

# Password & Login Security

## Summary

Keeping your account secure is one of the most important parts of using BuilderPal. This article covers how login works, what you're responsible for, and what to do if something ever goes wrong.

## Key Details

Every BuilderPal user has a private User Profile with their own:

1. Email
2. Password
3. Personal settings
4. Billing details (if applicable)

Only you can access this information. Team members cannot log in through your account, and credentials should never be shared between people.

To keep your account safe, our Terms require all users to:

1. Use accurate account information
2. Keep passwords confidential
3. Not share login credentials with anyone
4. Notify us immediately if there's any sign of unauthorized access
5. Take reasonable steps to secure their own devices

BuilderPal may suspend or restrict accounts if we detect suspicious, abusive, or unauthorized activity.

If you forget your password or need to reset it:

1. Go to the login page
2. Select "Forgot Password?"
3. Enter your account email
4. Follow the password reset link sent to your inbox

If you didn't request the reset, ignore the email and reach out to us.

To help protect your information:

1. Use a strong, unique password
2. Avoid reusing passwords from other services
3. Log out on shared or public devices
4. Keep your browser and operating system updated

These steps reduce the risk of unauthorized access.

When an admin creates a team member in BuilderPal:

1. The system generates a unique login for that user
2. An email is sent to the admin
3. The admin can forward that email to the team member so they can log in for the first time

Once the team member signs in, they can change their password at any time.

Contact us immediately at [support@builderpal.com](mailto:support@builderpal.com) if you notice:

1. Logins you don't recognize
2. Password reset emails you didn't request
3. Team members suddenly missing or added without your knowledge
4. Any other unusual activity inside your account

We'll investigate and help secure your account as quickly as possible.

Our team never accesses your private account data unless:

1. You ask us to help with a support issue
2. We're troubleshooting a bug
3. We're required by law

Any access is limited to authorized personnel and logged internally.

## **FAQ**

### **What should I do if I forget my password?**

Go to the login page at <https://app.builderpal.com/login>, select **Forgot Password?**, enter your email, and follow the reset link sent to your inbox.

### **Can team members log in as each other?**

No, logging in as another user is not allowed. Each user has unique credentials, and sharing them violates our Terms.

### **How can I recognize and report suspicious activity?**

Look for unrecognized logins, unexpected password reset emails, or changes to team members. Report immediately to [support@builderpal.com](mailto:support@builderpal.com).

### **What steps can I take to protect my account?**

Use a strong, unique password; avoid password reuse; log out on public devices; and keep your software updated.

### **When does BuilderPal access my account data?**

Only when you request support help, for bug troubleshooting, or if legally required. Access is logged and limited.

## **Related Articles**

- [How to Subscribe or Upgrade](#)
- [Get Setup](#)
- [Roles & Permissions Overview](#)
- [Live Support](#)
- [Payment Methods & Invoices](#)
- [Privacy & Security Overview](#)

## **BuilderPal Policies**

For complete details on your rights, responsibilities, and how we handle your data and payments, please review our official policies below. These documents were last updated on November 1, 2025.

- **[Terms and Conditions](#)**  
Covers eligibility, account rules, subscriptions, acceptable use, and dispute resolution for all BuilderPal users in the U.S. and Canada.
- **[Pro Plan Refund Policy](#)**  
Explains free trials, cancellations, and full or prorated refunds for Month-to-Month and Annual Pro Plans (including tax handling).

- [\*\*Privacy Policy\*\*](#)

Details how we collect, use, share, and protect your User Profile (always private) and Team Profile information, plus your privacy rights under CCPA and PIPEDA.

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