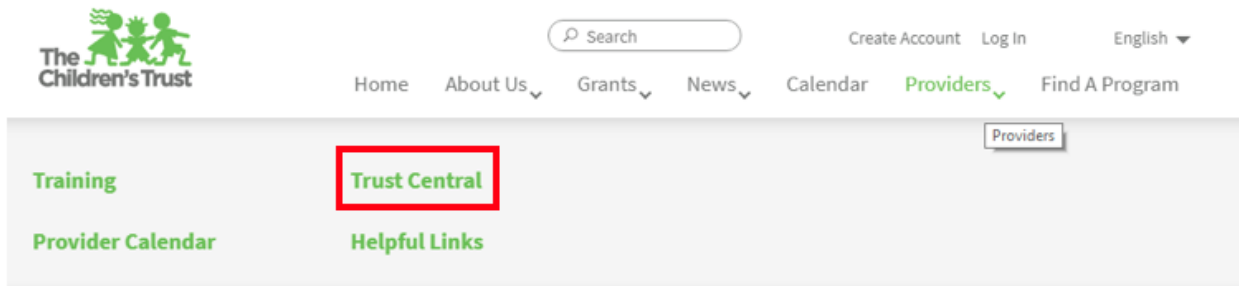




Trust Central Login & Password Reset Guide

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.



How to change your password

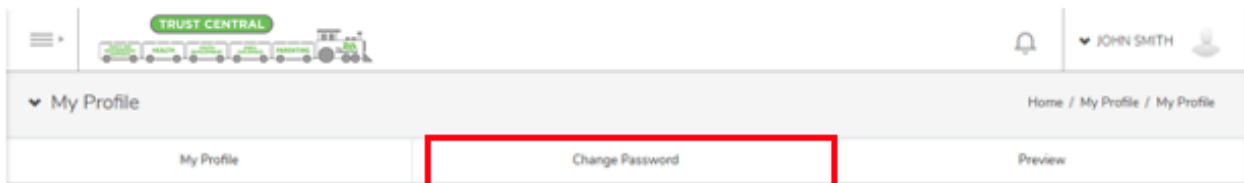
New Users – All new users are required to change their password the first time they log into Trust Central. After logging in the first time, the users will be brought to the Change Password screen.

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.

A screenshot of the Trust Central login page. At the top, it says "Sign in to access Trust Central." Below this are two input fields: one for an email address (with an envelope icon) and one for a password (with a magnifying glass icon). A dark grey notification box with a white checkmark and the text "Notice You've entered an invalid username and/or password." is overlaid on the password field. Below the fields are a "Remember Me" checkbox and a "Forgot your password?" link. A blue "Sign In" button is centered below these. At the bottom, it says "Having trouble? Contact Support".

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

A screenshot of the Trust Central login page, similar to the one above. The email field contains "me@thechildrenstrust.org" and the password field is filled with asterisks. The "Forgot your password?" link is highlighted with a red rectangular box. The "Remember Me" checkbox is unchecked. The blue "Sign In" button and the "Having trouble? Contact Support" text are also visible.



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 temporary password will be emailed to you.

TRUST CENTRAL

HEALTH PARENTING

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 [redacted]@thechildrenstrust.org

E-mail Password Cancel

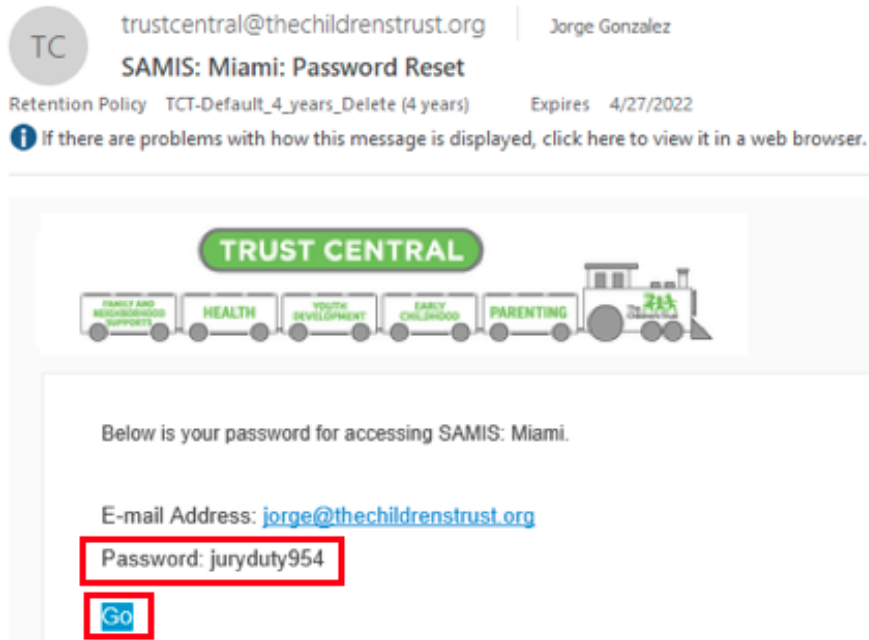
miami-dev.samis.io says
Your password for accessing your SAMIS: Miami site has just been E-mailed to [redacted]@thechildrenstrust.org.

OK

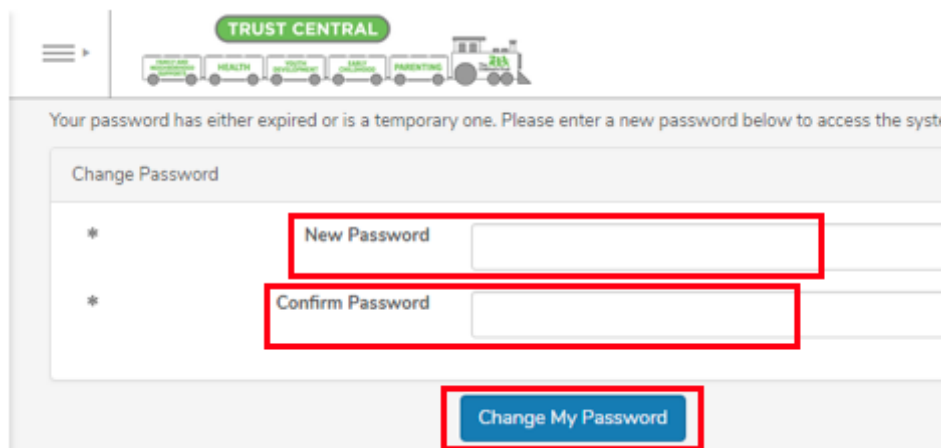
5. The email containing your temporary password for Trust Central will arrive almost immediately to your inbox.



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.