



TECH BULLETIN

TECHNICAL SUPPORT

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ClareHome: Password reset service interruption

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Issue

The ClareHome reset password email service is currently experiencing intermittent issues. This means that reset password emails sent from ClareHome may not actually be sent to a ClareHome user.

Solution

We recommend using an alternative email account to access the ClareHome system. Homeowners must be at home with their app connected to the same network as their ClareHome system in order to create a new account login.

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