How to add **"Users"** to your Contractor's Account **&/or**
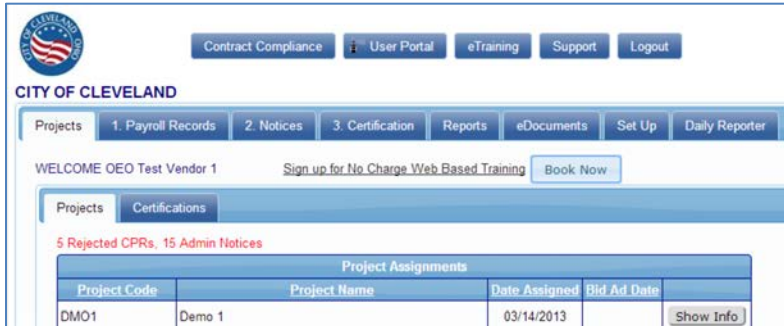# How to **"Edit Users or Reset Passwords"**

Under your regular Contractor's Account, perform the following:
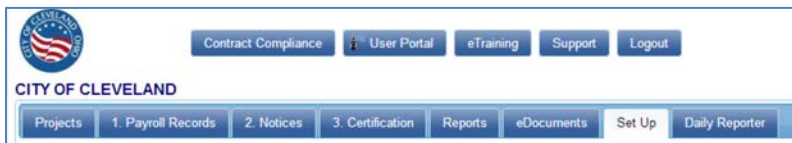
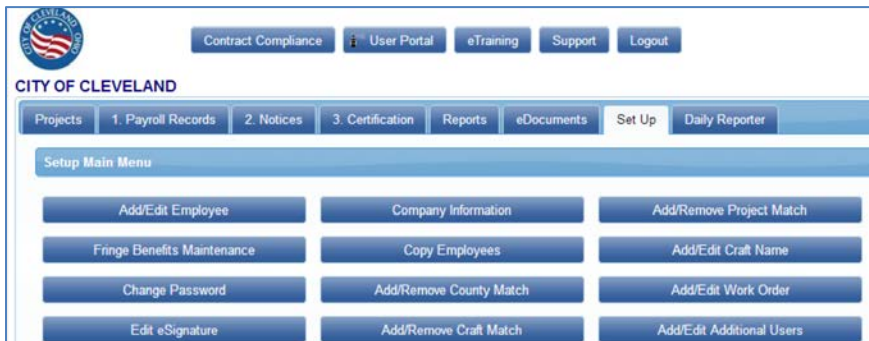1. After you have **"Login"** to your contractor's account in LCPtracker

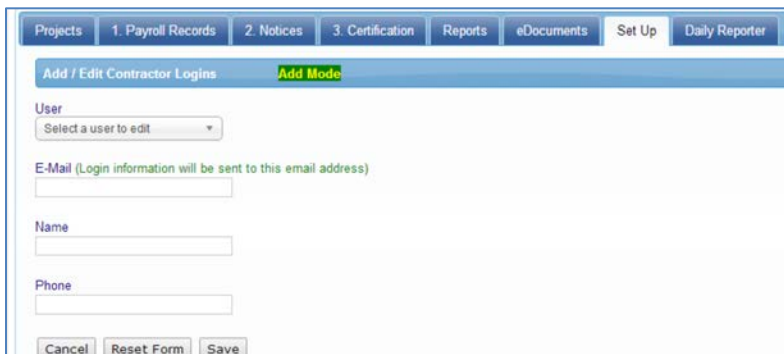2. Click **"Set Up"** tab:

3. Click **"Add/Edit Additional Users"** button as seen below:

4. Enter **"Email, Name, and Phone"** of the person you would like to add and click **"Save"**.

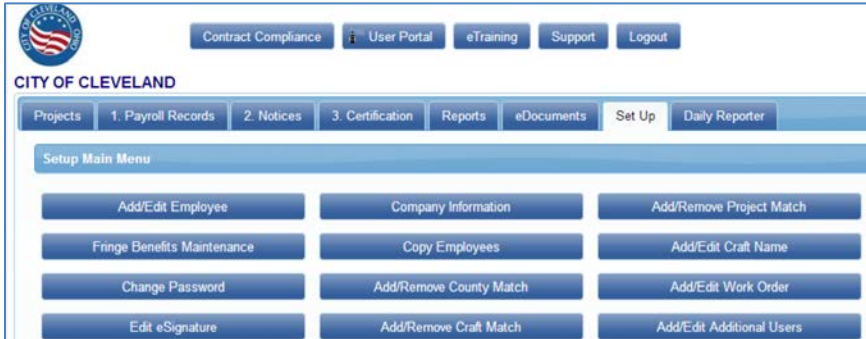5. **"Logon information"** will be emailed to the email address you entered. If they do not receive it, please contact support@lcptracker.com or follow the steps on the following pages to "reset password".
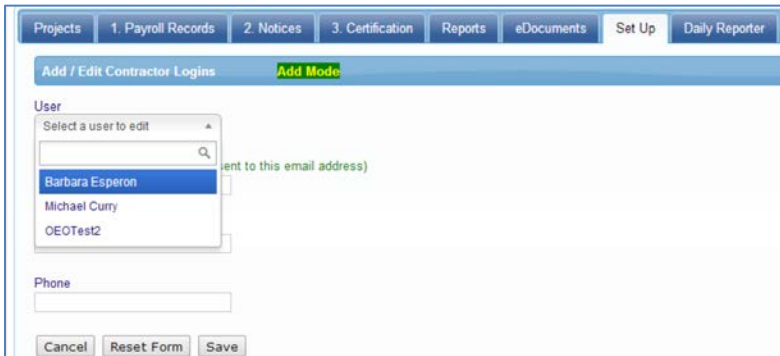
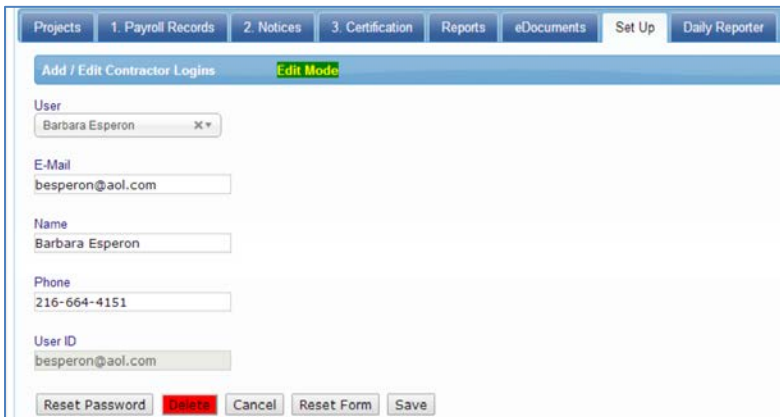6.   Click **"Set Up"** tab:

7.   Click **"Add/Edit Additional Users"** button as seen below:
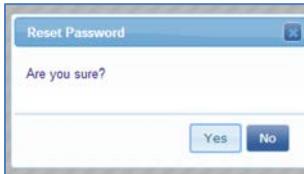

8.   Select a **"User"**

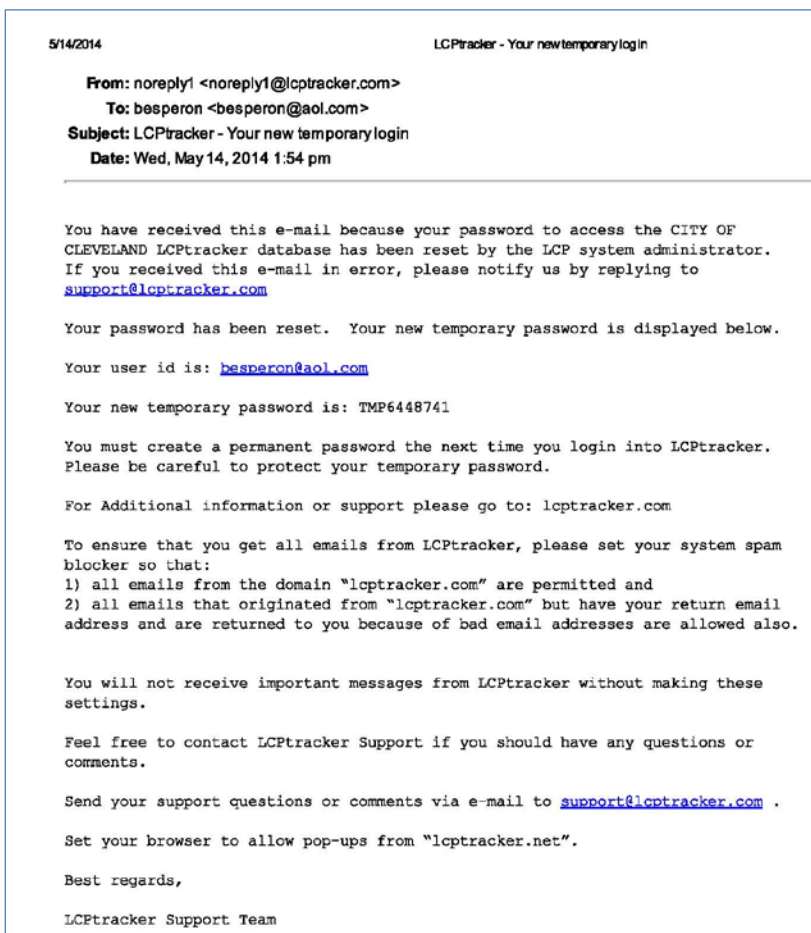9.   Once selected, click **"Reset Password "** button as seen below:

10. The following screen will appear, click **"Yes"**:
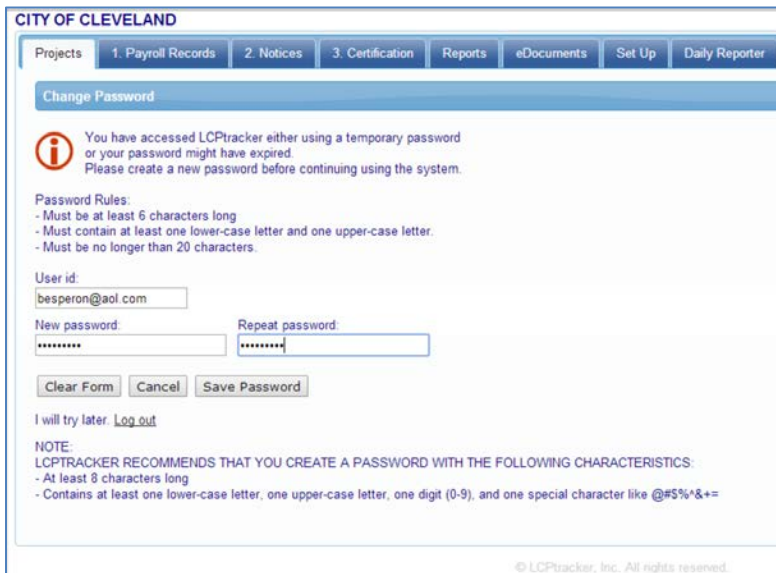

11. The following screen will appear, click **"Ok"**:

12. The user will receive an email similar to the one below:

5/14/2014   LCPtracker - Your new temporary login

From: noreply1 <noreply1@lcptracker.com>
To: besperon <besperon@aol.com>
Subject: LCPtracker - Your new temporary login
Date: Wed, May 14, 2014 1:54 pm

You have received this e-mail because your password to access the CITY OF
CLEVELAND LCPtracker database has been reset by the LCP system administrator.
If you received this e-mail in error, please notify us by replying to
support@lcptracker.com

Your password has been reset. Your new temporary password is displayed below.

Your user id is: besperon@aol.com

Your new temporary password is: TMP6448741

You must create a permanent password the next time you login into LCPtracker.
Please be careful to protect your temporary password.

For Additional information or support please go to: lcptracker.com

To ensure that you get all emails from LCPtracker, please set your system spam
blocker so that:
1) all emails from the domain "lcptracker.com" are permitted and
2) all emails that originated from "lcptracker.com" but have your return email
address and are returned to you because of bad email addresses are allowed also.

You will not receive important messages from LCPtracker without making these
settings.

Feel free to contact LCPtracker Support if you should have any questions or
comments.

Send your support questions or comments via e-mail to support@lcptracker.com .

Set your browser to allow pop-ups from "lcptracker.net".

Best regards,

LCPtracker Support Team

13. User now can **"login"** by going to www.lcptracker.com and entering their username and temporary password as seen in the following screen:

14. Once **"login"** the following screen will appear, the user must reset his temporary password: