



- **EzTraxx is a web-based application that can be accessed 24x7x365 from any internet enabled computer:**
  - Use your web browser to go to the ProTraxx web site at [www.protraxx.com](http://www.protraxx.com);
  - Click on the **{LOGIN}** symbol on the right hand side of the ProTraxx home page;
  - On the "Welcome to EzTraxx Online" screen, enter your username and password, and click the **LOGIN HERE** button;
  - You are now logged in to your personalized "MyEzTraxx" home page.
  
- **It is very quick 'n' easy to get your Username/Password combination via email directly from the EzTraxx system in the future:**
  - Use your web browser to go to the ProTraxx web site at [www.protraxx.com](http://www.protraxx.com);
  - Click on the **{LOGIN}** symbol on the right hand side of the ProTraxx home page;
  - Click on the **"Forget your password?"** LINK in the lower left side of the screen;
  - Enter your email address as recorded in EzTraxx (it should be your City email);
  - Click the **SEND PASSWORD** button – it will be emailed to you *within 30 seconds* from **'support@protraxx.com'**, subject: **'ProTraxx: Your UserName and Password'**;
  - **IMPORTANT:** If you do not get an immediate response from the EzTraxx system, please ask your Building EzTraxx Contact person to check your EzTraxx profile.
  
- **Once you have logged in and are at the MyEzTraxx home page, you should change your username and/or password to more easily remembered ones:**
  - Click on the LINK **"Username & Password"** inside the "My Profile" box on the left hand side of the home page;
  - On the "Change/Update Password and Email" page you can change your Username, Password and Email:
    - ✓ *Username suggestion: should be the same as your city email name*
    - ✓ *Password suggestion: make the same as your city network password*
    - ✓ *Email: please make sure it is the same as your city email (Important!!);*
  - After you make the changes, click on the **UPDATE PASSWORD** button to submit your changes;
  - Click on the LINK **"ProTraxx Home"** inside the "My Profile" box on the left hand side of the home page;
  - Follow the procedure outlined above to receive an email confirming your new username/password combination;
  - Print the email and keep it in a safe place.