

# Login as Team Member

## Summary

Team Members don't create their own accounts in BuilderPal. Instead, their Admin creates the account for them and BuilderPal automatically emails the login credentials (email + temporary password) to the Admin. The Admin then forwards those details to the Team Member.

This guide shows Team Members how to log in for the first time on both web and mobile — the process is identical on both platforms.

## Prerequisites

- The login email your Admin forwarded to you
- The temporary password from that email
- Internet connection

If you didn't receive the email, ask your Admin to forward or resend it.

## Steps

1. **Open BuilderPal** — On web, go to <https://app.builderpal.com>. On mobile, open the BuilderPal app.
2. **Enter your login email** — Type or paste the email address your Admin provided into the **Email** field.
3. **Enter temporary password** — Paste the temporary password from the email into the **Password** field.
4. **Log in** — Click or tap **Log In**.  
You will immediately be prompted to create a new password for security.
5. **Create a new password** — Choose a secure, memorable password and save it. Your account is now fully activated.

## Confirmation

After setting your new password, you will land on the BuilderPal dashboard and can start using the platform right away.

## FAQ

### **I didn't receive the login email. What should I do?**

Contact your Admin — they received the original email and can forward it or resend the invitation.

### **Are the login steps different on mobile vs. web?**

No — the process is exactly the same on both platforms.

### **What if I forget my new password later?**

Use the **Forgot password?** link on the login screen to reset it via email.

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