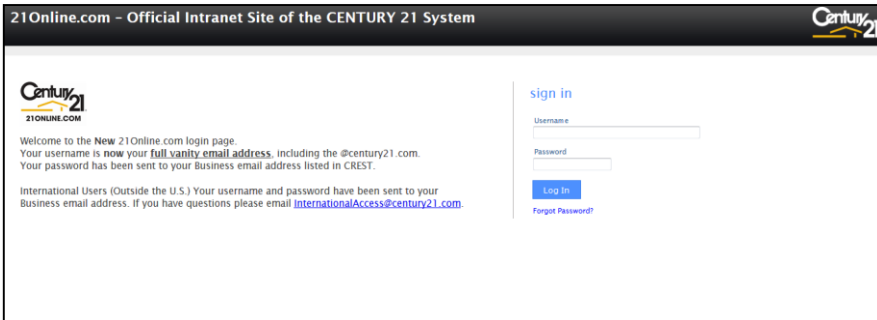


# INTRODUCTION TO 21ONLINE.COM

**21Online.com** is the **CENTURY 21® Intranet site**. It is your complete resource center! Here you will find the **tools, materials, and information** needed to help you succeed in your real estate endeavors. Let's get started!



## Logging in for the first time

You will **receive two emails** from "access@century21. The **first email** will be your **username**. Your **username** will be your **firstname.lastname@century21.com**.

The **second email** will be your **temporary password**.

After you enter your username and temp password, you will be asked to **create a new password**. The new **password requirements** are:

- Minimum 8 characters
- One Capital Letter
- One Special Character
- One Number

You will also be asked to **create a security question** and **answer** for **password retrieval**.

*Here are a few tips for logging onto 21Online.com for the first time:*

- When entering the temporary password do not cut and paste the password from the email. Type the password in.
- If you did not receive a password email, please contact Eric and he will reissue a temp password. Please check your junk mail files first.
- The password email will contain a link to 21Online.com. You can use this to go to 21Online.com for the first time, but do not bookmark this link as a quick link to 21Online.com. If you wish to set up a quick link or bookmark, please use [www.21Online.com](http://www.21Online.com).

## Resetting your Password

To **reset** your **password** you can either click on the **Forget Password link** on the login page or you can contact your office CREST EDG<sup>SM</sup> administrator and they will send you a reset password link.

To reset your password you will be sent an email with a temporary password. You will set the new password in the same way as you set the initial password up.

If you should have trouble or your CREST EDG administrator is not available you can call the **CENTURY 21 Help Desk at 1.877.221.2765 option 1**.