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

2. 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.

3. Enter password in the Password field.

4. Click the Sign In button.
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.
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.

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

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

5. The email containing your temporary password for Trust Central will arrive almost immediately to your inbox.
6. Click the Go button then log in to Trust Central with your Login ID and temporary Password that was emailed to you.

7. You then enter your new Password and enter it again to confirm it and click the Change My Password button.

8. You will now be logged back in to Trust Central and your password will be updated.