Forgot Account Number or Password
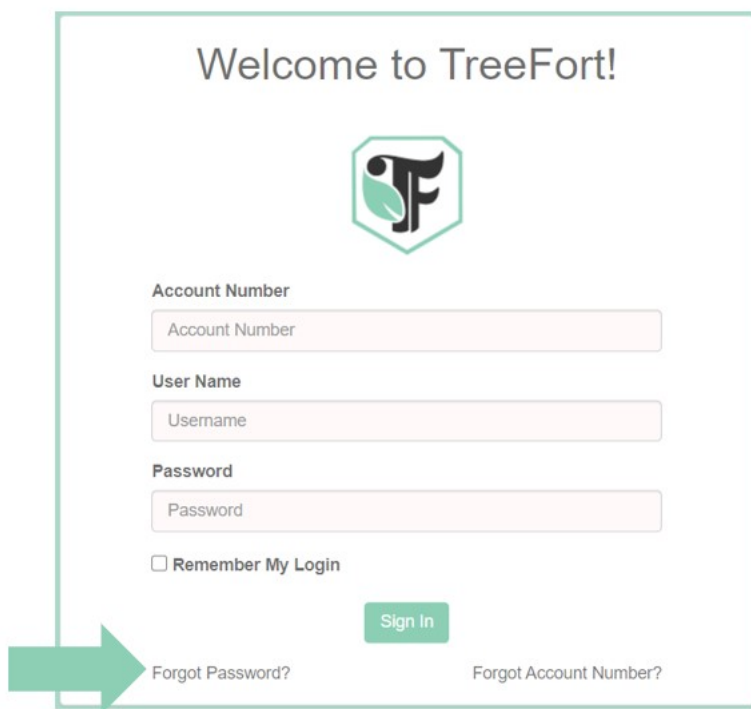
Forgot Account Number

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.
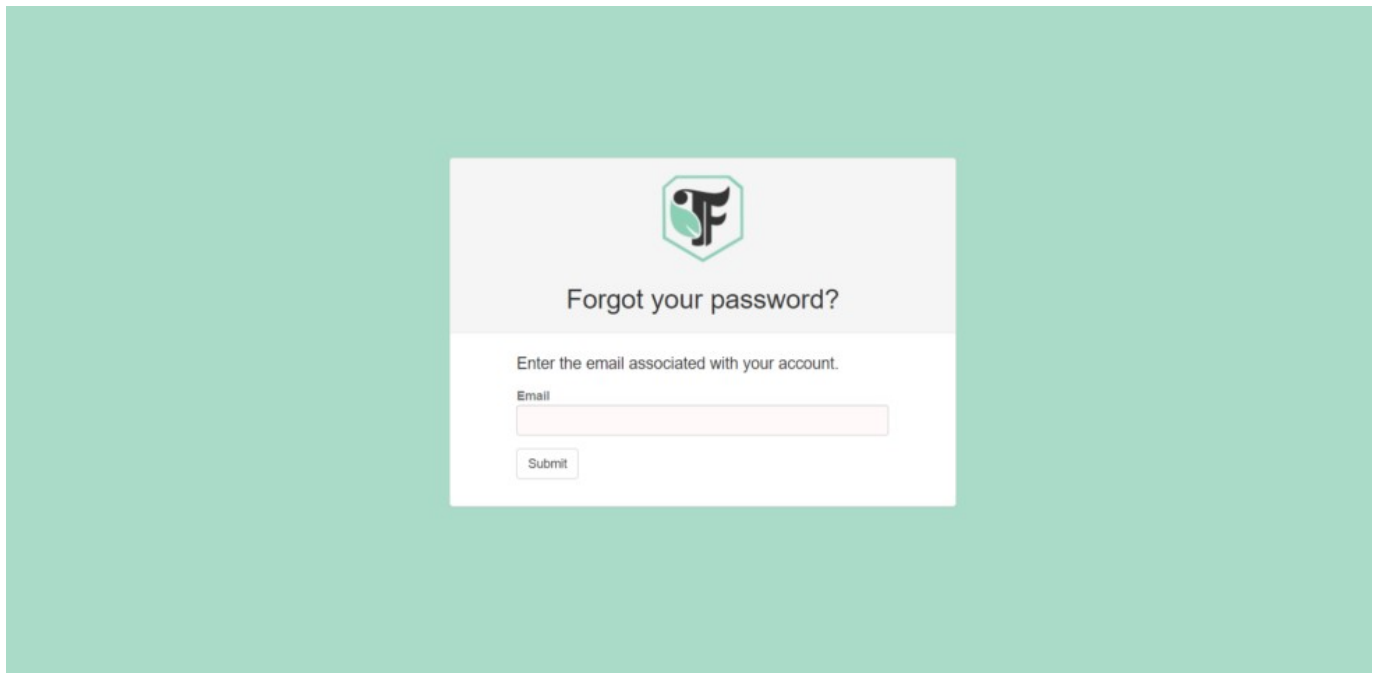
Forgot Password

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.
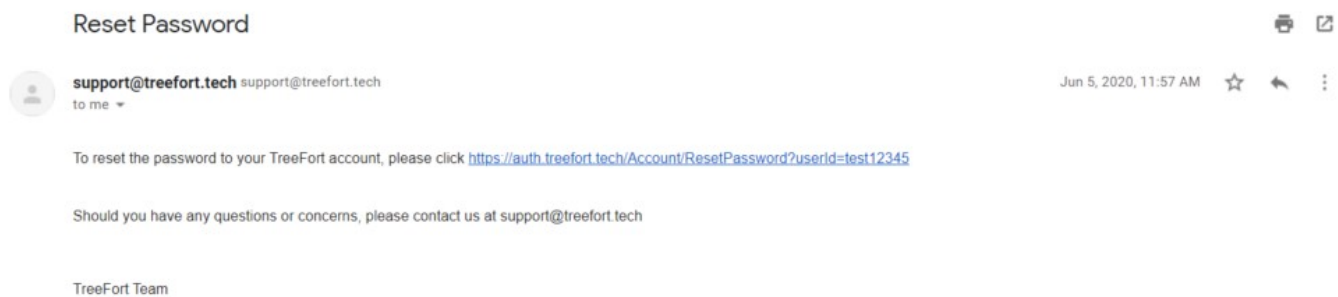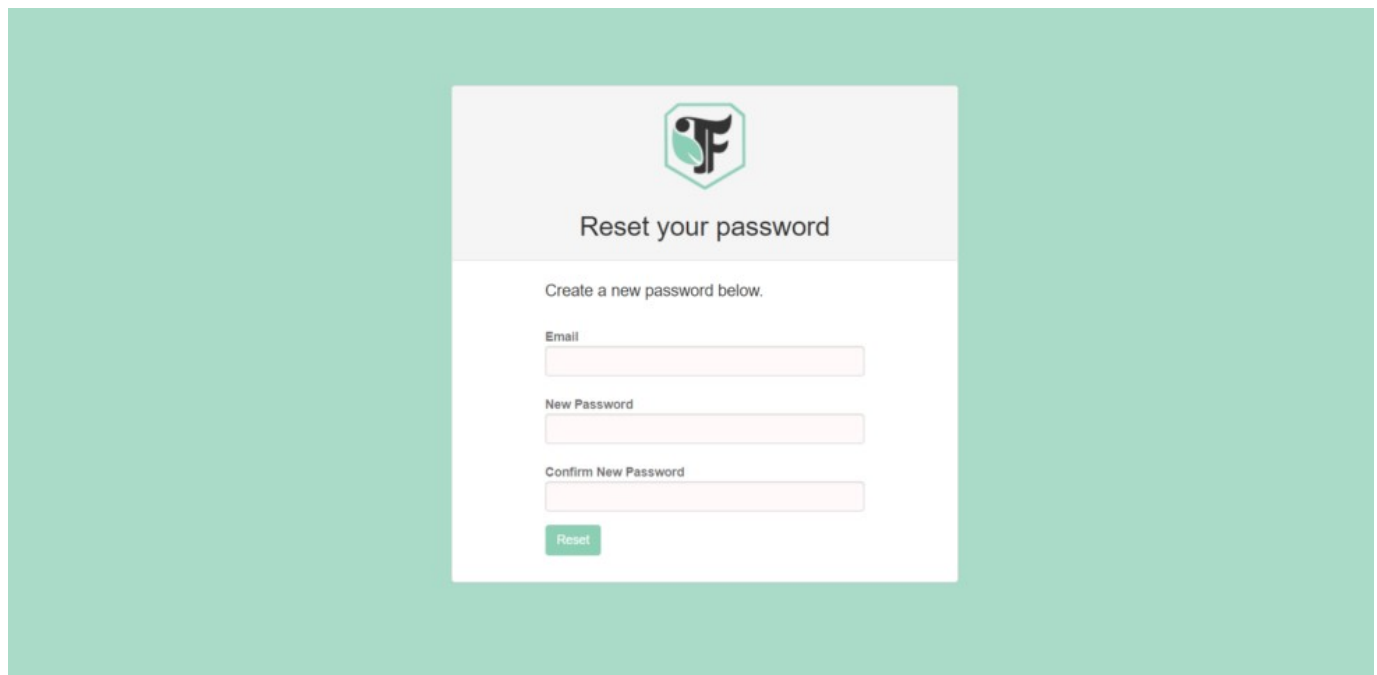

You will be directed to the following page, where you will need to enter the email address associated with your TreeFort account.

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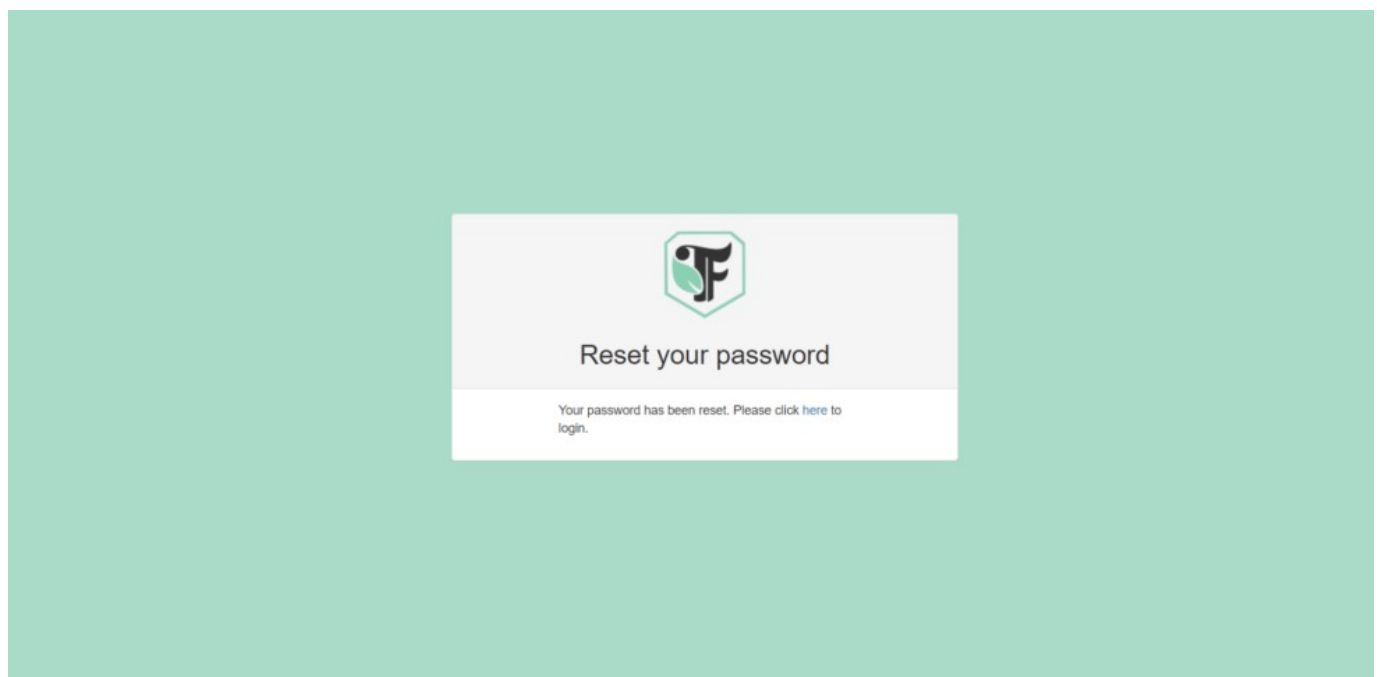

Selecting this link will direct you to the password reset page shown below, where you will have to enter the email address associated with your TreeFort account, and your new password.

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.

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**.