How to Log in to ClientTrack

Steps to Logging into ClientTrack

Step 1: Navigate to the Client Track environment you wish to sign into:

- **LIVE:** https://www.clienttrack.net/eshc
- **TRAINING:** https://www.clienttrack.net/eshc_train

Step 2: Enter your username. It is standard that a username is the email submitted with the HMIS User Agreement. It is standard for the submitted HMIS User Agreement email to be an official organization's e-mail domain. Enter your password and click "Sign In".

For password troubleshooting, navigate to Chapter 1: HMIS ClientTrack Basics/General Navigation/Password Troubleshooting and Resets in the "HMIS Basic User 2025 Manual".

Logging into ClientTrack

Setting Recovery Information

For existing users, navigate in the "HMIS Basic User 2025 Manual" to Chapter 3: Home Workspace: Menu Options, Folders, and Subfolders/My User Configuration: Subfolder/My User Configuration- Change My Password: Subfolder, or Chapter 2: Navigation in ClientTrack/General Navigation/User Profile Settings Menu and select "Security Settings".
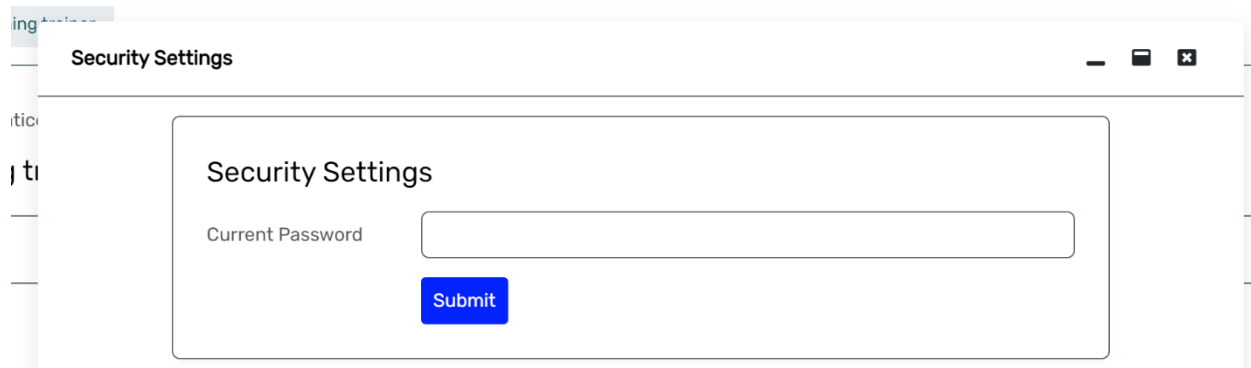
Steps to Complete New User Recovery Information Pop-up Window

Step 1: For new Users logging in for the first time**,** a pop-up window will be visible on the top right portion of the screen. To complete the recovery Information prompt – Click "Review it now". Please note that until the recovery information is completed, the pop-up will continue each time a user logs in to ClientTrack.
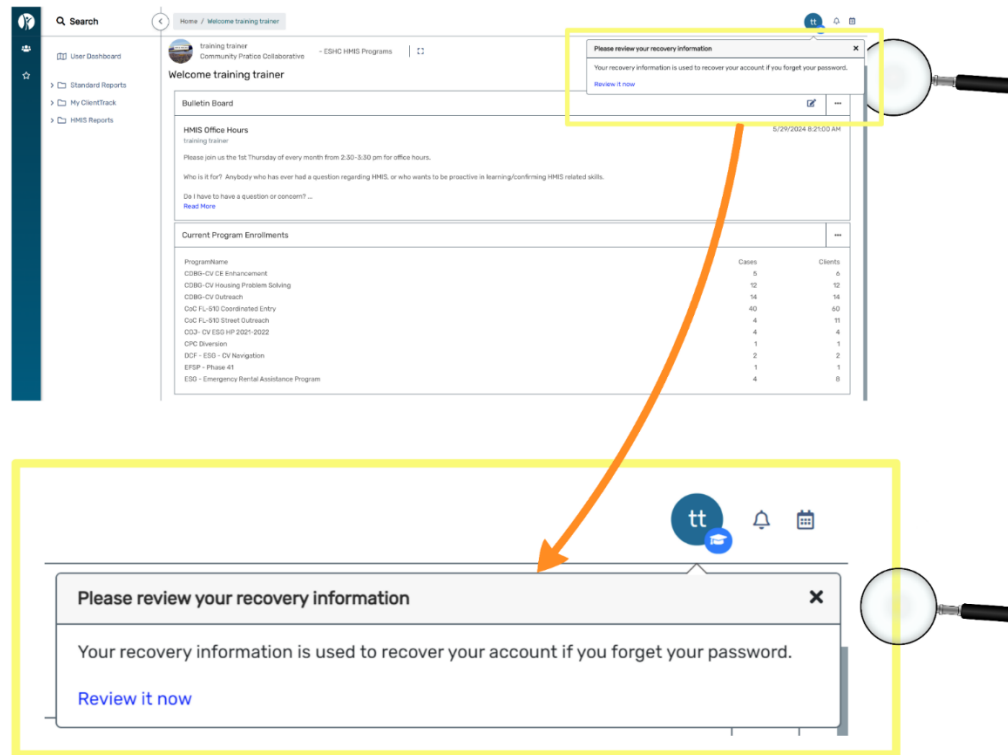
Setting Recovery Information

Step 2: Type in current password

Security Settings

Security Settings

Current Password [   ]

Submit

Security Settings

Step 3: Set a recovery question and answer and click, "Update".

Tips and Tricks - *Creating Security Questions*

Security questions and answers are a last defense against security breaches/hacks. Safe and memorable secuirty questions will help keep an account secure.

- Safe: Ensure that the answer to your security question is confidential and cannot be easily guessed.

- Memorable: You should be able to recall the answer to your security question without writing it down.

Tips and Tricks – Creating Security Questions

Security Settings

Email

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

training@eshc.org ✎

❯ Change your password

❯ 2-Step Verification

⌄ 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

Security Settings Pop-out Window

Tips and Tricks - *Password, Security, and Recovery*

- Passwords must be reset every 90 days
- Must have at least 6 consecutive new created passwords before reusing an existing password.
- User profiles are automatically set to lock if a user has not logged in for 10 consecutive days. Email hmis@changinghomelessness to have account reactivated.