

# Troubleshooting Tip for Owner Portal Access

If you encounter issues logging into the Owner Portal after successfully establishing your account, please follow these steps:

1. **\*\*Ensure Correct URL:\*\***

- **\*\*Owner Log In:\*\***

[ <https://elitepacific.trackhs.com/owner> ]

2. **\*\*Credentials Not Working:\*\***

- If the URL is correct and your credentials still aren't working, try requesting a password change.

- **\*\*Request Password Change:\*\***

[ <https://elitepacific.trackhs.com/owner/forgot-password/> ]

3. **\*\*Further Assistance:\*\***

- If neither of the above steps resolves the issue, please email [VRSupport@gathervacations.com](mailto:VRSupport@gathervacations.com). Our support team will reset your access.