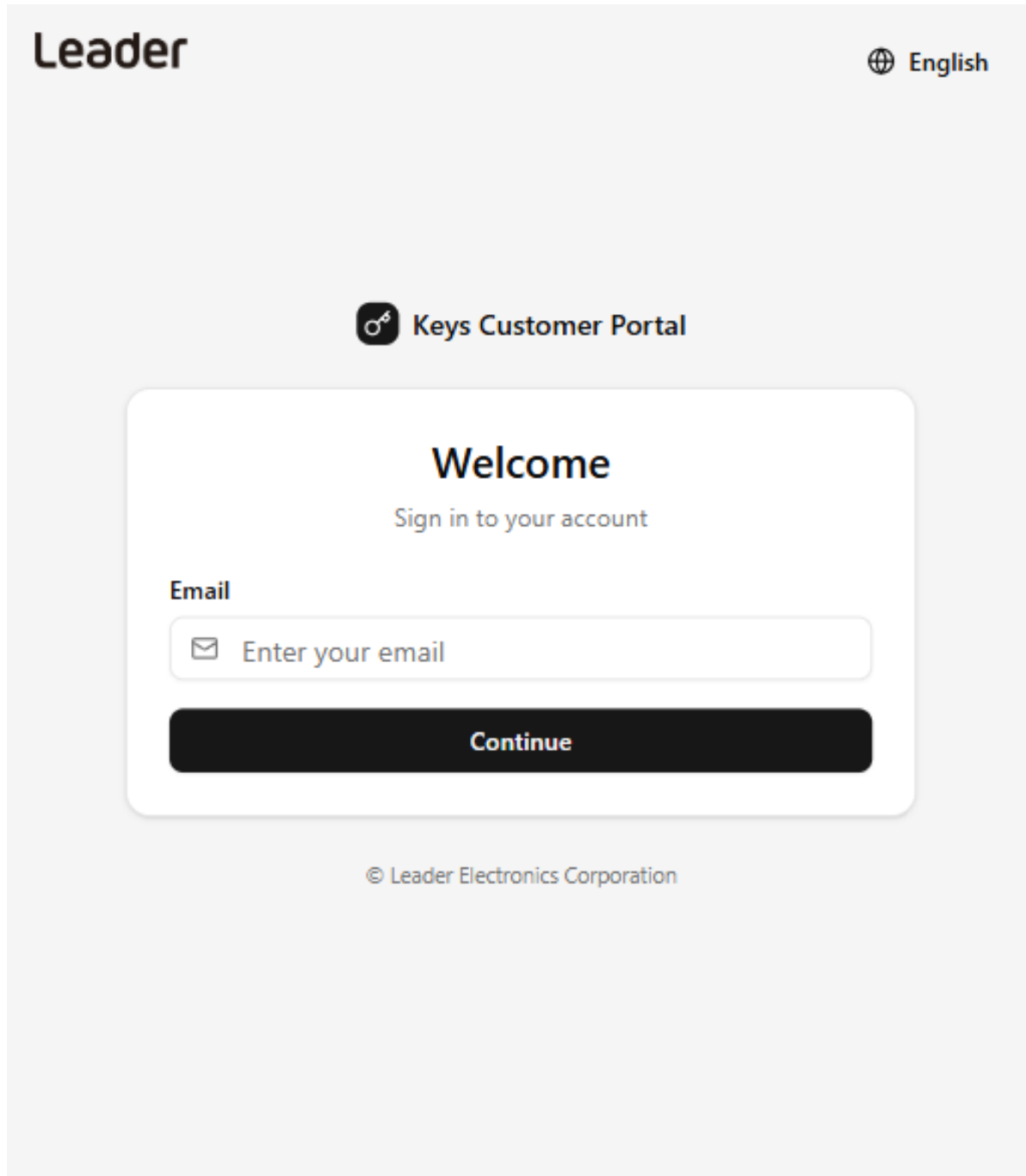
[If you are having trouble, please contact support.](#)

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## 2.4 Step 4: Log In


After setting your password, you'll be redirected to the login page.


1. Enter your email address
2. Click **Continue**
3. Enter your new password
4. Click **Sign In**



The screenshot shows the login page for the Leader Keys Customer Portal. At the top left is the "Leader" logo, and at the top right is a globe icon followed by the text "English". In the center, there is a key icon and the text "Keys Customer Portal". Below this is a white rounded rectangle containing the following elements: the word "Welcome" in a large font, the text "Sign in to your account" below it, a label "Email" to the left of a text input field, and the placeholder text "Enter your email" inside the input field. Below the input field is a large black button with the word "Continue" in white. At the bottom center of the page, there is a copyright notice: "© Leader Electronics Corporation".

Leader

 English

 Keys Customer Portal

## Welcome back

Enter your password for

Password

**Sign in**

[← Back](#)

[Forgot password?](#)

© Leader Electronics Corporation

### 3 Regular Login

For subsequent logins, simply use your email and password.

1. Go to **Keys Customer Portal** (<https://keys.leader.co.jp> )
2. Enter email → Click **Continue**
3. Enter password → Click **Sign In**

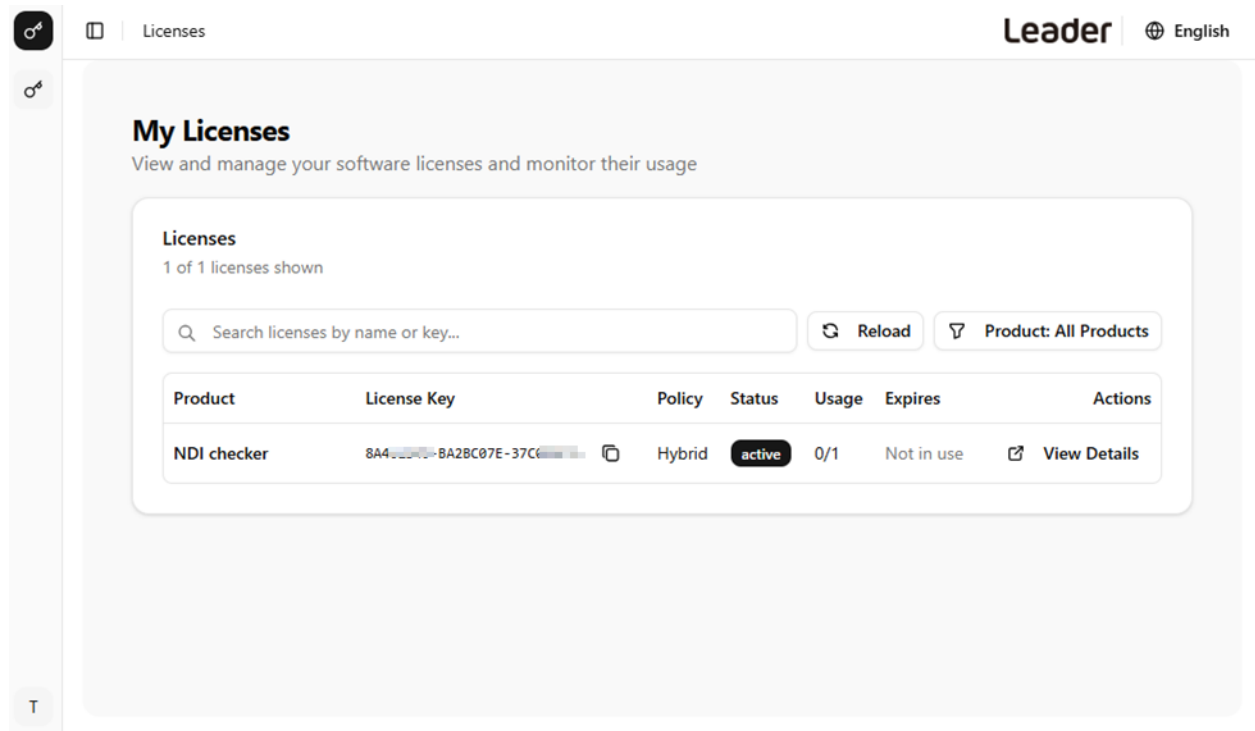
#### Forgot password?

On the password screen, click **Forgot password?**

1. Confirm your email and click **Send Reset Link**
2. Check your email and click the reset link
3. Set a new password

### 4 License Management

After logging in, you'll see the Licenses Management page.




#### License List

	Description
<b>Product</b>	Product name
<b>License Key</b>	The key used to activate the license
<b>Status</b>	active / inactive / expired / expiring / suspended *1
<b>Usage</b>	Activated machines / Maximum allowed

<b>Expires</b>	The expiration date of the license
----------------	------------------------------------

\*1 For details on license statuses, please refer to 9. Appendix: License Status

## Copy License Key

1. Find the target license in the list
2. Click the **copy icon** (  )
3. "Copied" message confirms success
4. Paste the key in your product's activation dialog

## Search & Filter

- **Search:** Use the search box to find licenses by name or product
- **Product Filter:** Use the dropdown to show only specific products
- **Reload:** Click **Reload** to get latest data

# 5 License Details & Machine Monitoring

Click **View Details** for any license to display its details.

The screenshot displays the 'NDI checker' interface for license details. At the top, there is a breadcrumb 'Licenses > License 76399a9f-2df7-442d-9...' and a language selector 'English'. The main content is divided into three sections:

- License Key:** Shows the key 'EE55298D-...C4C-9898' and 'C5D7-6...'. A 'Copy to Clipboard' button is present. A warning states: 'Keep this key secure. Anyone with this key can activate machines for your license.'
- License Information:** Provides details about the software license.

Status	Policy Type
active	Hybrid
Machine Usage	Activated Machines
0/1	0 machines
Issued Date	Expiry Date
December 22, 2025 at 10:14 AM	Not in use
- Activated Machines:** A table with columns 'Machine', 'Platform', 'Status', 'Last Heartbeat', and 'Activated'. The table is currently empty, with a message 'No machines activated yet' and a computer icon.

**License key**

	Description
<b>License Key</b>	The key used for software activation

**License Information**

	Description
<b>Status</b>	active / inactive / expired / expiring / suspended *1
<b>Machine Usage</b>	Activated machines / Maximum allowed
<b>Activated Machines</b>	Currently activated machines
<b>Issued date</b>	The date the license was issued
<b>Expiry Date</b>	The expiration date of the license

\*1 For details on license statuses, please refer to 9. Appendix: License Status

**Activated Machines**

	Description
<b>Machine</b>	The name registered for the machine at activation
<b>Platform</b>	Operating system platform
<b>Status</b>	Current machine status
<b>Last Heartbeat</b>	Last Connected Date and Time
<b>Activated</b>	The date the license was activated

When machines are activated, you can expand a machine row to see additional system information like hostname, IP address, OS version, and CPU details.

◆ Note: When a machine is deactivated, it will be removed from the list.

# 6 Profile Management

Access your profile from the user menu to view and edit account information.

The screenshot displays a user profile management interface. At the top, there is a navigation bar with a profile icon, the word "Profile", and a language selector set to "English". Below this is a sidebar with a profile icon. The main content area is titled "My Profile" with the subtitle "Manage your personal information and account settings".

The profile information section includes a circular profile picture placeholder with the letter "M", a blurred name, a blurred email address, and a "USER" label. Below this, the status is "Active", the preferred language is "English", and the member since date is "Dec 2025".

The "Edit Profile" section has an "Edit Profile" button and includes fields for Name, Company, Language (set to English), and Email Address.

The "Account Details" section includes an "Email Address" field, "Account Created" (December 10, 2025), and "Last Updated" (January 8, 2026).

## View Information

- Name
- Email Address
- Company
- Preferred Language

- Member Since
- Account Details
  - Email Address
  - Account Created
  - Last Updated

## Edit Profile

- Click **Edit Profile**
- Modify fields:
  - ✧ **Name:** Change your display name
  - ✧ **Language:** Set language (English / Japanese)
- Click **Save**
  - ⚠ Note: Email address and company information cannot be changed. Contact **Leader** if you need to update them.

# 7 Language Settings

Use the language selector in the top-right corner to change the language (English / Japanese).

The screenshot shows the 'My Licenses' page in the Leader application. The language selector in the top-right corner is open, showing 'English' selected and '日本語' as an option. The main content area displays a table of licenses with columns for Product, License Key, Policy, Status, Usage, Expires, and Actions. A single license for 'NDI checker' is shown with a status of 'active'.

Product	License Key	Policy	Status	Usage	Expires	Actions
NDI checker	8A4...-BA2...7E-...CS...	Hybrid	active	0/1	Not in use	View Details

## Supported Languages

- us English
- JP Japanese

## How to Change

1. Click the language icon in the top-right corner
2. Select the desired language
3. The page will refresh automatically

# 8 Troubleshooting

## Frequently Asked Questions

### Q: I cannot log in

#### Possible causes and solutions:

Cause	Solution
Wrong email address	Verify your registered email with administrator
Wrong password	Use "Forgot password?" to reset
Account disabled	Contact <b>Leader</b>
First login without password	Send verification email to set password

### Q: I didn't receive the verification email

1. Check your spam/junk folder
2. Verify the email address is correct
3. Wait a few minutes and try resending
4. Contact **Leader** if the issue persists

### Q: My licenses are not showing

1. Refresh the page (F5)
2. Verify you're logged in with the correct account
3. Contact **Leader** if the issue persists

### Q: I cannot activate a machine

1. Check if maximum machine limit is reached
2. Verify license is not expired
3. Ensure license key is copied correctly
4. Check error messages in the product
5. Contact **Leader** if the issue persists

### Q: My license has expired

1. Request a license renewal from the license vendor.
2. After the renewal, check the new license key in this portal

### 👉 Contact Leader Support

<https://leaderphabrix.com/contact-support/>

## 9 Appendix: License Status

### License Status

<b>Status</b>	<b>Description</b>
active	License is valid and usable
inactive	License not yet activated
expired	License has passed its expiry date
expiring	License will expire soon (3 day)
suspended	Temporarily suspended by Leader

## **Leader Electronics Corporation**

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