

FAQs

HOW DO I RESET/CHANGE MY PASSWORD?



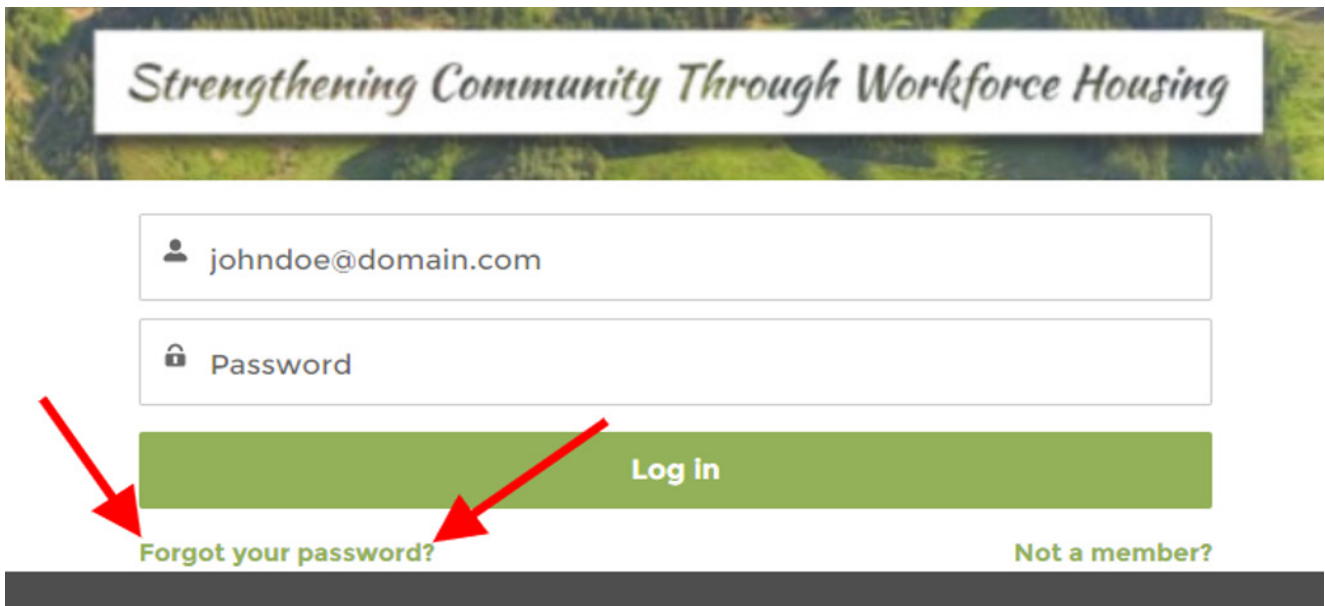
APCHA
Aspen | Pitkin | County | Housing | Authority

If you have forgotten your password or your password is not working, resetting it is easy.

1

On the log in screen, click on the “Forgot your Password?” button and reset your password.

You will be sent an email, please check your spam.



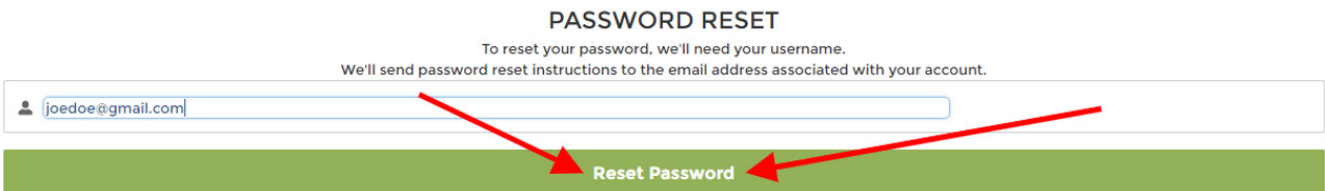
Strengthening Community Through Workforce Housing

[Forgot your password?](#) [Not a member?](#)

Two red arrows point from the 'Forgot your password?' link to the 'Log In' button.

2

Type in the email address associated with your HomeTrek account to reset your password.



PASSWORD RESET

To reset your password, we'll need your username.
We'll send password reset instructions to the email address associated with your account.

Two red arrows point from the email input field to the 'Reset Password' button.

3

Once you received the email, click on the hyperlink in the email to direct you to the password reset page.

Hi John,

Your password has been reset for HomeTrek Community. Go to:

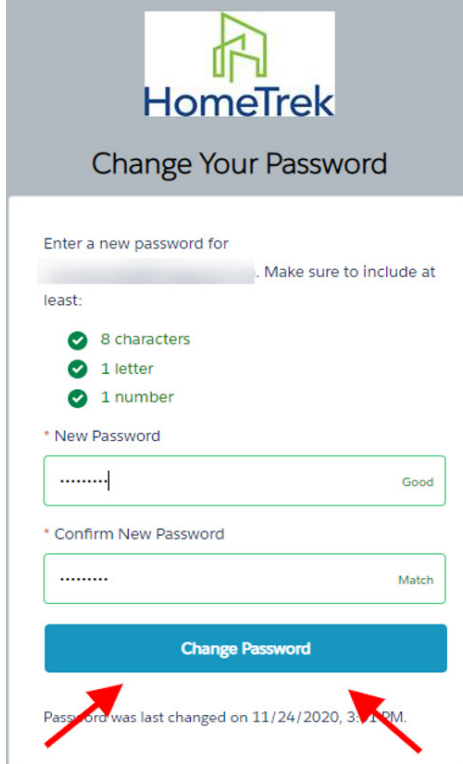
https://apchauat-hometrek.cs16.force.com/secur/forgotpassword.jsp?r=00Df0000003fGvv005f0000004M9oVCjwKMwoPMDBE_LG21mcn_VUaDJ28jRmxT-8Xhpgctil563hZDPXdqbl7PXt2WG0fqi-5QejHax1nM0bvxm-q-8DY7AZ7evv4rJfM1OneOe-3BWga71mf7K

Thanks,
APCHA

Please click on the hyperlink in your email to reset your password.

4

Once on the password reset page, please make sure your password fits all the requirements. Click on “Change Password”.



HomeTrek

Change Your Password

Enter a new password for . 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, 3:11 PM.

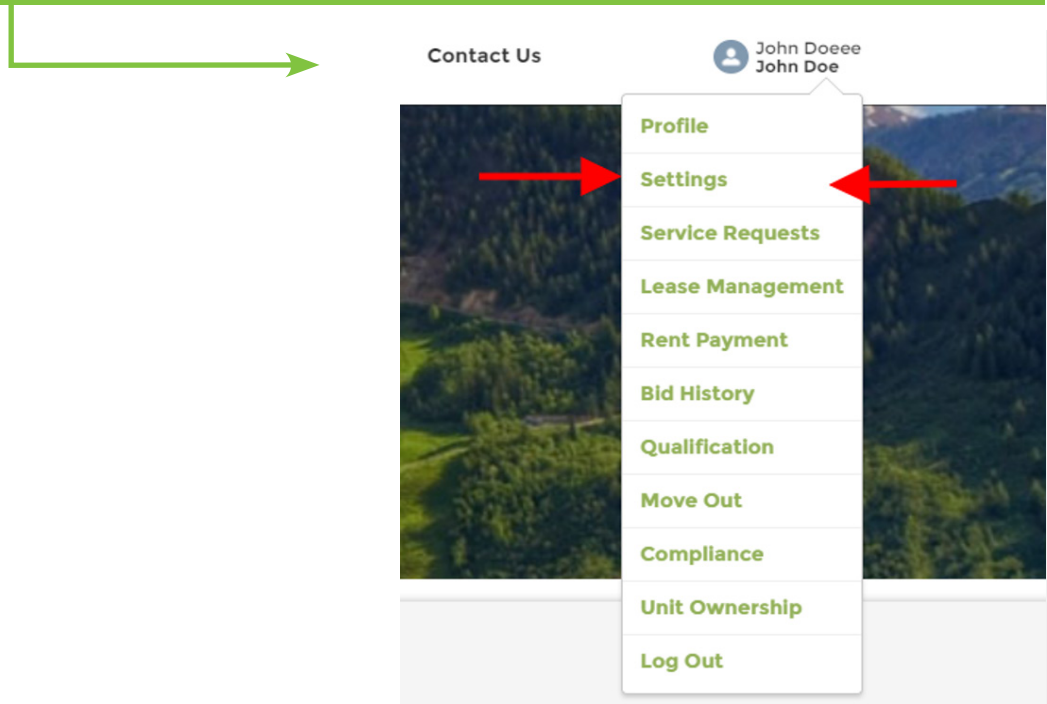


5

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

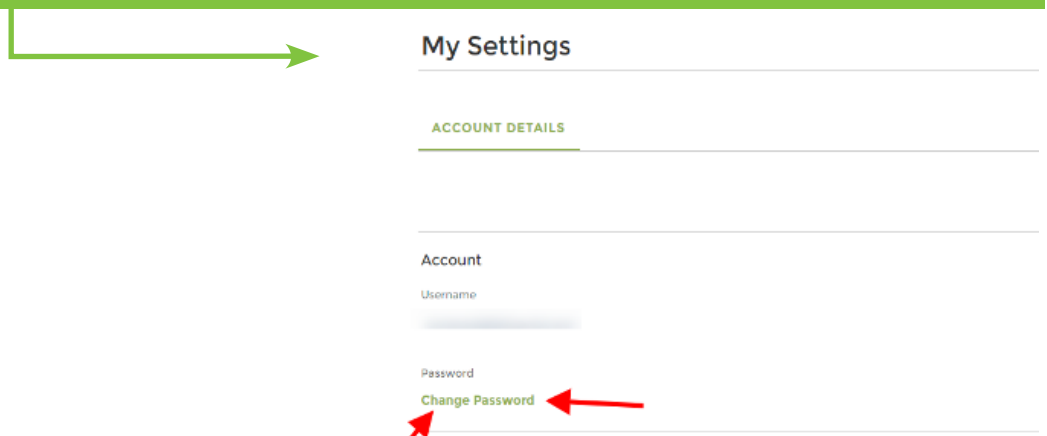
1

When you are already logged in and want to change your password, click on the right-hand top of your screen where your name and photo is and in the drop-down menu, click on “Settings”.



2

Under “Settings” click “Change Password”.



3

Once you click on “Change Password”, a pop-up will appear. Enter your current password, your new password and then re-enter your new password to verify it. Click “Save”.

Change My Password

You must adhere to the following password rules:

- * Your password must be at least 8 characters long.
- * Your password must include letters and numbers

Current Password	<input type="password"/>
New Password	<input type="password"/>
Verify New Password	<input type="password"/>

CancelSave

4

You will then see a notification pop-up at the top of the screen if your password has been successfully changed!

Rent/Apply ▾



Your password has been successfully changed



Resources