



## Logging into TRAITS

Your favourite assessment tool has had an upgrade. Pro.file has officially become TRAITS and the new platform is ready for all current users to access.

### Get logged in

First, click on forgot password. Enter your email associated with your previous performance system login and reset your password. You'll be sent an email allowing you to create a new password.

The image shows three sequential screenshots of the TRAITS user interface for password reset:

- First Screenshot:** The login page with the TRAITS logo and the text "Sign in and access your company's personality assessment tools." It features input fields for "Email" and "Password", a "Remember me" checkbox, a "Sign in" button, and a "Forgot your password?" link highlighted with an orange border.
- Second Screenshot:** The password reset request page. It displays the message: "Forgot your password? No problem. Just let us know your email address and we will email you a password reset link that will allow you to choose a new one." Below this is an "Email" input field containing "test@test.com" and a dark blue button labeled "Email password reset link".
- Third Screenshot:** The confirmation page. It displays the message: "Forgot your password? No problem. Just let us know your email address and we will email you a password reset link that will allow you to choose a new one." Below this is a green confirmation message: "We have emailed your password reset link!". There is an empty "Email" input field and a dark blue button labeled "Email password reset link".

Then, head back to [login page](#) and use your email and new password to login. Your company information, results, existing users, and all other data have been transferred to the new platform and are ready for you!

If you have any issues accessing the new platform email [brendas@concordconsulting.com](mailto:brendas@concordconsulting.com).

To learn more about how to get the most out of this new and improved platform visit [traits.zendesk.com/hc/en-us](https://traits.zendesk.com/hc/en-us).