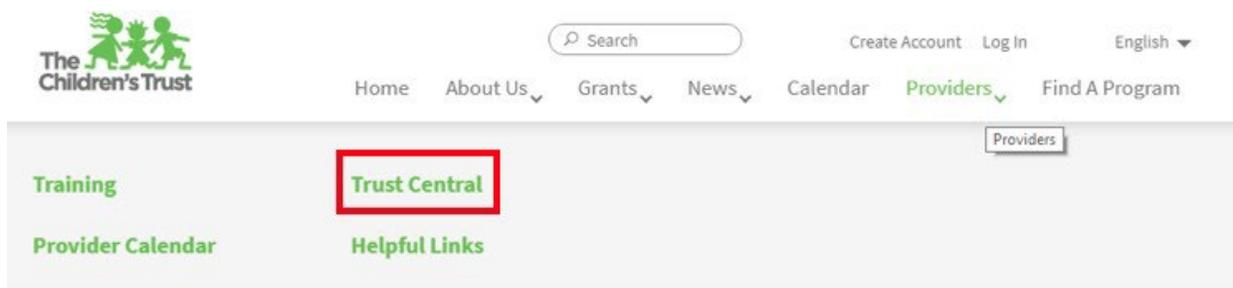




Trust Central Login & Password Reset Guide

How to log in to Trust Central

1. To access Trust Central, use the following address: <https://trustcentral.org> or click on the **Trust Central** link located in the **Providers** sub-menu of The Children's Trust website: <http://thechildrenstrust.org>



1. Enter assigned user name in the **Login ID** field (this is your email address).
 - a. If you have never signed in to Trust Central and do not have an account, find out who in your agency is the **Agency Admin** and have them create a user account for you.
 - b. If your agency does not yet have an **Agency Admin** designated, then email your contract manager and they will assist you with this initial setup.
2. Enter password in the **Password** field.
3. Click the **Sign In** button.

TRUST CENTRAL

EARLY AND NEURODEVELOPMENTAL SUPPORT HEALTH YOUTH DEVELOPMENT EARLY CHILDHOOD PARENTING

Sign in to access Trust Central.

me@thechildrenstrust.org

.....

Remember Me [Forgot your password?](#)

Sign In

[Having trouble? Contact Support](#)

How to change your password

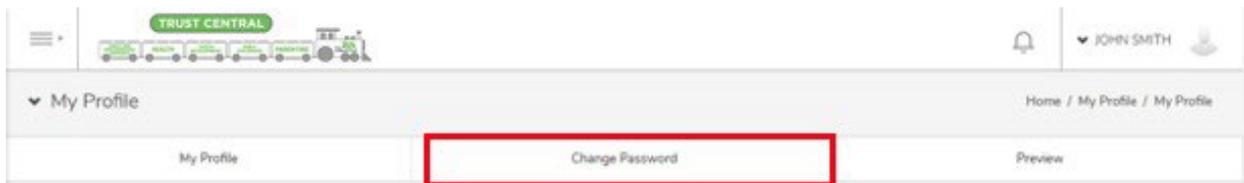
New Users – All new users are required to change their password the first time they log into Trust Central. After logging in the first time, the users will be brought to the Change Password screen.

Existing Users – At any time, users have the ability to change their password by following these steps:

1. Clicking on your name in the upper-right corner of Trust Central, then clicking on your name again in the pop-out that appears.



2. Click on the **Change Password** tab in the upper portion of the screen.

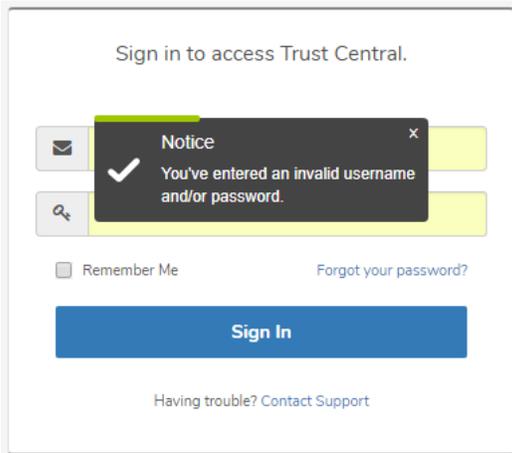


3. On the next screen, your **Current Password** will already be filled in for you so proceed to type the new password in the **New Password** field. Passwords must be at least 5 characters long and should contain numbers and letters. Trust Central is case sensitive when entering the password.
4. Re-type the new password in the **Confirm Password** field, then click **Proceed**.

A screenshot of the password change form. It contains three input fields, each with an asterisk icon to its left. The first field is labeled 'Current Password' and contains a series of dots. The second field is labeled 'New Password' and contains a series of dots. The third field is labeled 'Confirm Password' and contains a series of dots. A 'Proceed' button is located at the bottom of the form, highlighted with a red box.

How to reset your password if you forgot it

1. If you have attempted to log in several times with your **Login ID** and get prompted about an **invalid username and/or password**, then you can proceed to reset your password.



Sign in to access Trust Central.

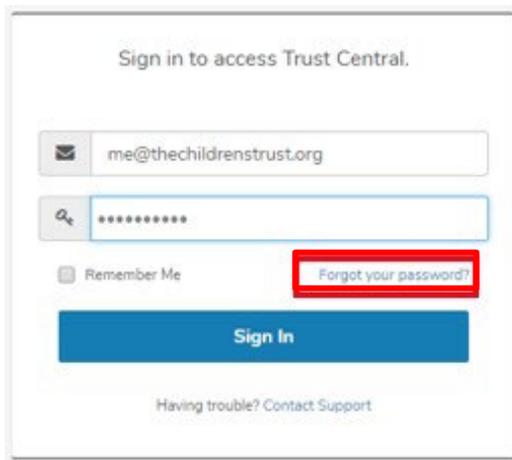
Notice
You've entered an invalid username and/or password.

Remember Me [Forgot your password?](#)

Sign In

Having trouble? [Contact Support](#)

2. Click on the **Forgot your password?** link.



Sign in to access Trust Central.

Remember Me [Forgot your password?](#)

Sign In

Having trouble? [Contact Support](#)

3. Then enter the **Email Address** associated with your Trust Central account and click the **E-mail Password** button.
 - a. If you cannot recall the **Email Address** that is associated with your account, then ask your **Agency Admin** to reset your password for you.

Please enter your email address below in order to have a new password generated and emailed to you.

E-mail New Password

* E-mail Address me@thechildrenstrust.org

E-mail Password Cancel

4. You will then get a prompt letting you know a reset password email will be emailed to you.

The screenshot shows the Trust Central password reset form with a notification popup. The form has a header with a hamburger menu and a 'TRUST CENTRAL' logo. Below the logo is a navigation bar with icons for 'HEALTH', 'PARENTING', and 'SIS'. The main form area contains the text 'Please enter your email address below in order to have a new password generated and emailed to you.' followed by an 'E-mail New Password' section. The 'E-mail Address' field contains 'me@thechildrenstrust.org'. At the bottom of the form are 'E-mail Password' and 'Cancel' buttons. A notification popup from 'miami-dev.samis.io' is overlaid on the right side of the form, displaying the message: 'Your password for accessing your SAMIS: Miami site has just been E-mailed to me@thechildrenstrust.org.' with an 'OK' button.

5. The email containing your temporary password for Trust Central will arrive almost immediately to your inbox.