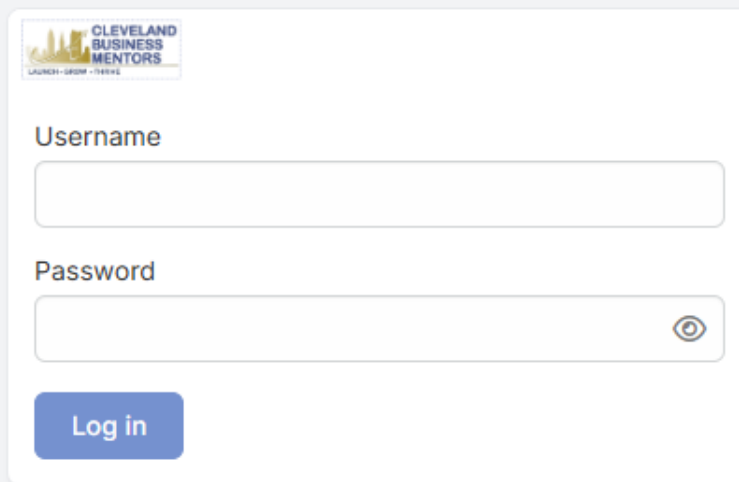


# Signing In

*Before your first sign-in.* Your CRM account is created for you by a CBM administrator — you don't set one up yourself. When your account is ready, the system sends you an email with a temporary password, which you'll be prompted to change the first time you log in. If you expected this email and it hasn't arrived, check your spam folder first, then contact **{Contact Person}** [contact method to be added].

*Where to sign in.* Open a web browser and go to <https://crm-test.clevelandbusinessmentors.org/>. Bookmark this page so it's easy to return to. The CRM works in any current web browser — Chrome, Edge, Firefox, or Safari — and runs best when your browser is kept up to date.

*Signing in.* On the sign-in screen, enter your username (Your CBM email address) and password, then select **Log in**. The screen you land on first depends on your role; that's expected, and the next section helps you get your bearings.

The image shows a sign-in form for Cleveland Business Mentors. At the top left is the logo with the text "CLEVELAND BUSINESS MENTORS" and "LAUNCH - GROW - THRIVE" below it. The form contains two input fields: "Username" and "Password". The "Password" field has an eye icon on the right side to toggle visibility. Below the fields is a blue "Log in" button.

*The sign-in screen:* enter your Username and Password (the eye icon reveals what you type), then select Log in.

*If you forget your password.* Contact **{Admin Contact}** or an administrator, who can reset it for you — the sign-in screen itself doesn't offer a self-service reset.

*Signing out, and a word on security.* To sign out, open your account menu in the top-right corner (it shows your name) and choose to log out. Because the CRM holds real information about real people, always log out when you're on a shared or public computer, and never share your login with anyone — if a colleague needs access, an administrator can create an account for them.

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Revision #2

Created 2026-06-17 21:20:47 UTC by Admin

Updated 2026-06-17 21:23:07 UTC by Admin