

## MacTRAC Forgot Password Process

### Existing Users

1. Click on the “Forgot Your Password” link

RETURNING USER

Have you already completed a Resume Profile? If so, please login to access your information to submit your Resume to a job.

User Login

Password

E-mail and password are case sensitive. [Forgot your password?](#)

2. In the User Login box, enter your username (email address) and click the Submit button.

RETURNING USER

Please enter the email address for your account. A verification code will be sent to you. Once you have received the verification code, you will be able to choose a new password for your account.

User Login

3. You will receive an email with a Verification Code (token) and link. Copy the Verification Code by:
  1. Highlight the Verification Code
  2. Right Click on the highlighted text and select Copy

A request has been made to reset your MacTRAC system account password. To reset your password, please submit (by copying and pasting) the following verification code to the URL below:

Verification Code = 7acdb22721ff93e8d60569663

URL link to enter the verification code password = [http://mcmastercareersdev.hua.hrsmart.com/custom/confirm\\_account.php](http://mcmastercareersdev.hua.hrsmart.com/custom/confirm_account.php)



4. Click on the URL shown in the email:  
[http://mcmastercareersdev.hua.hrsmart.com/custom/confirm\\_account.php](http://mcmastercareersdev.hua.hrsmart.com/custom/confirm_account.php)
5. You will be taken to the following page:

CONFIRM ACCOUNT [Show Instructions](#)

User Login

Verification Code

Create a new Verification Code, [click here](#). This will take you to the start of the Forgot your password process page.

6. Enter your username in the User Login field (email address)
7. Click on the Verification Code box. Right click and select Paste. This will paste in the copied Verification Code from Step 4.

CONFIRM ACCOUNT [Show Instructions](#)

User Login

Verification Code

Create a new Verification Code, [click here](#). This will take you to the start of the Forgot your password process page.



8. Click the Submit button.
9. You will then be asked to Enter New Password. Enter your new password in both fields. Click the Submit button.

Change Password [Show Instructions](#)

Enter New Password

Confirm Password

10. You should now see the following message. You are now logged into MacTRAC

A small green rectangular box with a thin black border containing the text: "Success: Password reset successful. You are now logged into MacTRAC." data-bbox="121 83 343 102"/>

### HR Advisors – New Account Creation

When new Admin, Recruiter, Hiring Manager, and Secondary Approver accounts are setup in MacTRAC by HR:

1. An email is sent to the user as follows:

Dear Test Test,

You have been added as a user to the MacTRAC system.

In order to complete the account creation process, please access the MacTRAC login page at the following URL and click on [Forgot / Create Password](#).

[http://mcmastercareersdev.hua.hrsmart.com/ats/career\\_center.php](http://mcmastercareersdev.hua.hrsmart.com/ats/career_center.php)

Thank you,

MacTRAC Automated Administration

2. The user is instructed in the email to click on the supplied hyperlink to the MacTRAC landing page and initiate the “Forgot Password” process. The instructions from that point forward are the same as the instructions for an existing user.