SECTION 100

LOGIN/LOGOUT

SECTION 100 INDEX

SECTION 100: LOGIN/LOGOUT

101: <u>ClientTracker Login</u>

To access ClientTracker, connect to the Internet using a minimum 56K modem and Internet Explorer (IE) browser version 5 or higher (ClientTracker will not work properly running under any other browser other than Internet Explorer 5+).

1.   Log onto the Internet using your usual protocol.

2.   Enter the URL (Uniform Resource Locator) for ClientTracker into the browser's address bar: ***https://ct-secure.eciaaa.org*** and press the **Enter** key.

3.   The **ClientTracker Login** screen will appear.

4.   **Login -** Enter your complete e-mail address in the box labeled **Login:**.

5.   **Password** - Enter you complete password in the box labeled **Password:**.

101.1:   <u>Forgot your password?</u>

This page allows you to view your **Password Reminder** and allow you to have your password sent to your email address.

A.   View Reminder

If you forgot your password and you utilized the **Password Reminder** option, complete the following steps:

1.   Click on the **<u>Forgot your password?</u>** link on the **ClientTracker Login** screen.

2.   The **ClientTracker View Reminder** screen will appear.

3.   **Login -** Enter your complete e-mail address in the box labeled **Login:**.

4.   Click on the **View Reminder** button.

5. On the next screen you will see the following:

Login: your login should be displayed.
Reminder: your password reminder should be displayed.
Password: enter your password if you remember it. However, if you don't remember your password, click on the **Send Password** button and your password will be sent to your email address.

6. Once you enter your password, click on the **Login** button.

7. The **ClientTracker Home** page will appear.

B. **Send Password**

This option is only useful if you utilized the **Password Reminder** option when you changed your password. If you forgot your password and you would like your password emailed to you, complete the following steps:

1. Click on the **Forgot your password?** link on the ClientTracker Login screen.

2. The **ClientTracker View Reminder** screen will appear.

3. **Login -** Enter your complete e-mail address in the box labeled **Login:**

4. Click on the **Send Password** button.

5. The statement, **"Your password has been sent"** will appear

6. An email will be sent to you informing you of your password.

102: <u>First Time Users ClientTracker Login</u>

To access ClientTracker, connect to the Internet using a minimum 56K modem and Internet Explorer (IE) browser version 5 or higher (ClientTracker will not work properly running under any other browser other than Internet Explorer 5+).

First time users who have been authorized to utilize **ClientTracker** by the **Primary Provider Contact** for your agency should complete the following steps: *(In order to authorize new users for your agency, see **Section 800 - Primary Provider Contacts**.)*

1. Log onto the Internet using your usual protocol.

2. Enter the URL (Uniform Resource Locator) for ClientTracker into the browser's address bar: ***https://ct-secure.eciaaa.org*** and press the **Enter** key.

3. The **ClientTracker Login** screen will appear

4. **Login -** Enter your complete e-mail address in the box labeled **Login:**.

5. **Password** - Enter **1234** as your password in the box labeled **Password:**.

6. The **Password Change** page will appear.

7. In the **Password Change** content box, complete the following:

   Current Password: enter **1234**.
   New Password: enter your new password. Your new password can not be **1234**.

   Confirm New Password: enter your new password again.
   Password Reminder: type something that will help remind you of your password, but don't make it too easy.

8. Click on the **Save** button.

9. The statement, **"Password changed Successfully"** will appear on the **Password Change** page.

10. In a few seconds, the **ClientTracker Home** page will appear.

103: <u>ClientTracker Logout</u>

It is important that you always logout of **ClientTracker**. In order to **Logout** of ClientTracker, complete the following steps:

1. You can logout from any page in ClientTracker by clicking on the **Logout** tab at the upper right hand corner of the screen.

2. Once you click on the **Logout** tab, the statement, **"You have successfully logged out of ClientTracker"** will appear on the next page.

Updated: 12/2007