HMIS Troubleshooting and Issue Reporting

Reporting Issues

The most common way to get help with ClientTrack is to contact the HMIS Systems Team at [hmis@changinghomelessness.org.](mailto:hmis@changinghomelessness.org) However, submitting an issue via ClientTrack's Help Center* is also an option for all users.

*For general information regarding the Help Center navigate to Chapter 4: Client Workspace: Menu Options, Folders, and Subfolders/Help Center in the "HMIS Basic User 2025 Manual".

Password Troubleshooting and Resets

For instructions on how to log into ClientTrack for the first time, see Chapter 2: Navigating in ClientTrack/General Navigation/How to Log in to ClientTrack

Passwords must be reset every 90 days. Users will be prompted at the login screen to update/change passwords before they expire. Users must create at least 6 consecutive unique passwords before reusing a previous password.

Users who have not logged into the ClientTrack system for 8 or more days automatically will have accounts locked by default. To have an account unlocked, send a request to hmis@changinghomelessness.org.

For password resets or login questions, please send all requests to the main HMIS email: hmis@changinghomelessness.org