CONSUMER DIRECT CARE NETWORK
VIRGINIA

HOW TO
Change your Password in CellTrak

If you have forgotten your password, or would like to change it, you can do so directly from the CellTrak mobile app. Follow the instructions below to select a new password.

Forgot Your Password

If you've forgotten your password and cannot log into the CellTrak app, you can reset your password by answering your security questions correctly.

1. Open the **CellTrak application** on your mobile device and tap the **Forgot Password?** link. (Fig. 01)
2. Answer the challenge question presented and tap **Next**. (Fig. 02)
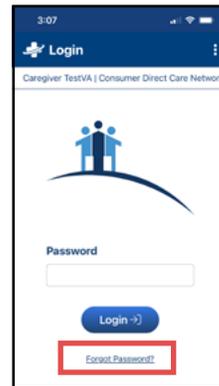3. Create and Verify your new password and tap **Next**. (Fig. 03)
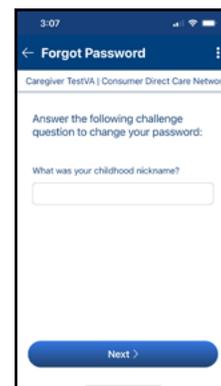

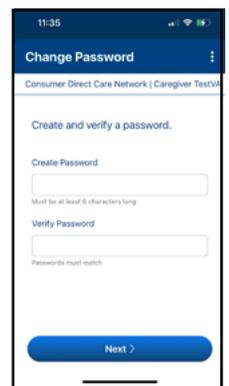*Fig. 01*   *Fig. 02*   *Fig. 03*

Change Your Password

If you are able to log in using your password, but you'd like to change your password to something else, follow the instructions below.

1. Open the **CellTrak application** on your mobile device and type your password to log in.Tap the three dots in the
2. top right corner. (Fig. 04)
   Tap Change Password and type in your current password. (Fig. 05)
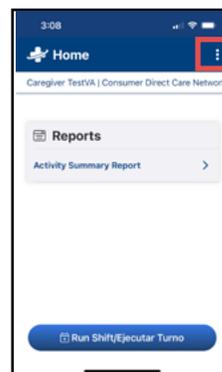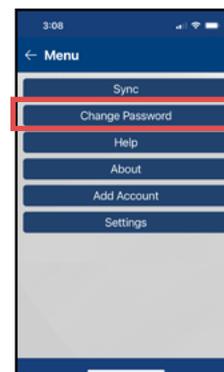3. Create and Verify your new password and tap Next. (Fig. 06)

Fig. 04   *Fig. 05*   *Fig. 06*