

ClientTrack User Guide: Logging in to ClientTrack & Password Resets

1. Go to the ClientTrack log in screen. We recommend saving this site to your browser favorites by clicking on the star icon at the end of the browser bar for easy access.

<https://clienttrack.eccovia.com/login/HSNCFL>

Upon initial log in to ClientTrack, the username will be your work email address and the temporary passcode, "Password99!"



Sign in to HSN of Central Florida

User Name
racquel.mcglashen@hsncf.org

Password

[Did you forget your password?](#)

2. After entering the login credentials, the system will prompt you to change/update your password. Be sure to set it to a secure password that include 8 or more characters, an uppercase character, a lowercase character, a number, and a special symbol (ie Password99!).
3. Once logged in to ClientTrack, click on your initials at the top right corner of your screen. This will open up the user profile settings.



4. At the bottom of the settings, click "Security Settings".

ACCOUNT SETTINGS

Workgroup
- HSN HMIS User

Organization
Park Place Behavioral Health Care

Location
Central Florida

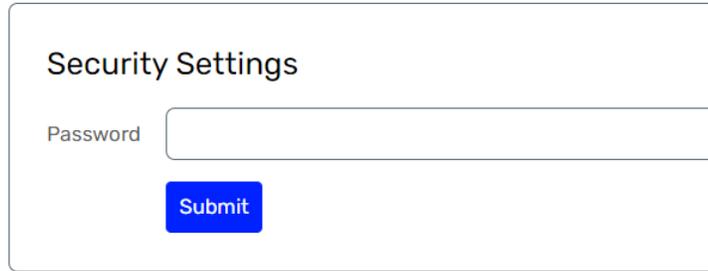
[Apply](#)

[Security Settings](#)

[Clear Preferences](#)

[Sign Out](#)

5. Clicking on “Security Settings” will open up a new browser tab where you will enter your password (the one you created). Enter and click “Submit”.



Security Settings

Password

[Submit](#)

6. Once your password has been entered, you will be provided with two options
- Change your password – use this option if you would like to change your password
 - Update your account recovery information
 - Select this option to set up your account security question.
 - Enter a security question and answer, then click “Update”. Exit the screen.

Security Settings

Email

We'll use this email address for password resets and other important notifications about your account. It will not be shared.

racquel.mcglashen@hsncf.org

[> Change your password](#)

[> Update your account recovery information](#)

Update your account recovery information

If you forget your password, you'll be asked your security question to verify your identity. For security, your answer is stored in a way that is case-sensitive and cannot be retrieved.

Question

Answer

[Update](#)

7. With your security question now set, from the ClientTrack login screen, you can now use the “Forgot password” function to reset your password if needed. Simply click the link, and follow the prompts.



Sign in to [HSN of Central Florida Training](#)

User Name

Password

[Did you forget your password?](#)