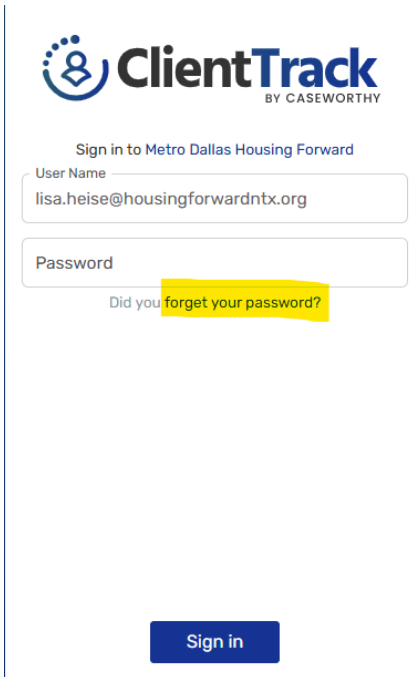


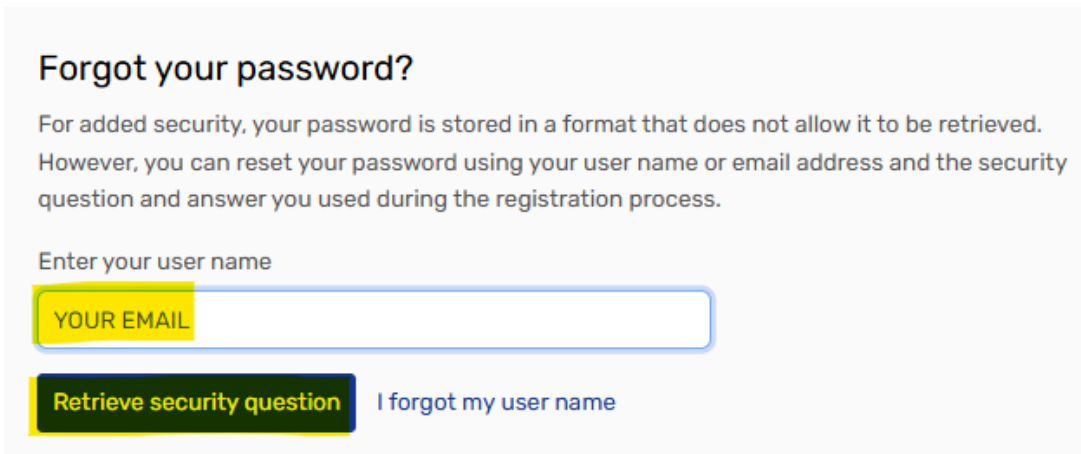
Forgot Password/Password Reset

1. Click the forgot password link from your login screen.
(You can only use this option if you have set up your security question and answer).



The image shows the ClientTrack login interface. At the top is the logo for ClientTrack BY CASEWORTHY. Below it is the text "Sign in to Metro Dallas Housing Forward". There are two input fields: "User Name" with the email "lisa.heise@housingforwardntx.org" and "Password". Below the password field is a link that says "Did you forget your password?". At the bottom is a blue "Sign in" button.

2. Enter your username (your email address) and click on the **Retrieve security question**.



The image shows the "Forgot your password?" screen. It has a heading "Forgot your password?" followed by explanatory text: "For added security, your password is stored in a format that does not allow it to be retrieved. However, you can reset your password using your user name or email address and the security question and answer you used during the registration process." Below this is a label "Enter your user name" and a text input field containing "YOUR EMAIL". At the bottom, there is a green button labeled "Retrieve security question" and a blue link labeled "I forgot my user name".

3. If you NEVER set up your security question, then you will receive this message after clicking on

An embedded page at usw.clienttrack.net says

You've either entered an invalid user name or you never set up your security question.

OK

Retrieve security question.

At this time, you can submit a ticket for us to reset your account. Make sure your email address is typed correctly before submitting your ticket.

5. If you DID set up your security question, then you will come to this screen where you will see the security question you set up and then you must type in the answer you created (password is case sensitive). Then click on Confirm my identity.

Forgot your password?

For added security, your password is stored in a format that does not allow it to be retrieved. However, you can reset your password using your user name or email address and the security question and answer you used during the registration process.

favorite color

Confirm my identity

6. Once you click on Confirm my Identity, this screen will pop up in your existing browser and you will receive an email from Client Track.

Forgot your password?

For added security, your password is stored in a format that does not allow it to be retrieved. However, you can reset your password using your user name or email address and the security question and answer you used during the registration process.

Check your email and enter the code below

Within the next few minutes you should receive an email containing a unique code. Enter this code here to reset your password.

Reset my password

[I didn't receive an e-mail](#)

7. Go to your email and click on the email from Client Track.

In this email you will see the code to cut/paste or you may click on the link provided in the email.

N no-reply@clienttrack.com
To: Lisa Heise

☺️ ↩️ Reply ↩️ Reply all ➡️ Forward 📧 📧 ...
Tue 7/7/2026 11:39 AM

To reset your password, you need to copy and paste or enter the following code into the password reset dialog:

9b2d17d8-17f1-412c-b50c-88fe86dc930c

If you have closed the password reset dialog, you may click this link or enter the link address into your browser window:

<https://as-clienttrackapp-wu2-prod-2.azurewebsites.net/forgot-password.aspx?CustomerID=MDHA&Code=AZK-9b2d17d8-17f1-412c-b50c-88fe86dc930c>

If you did not initiate the password reset, please contact your system administrator immediately.



Copyright © 1983 - 2025 CaseWorthy, Inc. All rights reserved.

8. Once you click the above link, this temporary password screen will open up in a new browser. Be sure the new temporary password is displayed, and then click **Sign in now**.

Forgot your password?

For added security, your password is stored in a format that does not allow it to be retrieved. However, you can reset your password using your user name or email address and the security question and answer you used during the registration process.

Your user name is Alexandra.Hartfield@mdhadallas.org

Your new password is

ldbTBV5jXX(8

You will need to change this the next time you sign in.

[Sign in now](#)

9. Once you click on Sign in now, this Client Track login screen will open up so you can set up a new password.