

Forgot Account Number or Password

Forgot Account Number

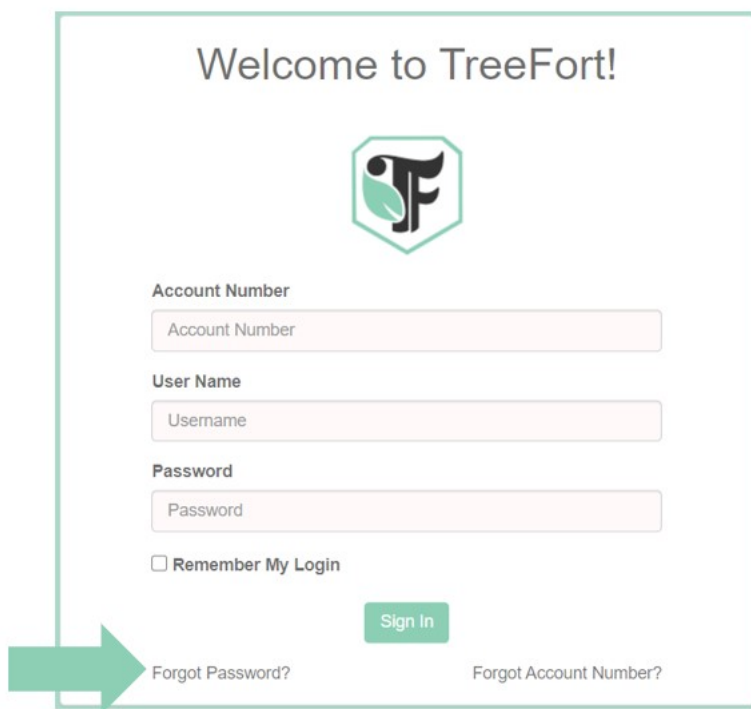
If you forgot your Account Number that you need to access your TreeFort account, you have a few options available to retrieve this information:

Contact Your TreeFort Administrator: your TreeFort administrator will be able to find your Account Number by navigating to the **Manage Users** tab within the organization's settings in the TreeFort portal. More information on how an administrator can use this section to retrieve your Account Number can be found [here](#).

Contact TreeFort Support: if your TreeFort administrator is not able to retrieve your Account Number, you can contact the TreeFort support team by sending an email to support@treefort.tech. We may require you to verify certain account information before we provide your Account Number.

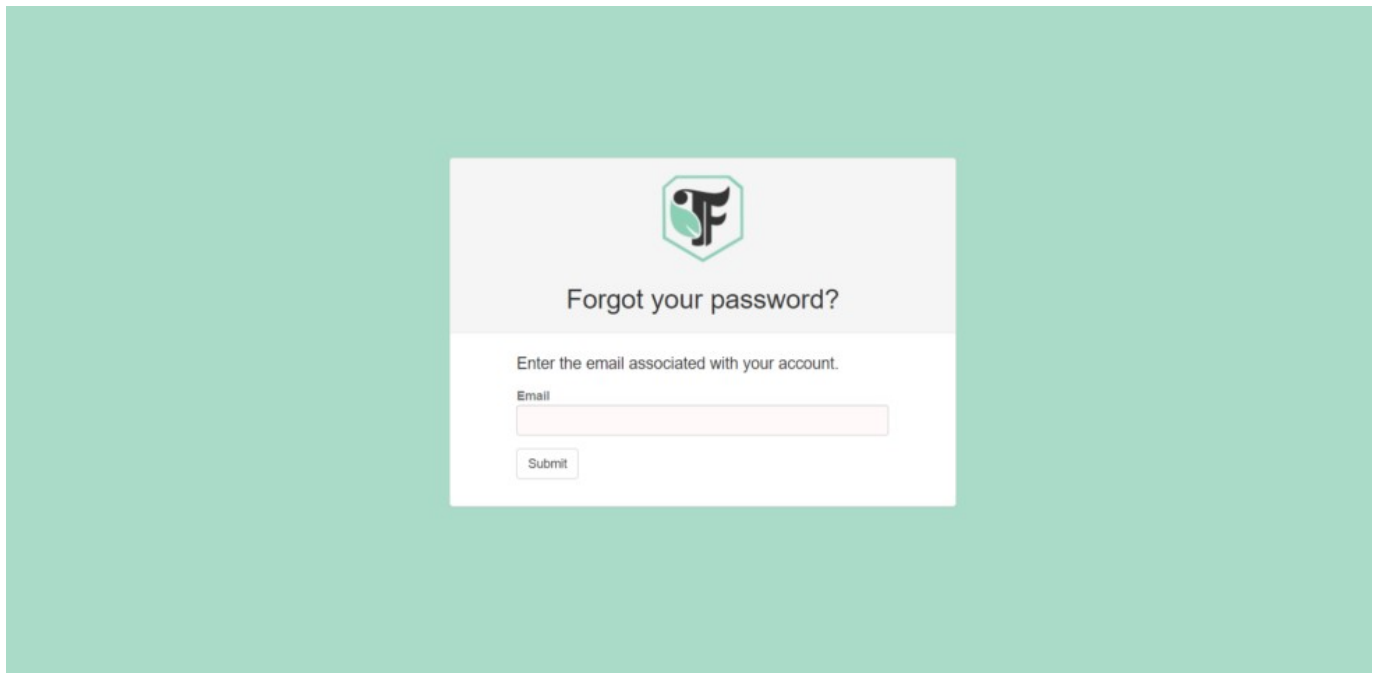
Forgot Password

If you forgot your password, you will be able to reset your password directly from the login page by selecting **Forgot Password**, as shown below.

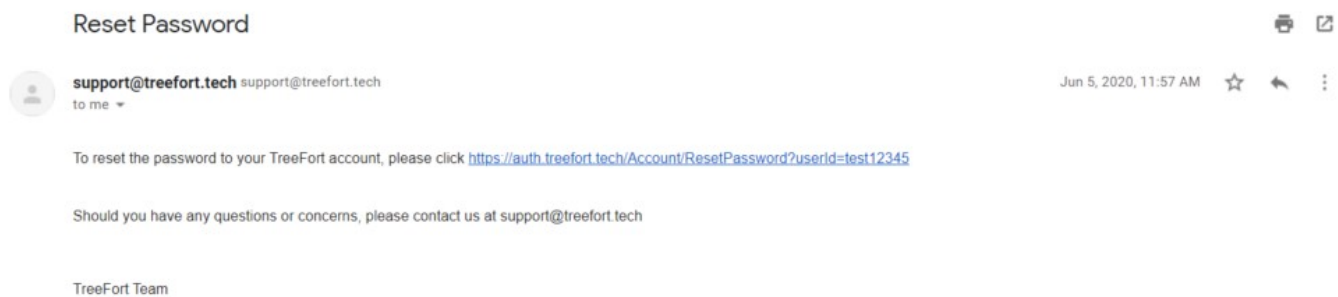


The image shows a login form titled "Welcome to TreeFort!". Below the title is the TreeFort logo, which consists of a green leaf and a black 'F' inside a hexagon. The form has three input fields: "Account Number", "User Name", and "Password". Below these fields is a checkbox labeled "Remember My Login". To the right of the checkbox is a green "Sign In" button. At the bottom of the form, there are two links: "Forgot Password?" and "Forgot Account Number?". A large green arrow points to the "Forgot Password?" link.

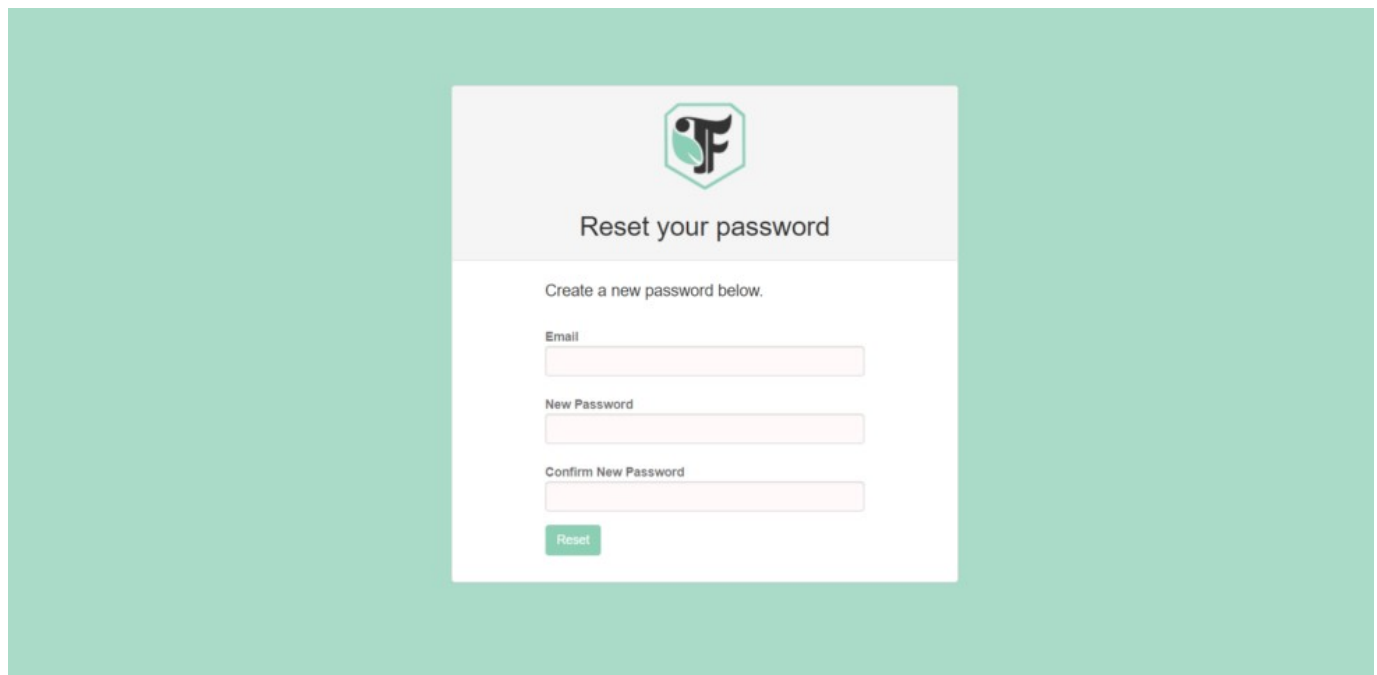
You will be directed to the following page, where you will need to enter the email address associated with your TreeFort account.

A screenshot of a web form titled "Forgot your password?" on a light green background. The form is white and contains the TreeFort logo (a stylized 'F' with a leaf) at the top. Below the logo, the text "Forgot your password?" is centered. Underneath, it says "Enter the email associated with your account." followed by a label "Email" and a text input field. A "Submit" button is located below the input field.

By selecting **Submit**, you will receive an email from TreeFort with a link to reset your password, as shown below.

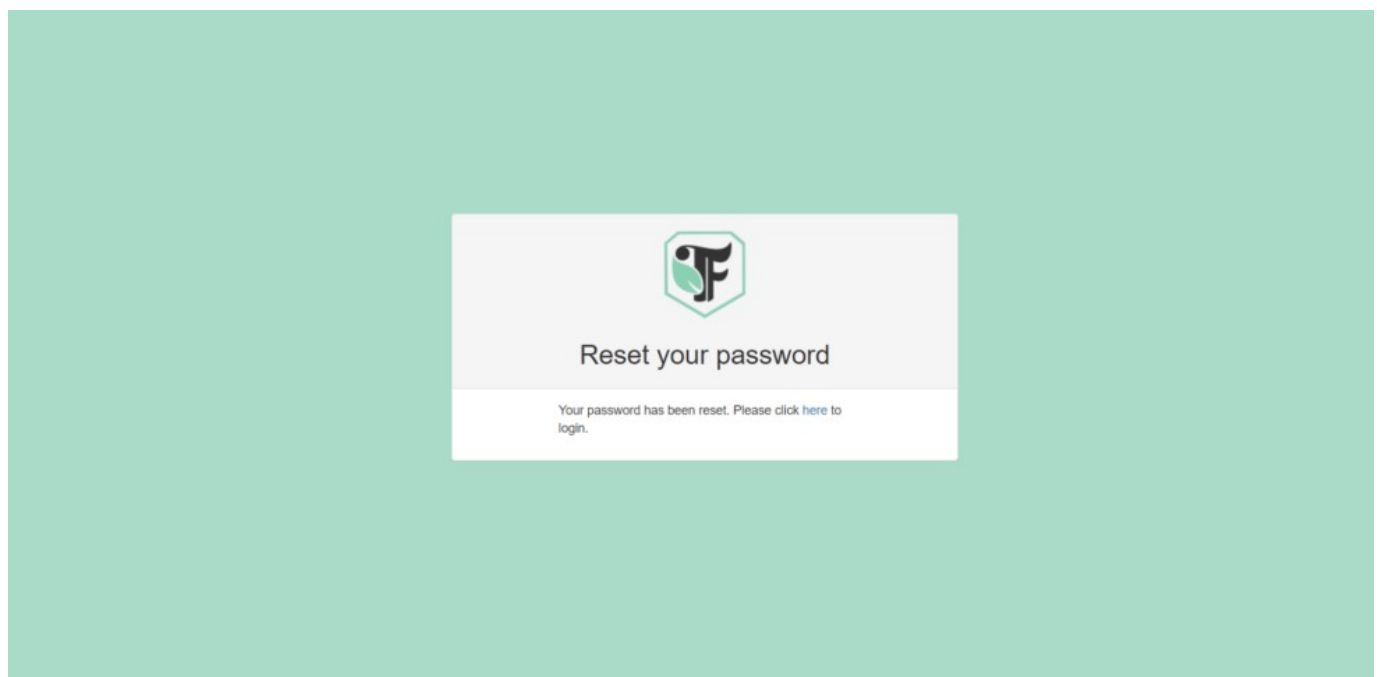


Selecting this link will direct you to the password reset page shown below, where you will have to enter the email address associated with your TreeFort account, and your new password.



The screenshot shows a web form titled "Reset your password" on a light green background. The form is white and contains the following elements: a TreeFort logo (a stylized 'F' with a leaf) at the top; the heading "Reset your password"; the instruction "Create a new password below."; three input fields labeled "Email", "New Password", and "Confirm New Password"; and a green "Reset" button at the bottom.

Once you have entered the required information, select **Reset** to reset your password. You will be redirected to the following page if you were able to successfully reset your password.



The screenshot shows the same "Reset your password" form, but now it displays a success message. The form is white and contains the following elements: the TreeFort logo at the top; the heading "Reset your password"; and a message that reads "Your password has been reset. Please click [here](#) to login." The "Reset" button is no longer visible.

You will now be able to log into your TreeFort account as you normally would using your new password. More information on logging into your TreeFort account can be found [here](#).