

The information below outlines the process of activating an agent account for secure online application submissions.

Step 1:

Navigate to the login page for the secure online application:

<https://mytruenorth.ca/appindex.php?db=reddeer>

Step 2:

Click the Forgot Your Password Link

Step 3:

Enter your email address. This must be your official agent email address we have on file. Press the **Reset Password** button. You will see a confirmation message that an email has been sent.

Step 4:

Check your inbox for a message with subject starting with "Password Reset Instructions". If you do not see this message within five minutes, please check your junk/spam folder. Click the link to complete the password request. You will see a message "Reset Password Complete".

Step 5:

Return your inbox and locate another message with subject "TRUE North Password". Copy the temporary password to your clipboard. Click the Login link.

Step 6:

Login using your email address and temporary password copied from step 5.

Step 7:

Change your password by entering your old "temporary" password from step 5, and a new password of your choosing. Press **Change Password** button. Click **Continue**.