

Fountain House Portal – Reset Password

Guide to Each Step to Reset your Password in the Fountain House Portal

Step 1

- Go to the Fountain House Portal Sign In Page:
<https://clienttrack.eccovia.com/portal/default.aspx?CustomerID=FountainHouse>
- Your User Name is your email address
- If you forgot your password, click the **forget your password?** Link below the Password field.



Sign In
Sign in using your user name and password

User Name

Password

[Did you forget your password?](#)

Don't have a user name? [Register now.](#)

Step 2

- A window will open asking you to enter your User Name (email address) to retrieve your security question
- Click Retrieve Security Question

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.

Enter your user name

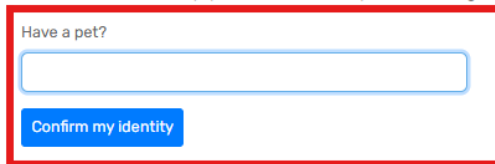
[I forgot my user name](#)

Step 3

- A window will open displaying the Security Question you set up when you Registered on the Portal. In the example below, the Security Question is “Have a pet?”
- Enter the answer you provided when you set up your Security Question
- Click 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.

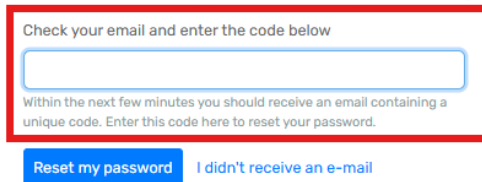


Step 4

- A code is sent to your email address from no-reply@clienttrack.com
- A window will open asking you to check your email to enter the code and verify your identity
- Enter the code and click Reset my Password

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.



Step 5

- A window will open displaying your username and a new temporary password
- Copy the password
- Go to the Fountain House Portal Sign In Page:
<https://clienttrack.eccovia.com/portal/default.aspx?CustomerID=FountainHouse>

- Enter the temporary password on the Sign In page and it will prompt you to set a new password.

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 anthiaz@fountainhouse.org

Your new password is

toW5-

Please change this at your earliest convenience.