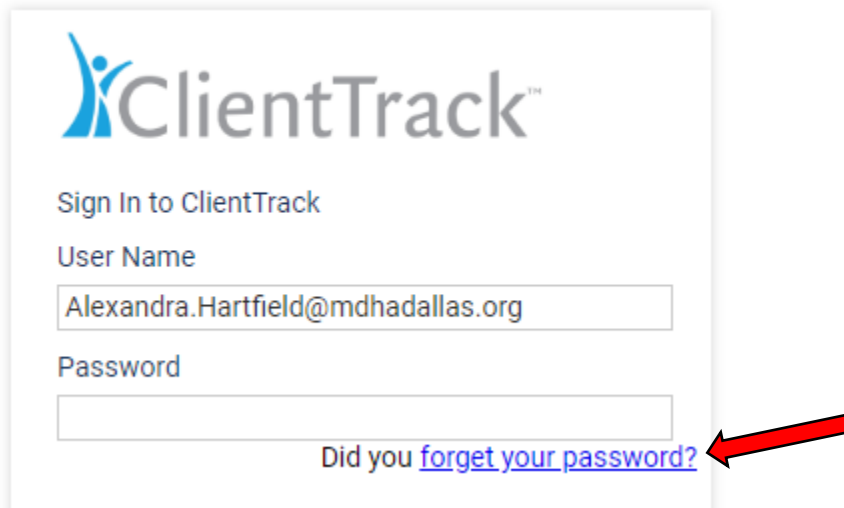


Forgot Password/Password Reset

1. Click the forgot password link from your login screen (You can only use this option if you have set up your security question and answer).



ClientTrack™

Sign In to ClientTrack

User Name

Alexandra.Hartfield@mdhadallas.org

Password

Did you [forget your password?](#)

2. Enter your username which is your email address and then click on the blue Retrieve security question.

Forgot your password?

For added security, your password is stored in a format that does not allow it to be retrieved. However, you can reset your password using your user name or email address and the security question and answer you used during the registration process.

Enter your user name

Alexandra.Hartfield@mdhadallas.org

[Retrieve security question](#)

[I forgot my user name](#)

3. If you **NEVER** set up your security question, then you will receive this message after clicking on Retrieve security question. At this time, you can submit a ticket for us to reset your account. Make sure your email address is typed correctly before submitting your ticket.

An embedded page at usw.clienttrack.net says

You've either entered an invalid user name or you never set up your security question.

OK

- If you **DID** set up your security question, then you will come to this screen where you will see the security question you set up and then you must type in the answer you created (password is case sensitive). Then click on Confirm my identity.

Forgot your password?

For added security, your password is stored in a format that does not allow it to be retrieved. However, you can reset your password using your user name or email address and the security question and answer you used during the registration process.

My baby

[Confirm my identity](#)

- Once you click on Confirm my Identity, this screen will pop up in your existing browser and you will receive an email from Client Track. Be sure to close out this screen because when you receive your email, you will click on a new link. You do not need to enter a code on this screen.

Forgot your password?

For added security, your password is stored in a format that does not allow it to be retrieved. However, you can reset your password using your user name or email address and the security question and answer you used during the registration process.

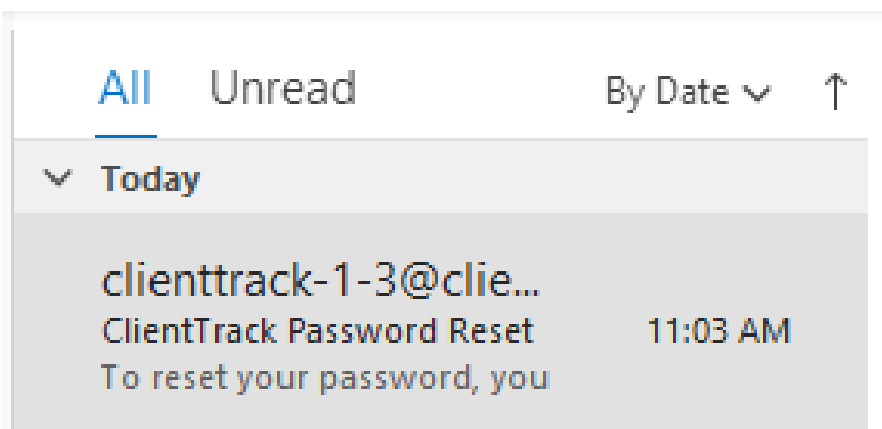
Check your email and enter the code below

Within the next few minutes you should receive an email containing a unique code. Enter this code here to reset your password.

[Reset my password](#)

[I didn't receive an e-mail](#)

- Go to your email and click on the email from Client Track. In this email you will see the code to cut and paste, **DO NOT DO THIS STEP**. Instead, click on the link provided in the email.



ClientTrack Password Reset



clienttrack-1-3@clienttrack.com

To Alexandra Hartfield

[Reply](#)
[Reply All](#)
[Forward](#)
[...](#)

Wed 8/5/2020 11:02 AM

To reset your password, you need to copy and paste or enter the following code into the password reset dialog:

f3213fbd-2e19-41f7-9eb3-9f38dd4f0e13

If you have closed the password reset dialog, you may click this link or enter the link address into your browser window:

<https://usw.clienttrack.net/19/forgot-password.aspx?CustomerID=MDHA&Code=A0A:f3213fbd-2e19-41f7-9eb3-9f38dd4f0e13>

If you did not initiate the password reset, please contact your system administrator immediately.

- Once you click the above link, this temporary password screen will open up in a new browser. Be sure to copy the new temporary password and then click on Sign in now.

Forgot your password?

For added security, your password is stored in a format that does not allow it to be retrieved. However, you can reset your password using your user name or email address and the security question and answer you used during the registration process.

Your user name is Alexandra.Hartfield@mdhadallas.org

Your new password is

!dbTB5jXX{8

You will need to change this the next time you sign in.

[Sign in now](#)

- Once you click on Sign in now, this Client Track login screen will open up. Paste the temporary password that you copied into the Password field. Your username is your email address-Sign in.



Sign In to ClientTrack

User Name

Alexandra.Hartfield@mdhadallas.org

Password

Did you [forget your password?](#)

[Sign in](#)

9. The Change your password screen will appear. Create a New Password that you will remember and save it somewhere secure so that you can access it when needed.



Change your password

You must change your password before you can sign in. Your password must be at least 8 characters in length, have at least one capital letter, one number, and one non-letter/-numeric character (such as !, ., {}, @, #, \$, %, ^, & * ()), and cannot be any of the previous six passwords you have used.

New Password

Confirm New Password

Change my password