



Resolving Sign In Issues

After you become a user in the Collaboration Center, you can request a password reset or retrieve your user name through the **Having trouble Signing In?** link on the Sign In page. This page can also help you request a password if your account becomes locked due to incorrect sign-in attempts. For additional information, watch [this training video](#).

To request a password reset or retrieve your user name, proceed with the following steps in the Sign In page:

1. Click **Having trouble Signing In?**.

Welcome to
Collaboration Center Stage™

A screenshot of the "Sign In" page in the Collaboration Center Stage. The page has a dark blue background. At the top, it says "Sign In". Below that are two input fields: "User Name" and "Password". To the right of the "Password" field is a link that says "Having trouble Signing In?", which is highlighted with a red rectangular box. Below the input fields is a large blue button that says "Sign In". At the bottom of the page, there are two more links: "Received an Invitation Code?" and "Interested in learning more about Collaboration Center?".

The Sign In Help page displays.

Sign In
Help

Need to reset your password or
recover your username?

First, enter your email address:

Email

I'm not a robot

reCAPTCHA
Privacy - Terms

Next, select an action.

Within 5 minutes, you should receive an email
with further instructions.

Reset Password

Recover Username

2. Enter your email address.
3. Select **I'm not a robot**.
The reCAPTCHA functionality displays using an industry-standard graphic test as a security check.
4. Select one of the following:
 - **Recover Username**. The system generates an email with a link, which provides you with your user name in the Collaboration Center.
 - **Reset Password**. The system generates an email with a link that enables you to reset your password. The link is active for four hours, which is reflected in the email that you receive.

A password reset has been requested for your Collaboration Center Account.

Please click on this link to update your Collaboration Center password The link will be valid for the next 4 hours.

<https://collaborationcenter.ga.mortgagecadence.com/ChangePassword.aspx?token=>

If you did not initiate this change, please contact Collaboration Center immediately.

Thank You,

Collaboration Center Administration

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