

FAQs

HOW DO I RESET/CHANGE MY PASSWORD?



APCHA
Aspen | Pitkin | County | Housing | Authority





HOW DO I RESET/CHANGE MY PASSWORD?

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.

The screenshot shows the APCHA login page. At the top, a banner reads "Strengthening Community Through Workforce Housing". Below the banner are two input fields: one for "Email" containing "johndoe@domain.com" and one for "Password". A large green "Log In" button is centered below the fields. At the bottom of the page, there are two links: "Forgot your password?" and "Not a member?". A red arrow points to the "Forgot your password?" link.

2

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

The screenshot shows the "PASSWORD RESET" page. The title is "PASSWORD RESET" with the sub-instruction "To reset your password, we'll need your username." Below this, it says "We'll send password reset instructions to the email address associated with your account." There is an input field with the email "joedoe@gmail.com" and a green "Reset Password" button. Two red arrows point 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:

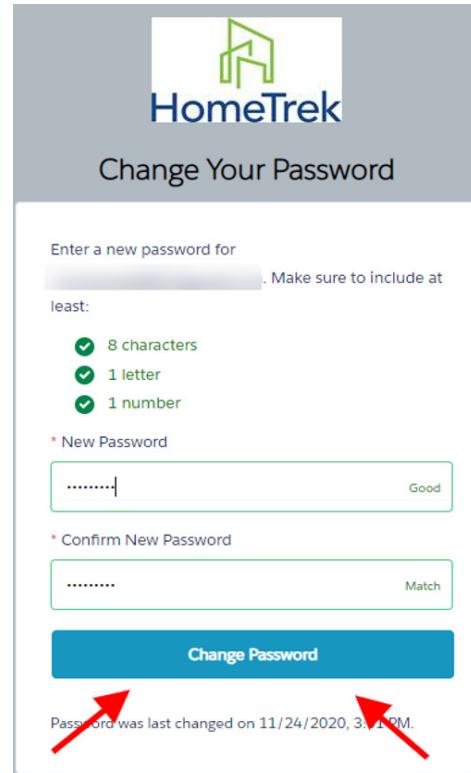
https://apchauat-hometrek.cs16.force.com/secur/forgotpassword.jsp?r=00Df0000003fGvv005f0000004M9oVCjwKMwoPMDBeLG21mcn_VUaDJ28jRmxT-8Xhpgcti563hZDPXdqbL7PXt2WG0fgi-5QejHax1nM0bvxmq-8DY7AZ7evv4rJfiM1OneOe-3BWga71mf7K

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 [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, 3:11PM.



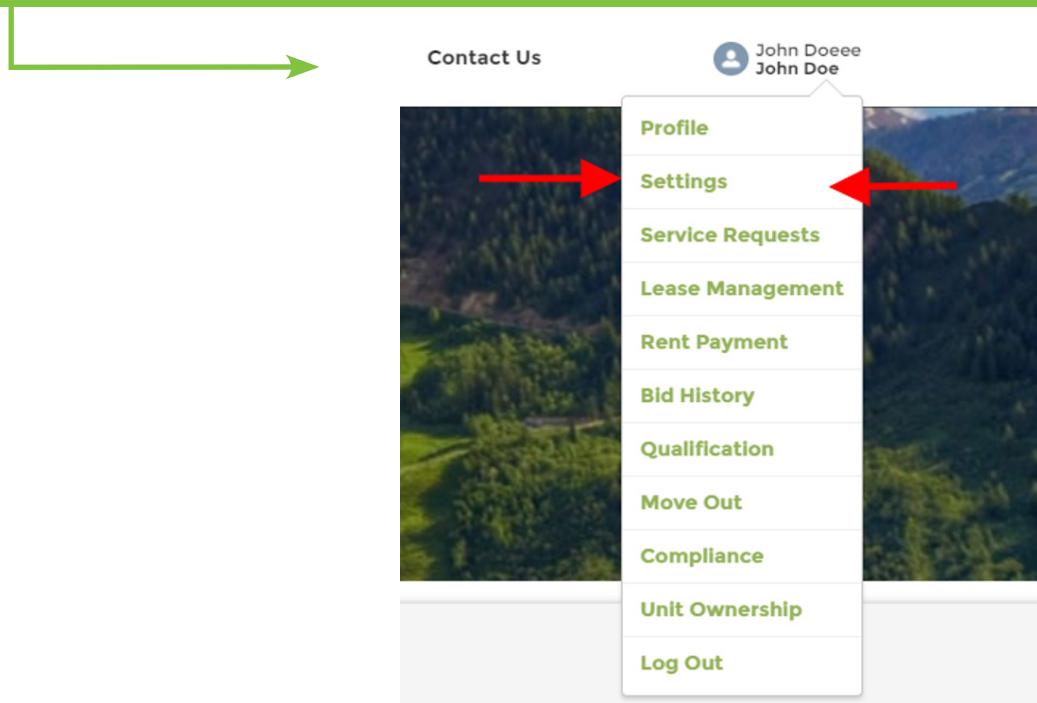
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5

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

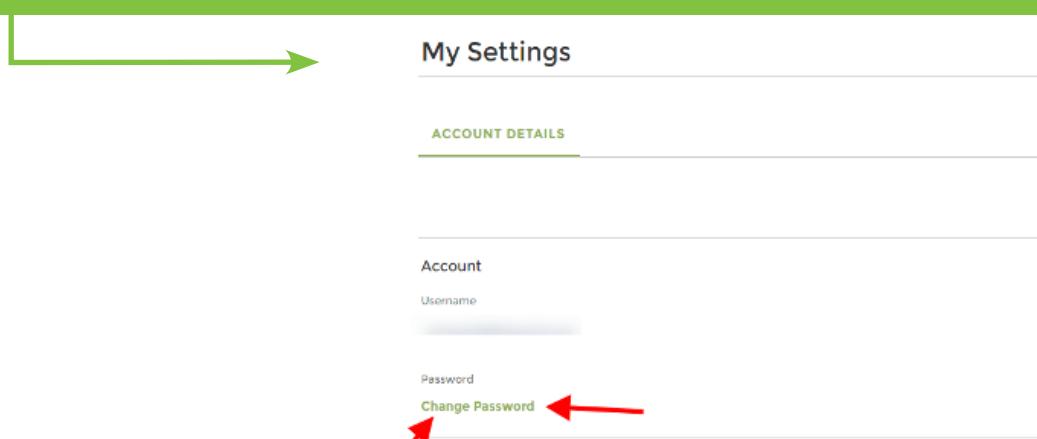
1

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”.





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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

• New Password

• Verify New Password

A red arrow points from the text above to the "Save" button in the bottom right corner of the form.

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