

The information below outlines the process of activating an agent account for the Secure Agent Portal.

Step 1:

Click on the link below to get to the Sign in page for the Secure Agent Portal:

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

Step 2:

Click the **Agents Start Here** link.

Step 3:


Click the **Reset Password** button. There is no previous password. **Only click this link once.**

Step 4:

Enter your email address. **This must be your official agent “email 1” address we have on file.** Press the **Reset Password** button. You will see a confirmation message that an email has been sent.

Step 5:

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 get the following message:

 **Reset Password Request Complete**

An email has been sent to alyson@sis.support with your new password.

Return to [Sign In](#).

Step 6:


Return to your email inbox and locate a new message with subject “Your Reset Password for Pembina Trails International Student Program”. **Copy the temporary password to your clipboard.** Click the Sign In link from the message in Step 5.

Step 7:

Login using your **email address** and **temporary password** copied from Step 6.

Step 8:

Change your password by entering the “temporary” password from the email in Step 6, and a new password of your choosing. Press **Change Password** button. Click **Continue**.



The screenshot shows a 'Change Password' form with three input fields and a 'Change Password' button. Red callout boxes provide instructions for each field:

- Field 1 (Temporary Password): Enter the password from the email received in Step 5.
- Field 2 (New password): Choose a new Password.
- Field 3 (Retype new password): Retype the new password.

The 'Change Password' button is also highlighted with a red callout box.