Azure B2C Login Authentication
Trane® ComfortSite® User Instruction Guide

It's Hard To Stop A Trane.®

On September 18, 2022, all Trane® ComfortSite® users will migrate to a new login authentication platform called Azure B2C. In order to access ComfortSite and all its applications, you will need to reset your password. The following instructions will guide you through the password reset process and help ensure you experience a seamless migration.

Follow these steps after you sign on to ComfortSite:

1   **Click the "Forgot your password?" link when presented with new login screen.**

2   **Enter your existing Username and follow the on-screen prompts**
You will receive a 6-digit code to your e-mail address on file. Enter it on the screen when prompted. You can then reset your password. Remember, you may re-use your current password if you'd like.

3   **You're All Set! You are now ready to login using your existing username and the password you entered.**

Your Trane® ComfortSite® login screen is changing

![TRANE logo]

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Select 1 of 2 methods to Login

1

Are you a Trane Technologies customer?
Sign in here.

👤 Username

🔒 Password

Forgot your password? | Change Password

Sign in

If you're a Trane customer or external partner, click on the first "SIGN IN HERE" button.

2

Are you a Trane Technologies Employee, Contractor or Citrix User?

Sign in here

If you're an employee or Citrix user, click on the second "SIGN IN HERE" button.

✓ ## Which Method Is For Me

1

Local Account
If you are a dealer, distributor, contractor, etc. and login to our systems today and you are NEVER asked to change your password within ComfortSite, you most likely are using a "local" account and should use the top section of the page to login.

2

Enterprise Microsoft Account with *our* Company
If you are an employee, contractor, use our company's Citrix/VPN, or are typically asked to change your password at our company every 90 days, you most likely have an account in our Enterprise Active Directory at Microsoft. Click the *Sign in here* at the bottom section of the login screen

Have questions or need support? Email support@comfortsite.com or call 1-800-430-5284, Monday-Friday, 7:30AM – 4:30PM CST

Password Reset Instructions

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The password reset feature allows you to reset a forgotten password or update a known password.

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1 *Click the Forgot your password? link*

Are you a Trane Technologies customer? Sign in here.

👤 Username

🔒 Password

Forgot your password? | Change Password

Sign in

Are you a Trane Technologies Employee, Contractor or Citrix User?

Sign in here

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3 *Enter the 6-digit code sent to your registered e-mail address and hit SUBMIT*

A verification was sent to the following email address. Please copy and paste it in the "verification code" field below.

Enter verification code

Submit verification code

Didn't receive verification code? Resend Code

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2 *Confirm your Username*

Password Reset

We will send a verification code to the email address associated with your username.

👤 Username

Continue

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4 *Set a new, strong Password (at least 8 characters, 1 upper case, 1 lowercase, 1 symbol)*

Your code has been successfully validated. After entering and confirming your password, click continue.

New Password

Confirm New Password

Continue

❓ **Want to UPDATE your current and known password? Click the Change Password** link instead of *Forgot your password?*

Have questions or need support? Email support@comfortsite.com or call 1-800-430-5284, Monday-Friday, 7:30AM – 4:30PM CST