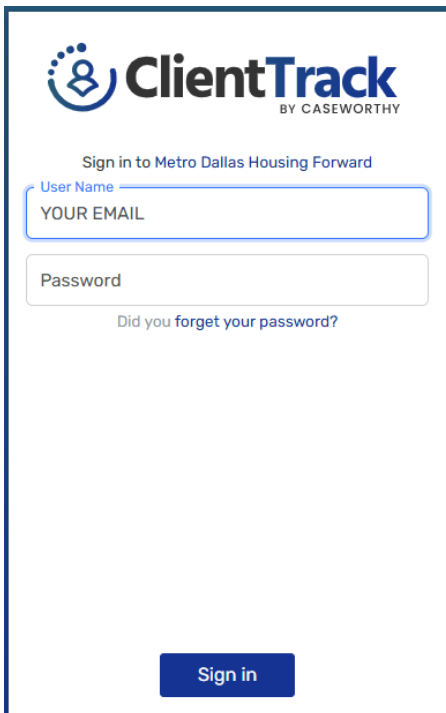


Logging in to ClientTrack

Accessing the ClientTrack Website

When logging in, be sure to use the correct URL and a Preferred or Acceptable browser from the list below.

URL: <https://ct.caseworthy.net/login/housingforward>



The image shows a screenshot of the ClientTrack login page. At the top left is the ClientTrack logo, which includes a stylized person icon and the text "ClientTrack BY CASEWORTHY". Below the logo, it says "Sign in to Metro Dallas Housing Forward". There are two input fields: the first is labeled "User Name" and contains the placeholder text "YOUR EMAIL"; the second is labeled "Password". Below the password field is a link that says "Did you forget your password?". At the bottom of the form is a blue button labeled "Sign in".

Preferred Browsers

- Google Chrome
- Firefox

Acceptable Browsers (users may experience infrequent connectivity issues)

- Microsoft Edge
- Safari

Incompatible Browsers (do NOT use)

- Internet Explorer

First Time Login

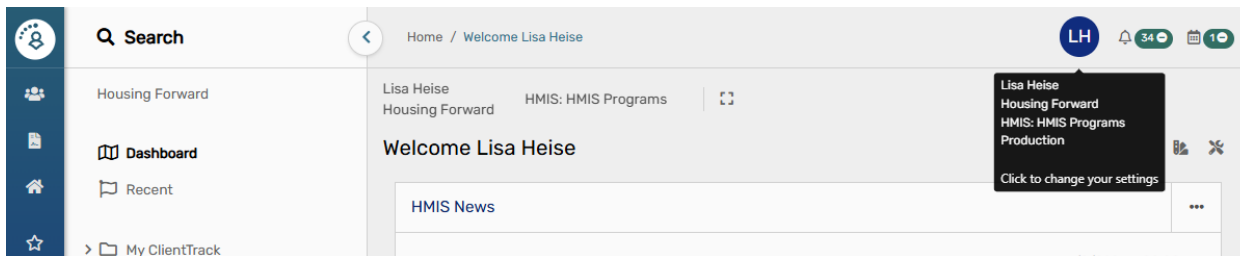
1. Be sure the URL is correct
2. Enter your username which is your email address
3. Enter the temporary password assigned to you
4. You will be forced to create a new password.

Recovery Information

It is extremely important for every user to set up their recovery information by creating a Security Question and Answer. This allows users to reset their own password in case their password is forgotten.

To set up your recovery information, you can follow the pop-up to review your recovery information the first time you log in. If you dismissed this pop-up, follow the steps below.

1. Click on your initials in the top right corner of the screen after logging in.



2. Click on Security Settings under your picture.

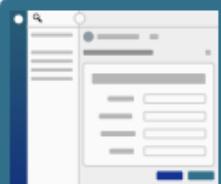
Settings ✕

Location

New HMIS Support Hub ⬆

Apply

THEME


Default


High Contrast


Dark

[Open Workgroup Designer](#)

[Security Settings](#)

[Clear Preferences](#)

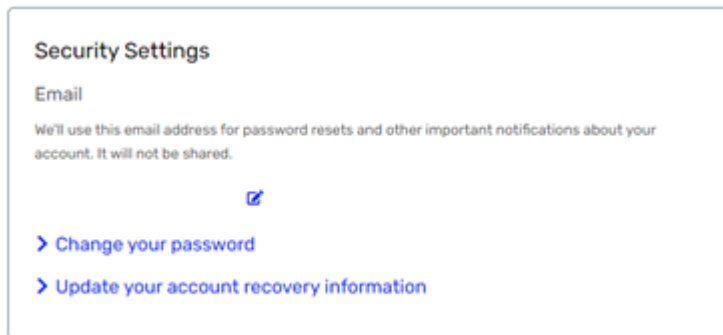
3. Enter your password.

Security Settings

Password

Submit

4. Click on "Update your account recovery information"



Security Settings

Email

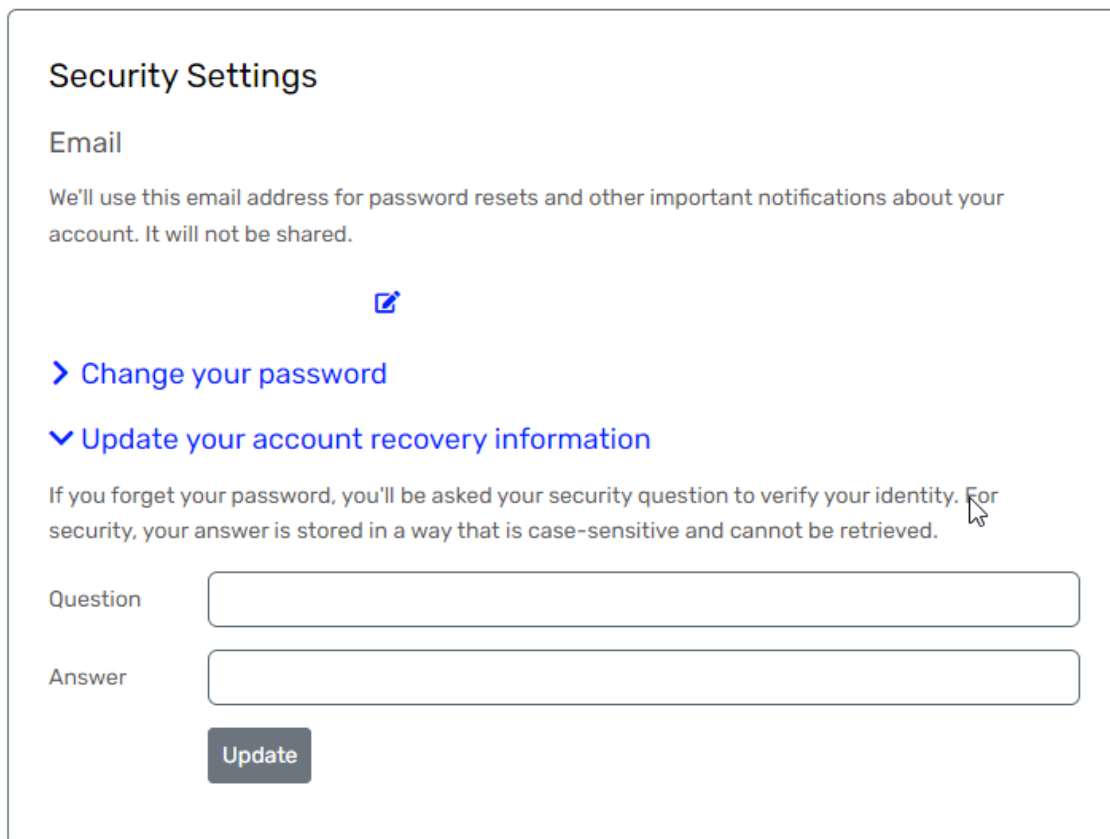
We'll use this email address for password resets and other important notifications about your account. It will not be shared.



[> Change your password](#)

[> Update your account recovery information](#)

5. Create a Question which only you will know the answer to. Then type in the Answer to that question.
NOTE: Answers are case sensitive. If your question was "Who was your favorite teacher?" Your answer will need to be entered exactly the same way each time. "Ms Jones" or "MsJones" or "msjones" would NOT be considered the same answer by the system.



Security Settings

Email

We'll use this email address for password resets and other important notifications about your account. It will not be shared.



[> Change your password](#)

[▼ Update your account recovery information](#)

If you forget your password, you'll be asked your security question to verify your identity. For security, your answer is stored in a way that is case-sensitive and cannot be retrieved.

Question

Answer

6. Click Update to save the recovery information and return to your previous dashboard.

Always remember to log out of the system when it is not in use!