

## Client NETTRAKK Account Reset

There are times when you might need to do a reset for your clients so they can access their NETTRAKK account. Here are some of the more common reasons:

- The email address you used for the upload into NETTRAKK was incorrect or has been changed
- They forgot their password
- They lost their Welcome Email giving them access

The first thing you will need to do is ensure their email address is correct in your client account list.

Go to your client list and access the client's name. Click on the Actions button and select Edit.

NETTRAKK Clients list page. The 'Clients' menu item is circled in red. In the table, the 'Edit' button in the Actions column for Brent Thomas is circled in red.

| Name           | Anniversary | Renewal Date | Mortgage Rate | Birthday | Subscription Status | Actions       |
|----------------|-------------|--------------|---------------|----------|---------------------|---------------|
| Brent Thomas   | Feb 22      | 08/26/2027   | 3.79%         | Jun 19   | Enabled             | Actions       |
| Brittany Brown | Mar 1       | 12/30/2026   | 4.29%         | Jun 21   | Enabled             | My Properties |
| Chris Webber   |             |              |               | May 18   | Enabled             | Analytics     |
| Cindy Baxter   | May 27      | 05/27/2025   | 4.89%, 4.89%  | Jan 10   | Enabled             | Edit          |

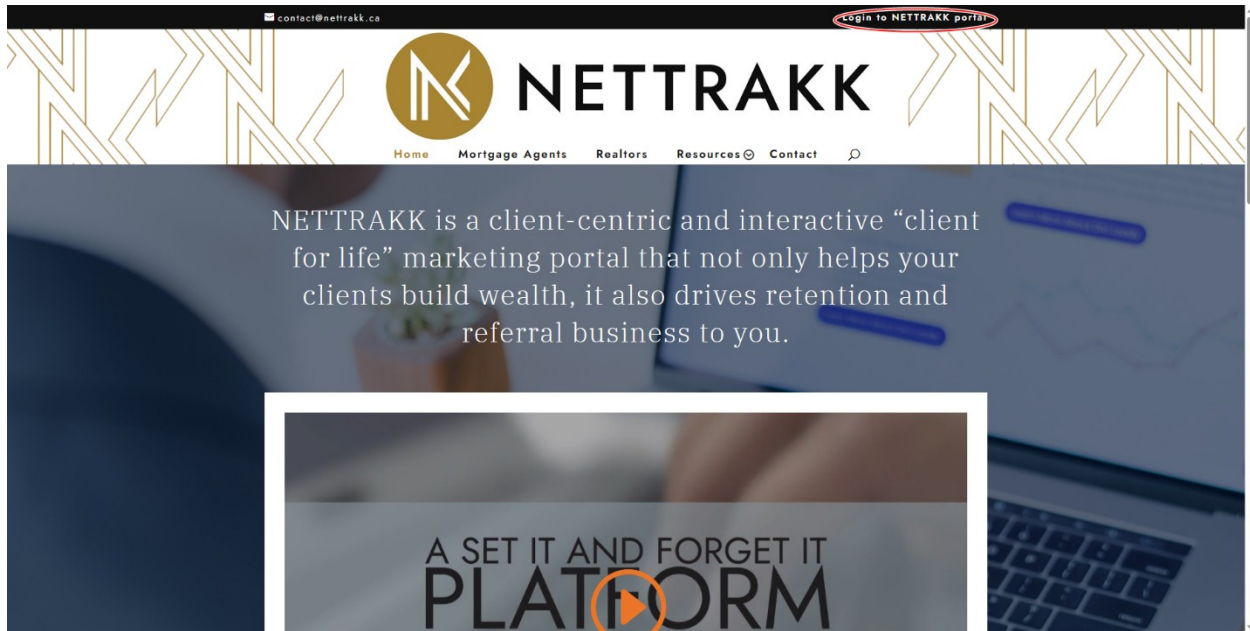
This will take you to the client's profile. Here you want to enter the correct email address and ensure you hit Save. You will get a prompt that the email address has been changed.

NETTRAKK 'Edit Brent Thomas' profile form. The email field contains 'brent@mortgageclient.com' and is circled in red. A red text prompt says 'Enter new email address and Save'. The 'Save' button is also circled in red.

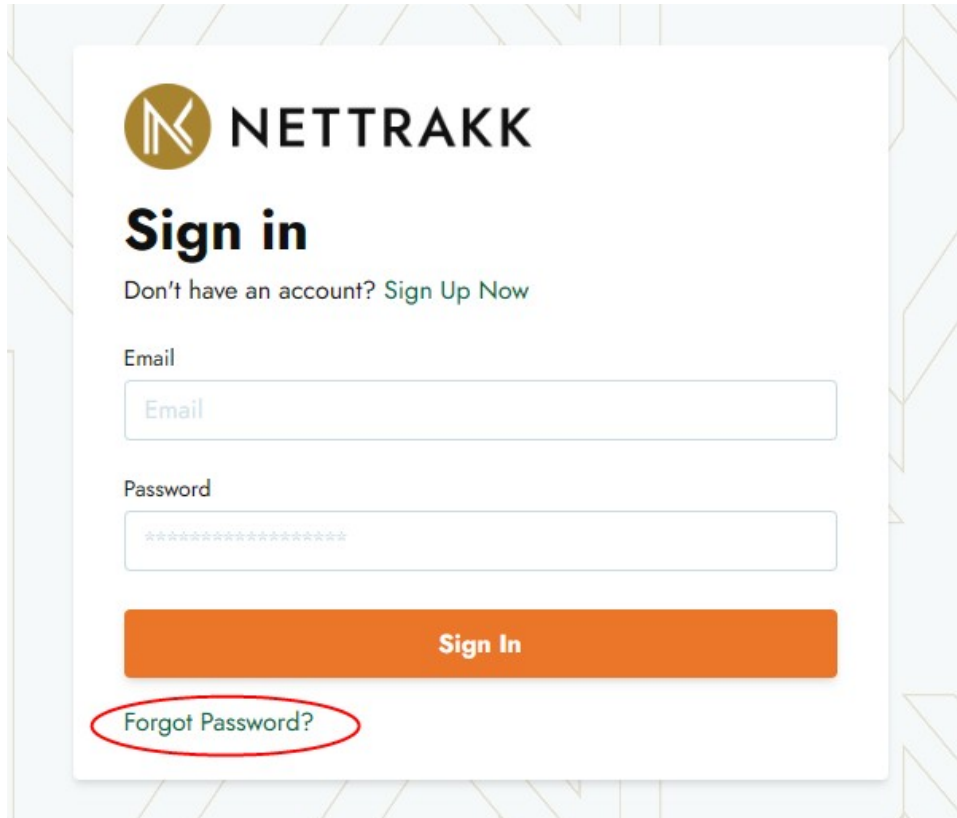
Form fields:

- First Name: Brent
- Last Name: Thomas
- Email: brent@mortgageclient.com
- Phone Number: #####
- Date Of Birth: 1972-06-19
- Subscription Status: I wish to subscribe to ongoing updates and newsletters from my team at NETTRAKK (checked)

You can now go to the NETTRAKK website at [www.nettrakk.ca](http://www.nettrakk.ca) and click the login button in the upper right-hand corner of the screen.

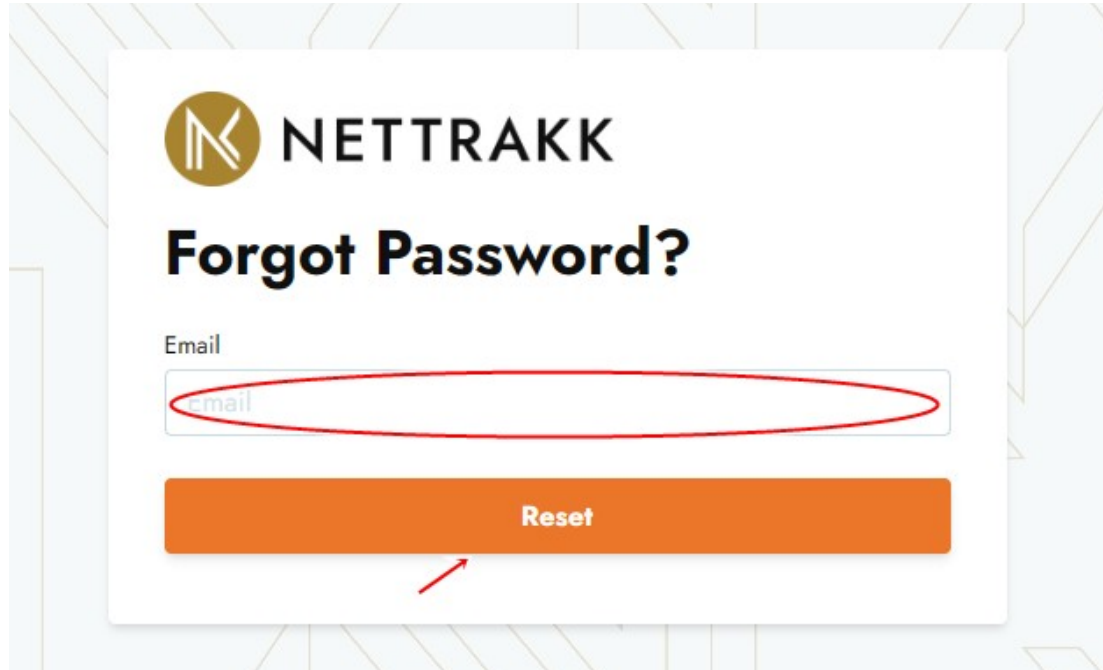


It will take you to the Sign Up page where you can do a password reset by clicking on Forgot Password.



Enter in the clients email address as that is how NETTRAKK identifies each different user account, and hit the Reset button. The client will instantly get a limited-time password reset opportunity in their inbox.

As an alternative, you can also provide them with the link to do the password reset [NETTRAKK - Forgot Password?](#) This way they can do the password reset when it is convenient for them.



The image shows a web form for password recovery. At the top left is the NETTRAKK logo, which consists of a stylized 'N' inside a circle. To the right of the logo is the word 'NETTRAKK' in a bold, sans-serif font. Below the logo and name is the heading 'Forgot Password?' in a large, bold, black font. Underneath the heading is a text input field labeled 'Email'. The input field contains the placeholder text 'email' and is highlighted with a red oval. Below the input field is a large, orange rectangular button with the word 'Reset' written in white text. A red arrow points to the bottom-left corner of the 'Reset' button.