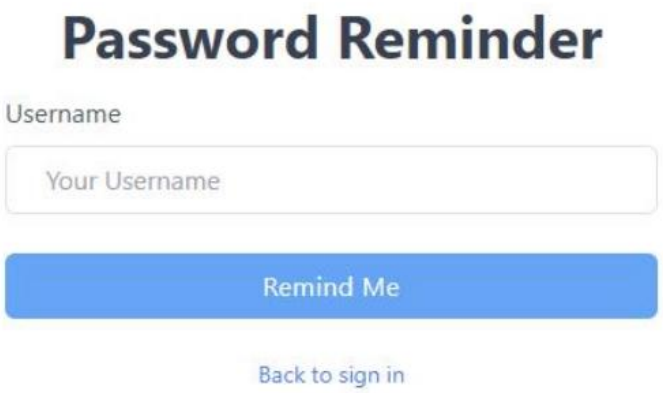
2.1 Logging In

2.1.1 What is my Projectmates site?

Most Projectmates clients will have their own private instance of Projectmates with its own separate web address. For example, a client company named “ABC” may have the Projectmates web address https://abc.projectmates.com/.

If you are unsure of what your Projectmates web address is, make sure you reach out to your company contact for Projectmates to make sure you are logging into the correct location.

2.1.2 Resetting your password



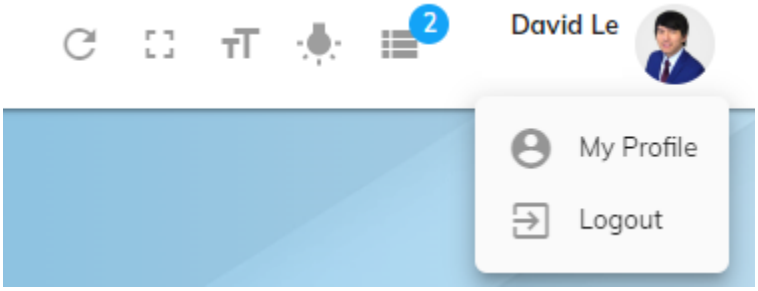
The login screen of your Projectmates website will typically contain a **Forgot Password?** link to reset your password. Input your Projectmates username in the following screen and click **Remind Me** to receive an email containing instructions to reset your password.

Before you request a password reset, keep the following in mind:

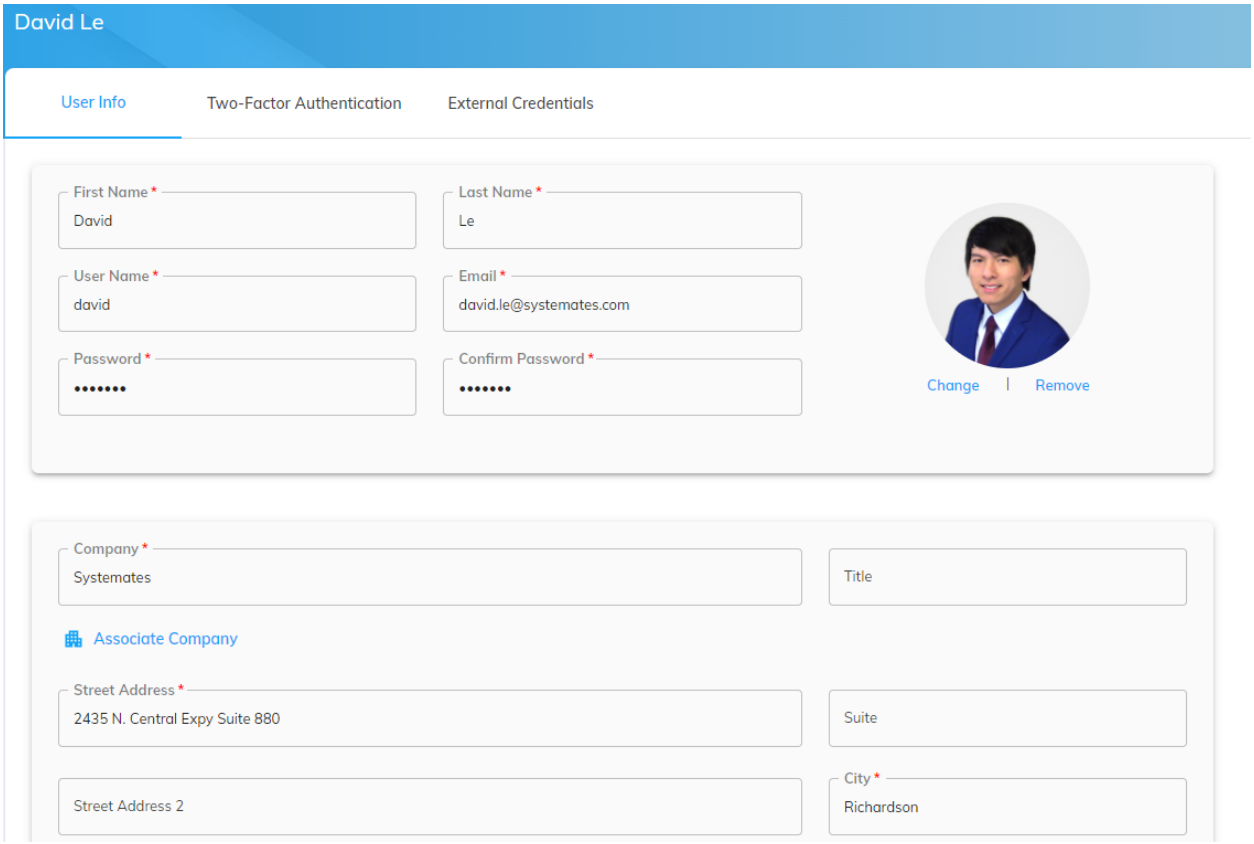
- Are you actually entering in your username? Your username is not necessarily the same as your email address.
- Are you on the correct client website? There is a chance that you are in fact using the correct username + password but are on the incorrect website.

If you are not receiving the password reset email, reach out to your company contact for Projectmates for further assistance.

2.1.3 Editing your profile



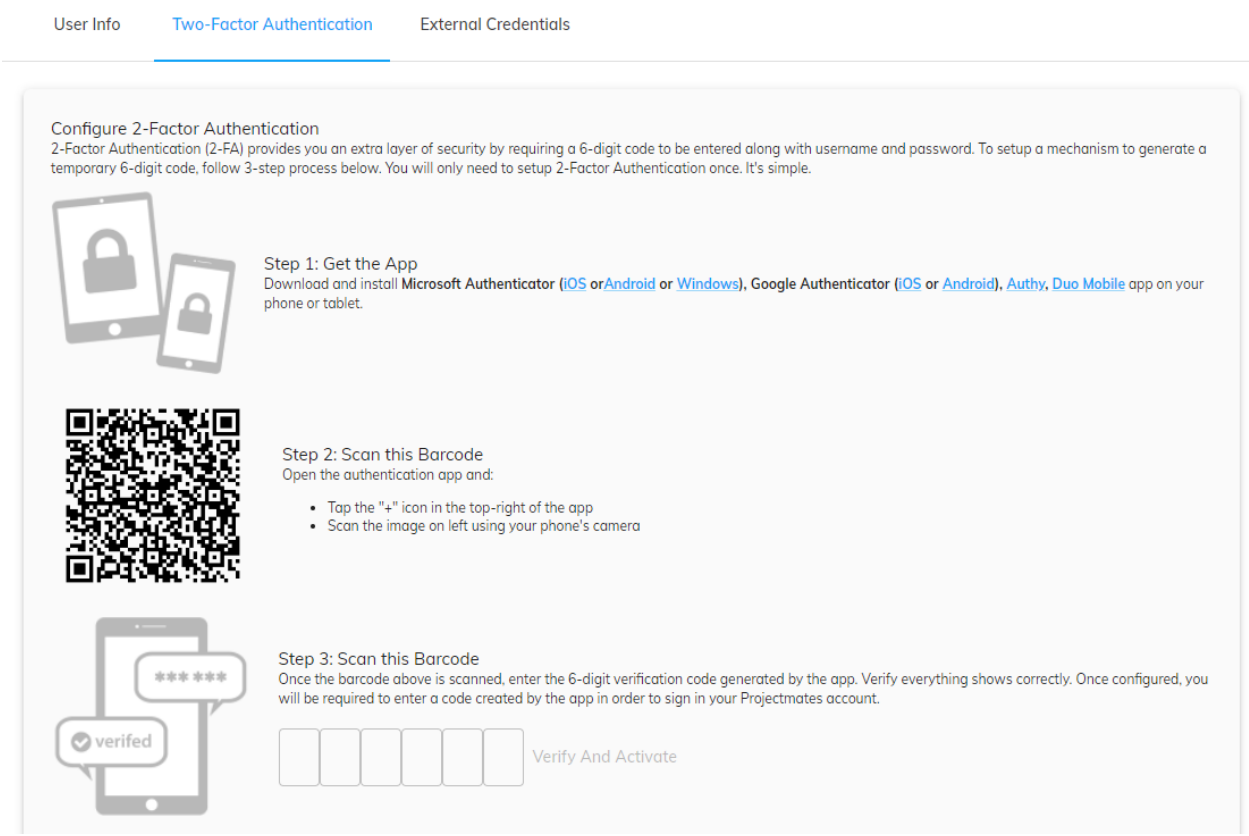
Once you've logged in, you can edit your user profile by clicking your name located on the upper right of the page. Click on **My Profile** in the dropdown that appears to begin editing your profile.



The **User Info** tab is where you can edit basic information tied to your account, including your company address and contact information. Once you've completed any change to your profile, click **Save** on the upper right of the page to update your profile.

2.1.4 Video

2.1.5 Enabling 2 Factor Authentication



To activate 2 Factor Authentication for your user account, navigate to the **Two-Factor Authentication** tab while editing your user profile and follow the instructions on the page. Projectmates supports 2 Factor integration through Microsoft Authenticator, Google Authenticator, Authy or Duo Mobile on your phone or tablet.