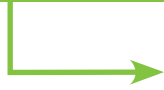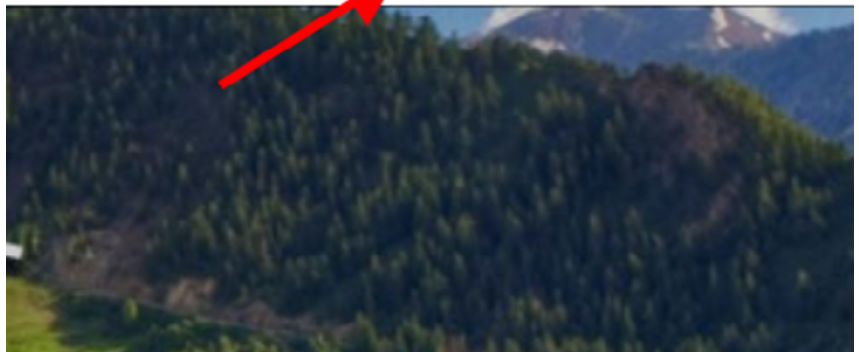# FAQs
CREATE AN ACCOUNT

APCHA
Aspen | Pitkin | County | Housing | Authority

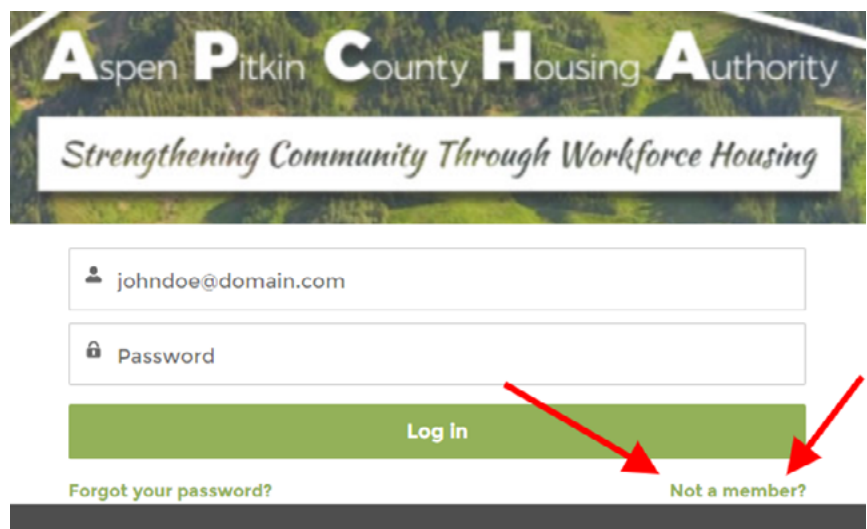**1**

On the top right side of the webpage, you will see "Sign into Hometrek". *Click on it*

Contact Us   Sign in to HomeTrek

2

You will be directed to the log in screen where a user can sign-in or sign-up (Not a member?).

For new members click on "Not a Member?" to be directed to the sign-up screen

Aspen **P**itkin **C**ounty **H**ousing **A**uthority

Strengthening Community Through Workforce Housing

johndoe@domain.com

Password

Log In

Forgot your password?   Not a member?

3

Please fill out the information in the sign-up screen. Click Submit and it will ask you to check your email to create your password (check spam)

First Name	John
Last Name	Doe
Email	johndoe@gmail.com
Date Of Birth	01/01/1990

Submit

Please make sure everything is filled out before hitting submit.

NOW, CHECK YOUR EMAIL

Check the email account associated with your user name for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your administrator.

Back to login

4

Once you check your email and click on the provided link in the email as show below it will take you to the final page to set up a password.

Sandbox: Welcome to HomeTrek Community Inbox ×

HomeTrek Support hometrekapcha@gmail.com via upeg9n7j9dnk.f-3fgvveae.cs16.bnc.sandbox.salesforce.com
to me ▾

Hi John,

Welcome to HomeTrek Community! To get started, go to https://apchauat-hometrek.cs16.force.com/login?c=ws5PSAVImxIIJGnjZzin6JdMtme.oeYH0RHvv2iSjkW_ Vz10aUL_IdeB8n1635oK0Jcpk49.pvKUkrTLwjM4e6Eh8kCWo1MPrxeBvxA2OZcsv0FoKMoDFoVGmZqAnUiOyl73Po6DK4ErfHnMrv8ckCIY4.A7ADi7KrmhQ%3D%3D
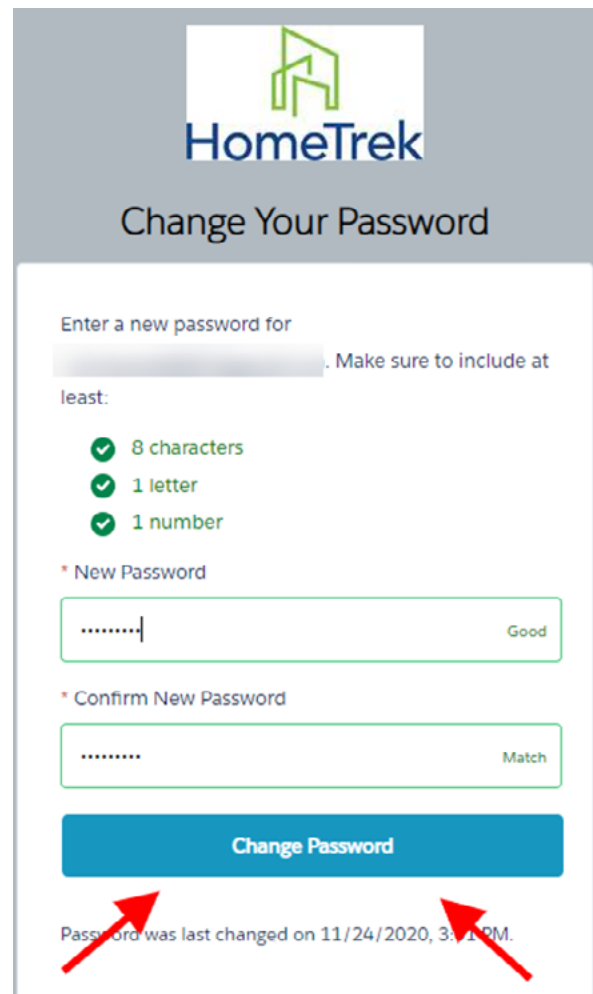
Username: johndoe466831@gmail.com

Thanks,
APCHA

Your username to login will be the email address you used to sign up.

Click the hyperlink in the email to set up a password.

5

You have successfully created your password! Welcome to the community!

Please make sure your password fits all of the requirments shown above. Click "change password" to create your password to your account.

HomeTrek

Change Your Password

Enter a new password for [redacted]. Make sure to include at least:

- ✓ 8 characters
- ✓ 1 letter
- ✓ 1 number

* New Password

| ········| | Good |

* Confirm New Password

| ········| | Match |

Change Password

Password was last changed on 11/24/2020, 3:31 PM.