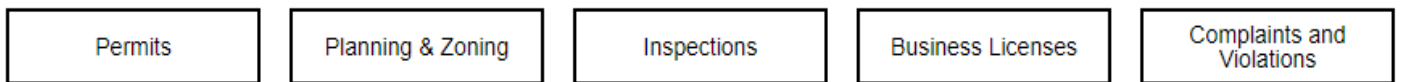# Portal – Password Reset

Overview

This article will show you how a registered user can reset their password in the CivicGov portal.
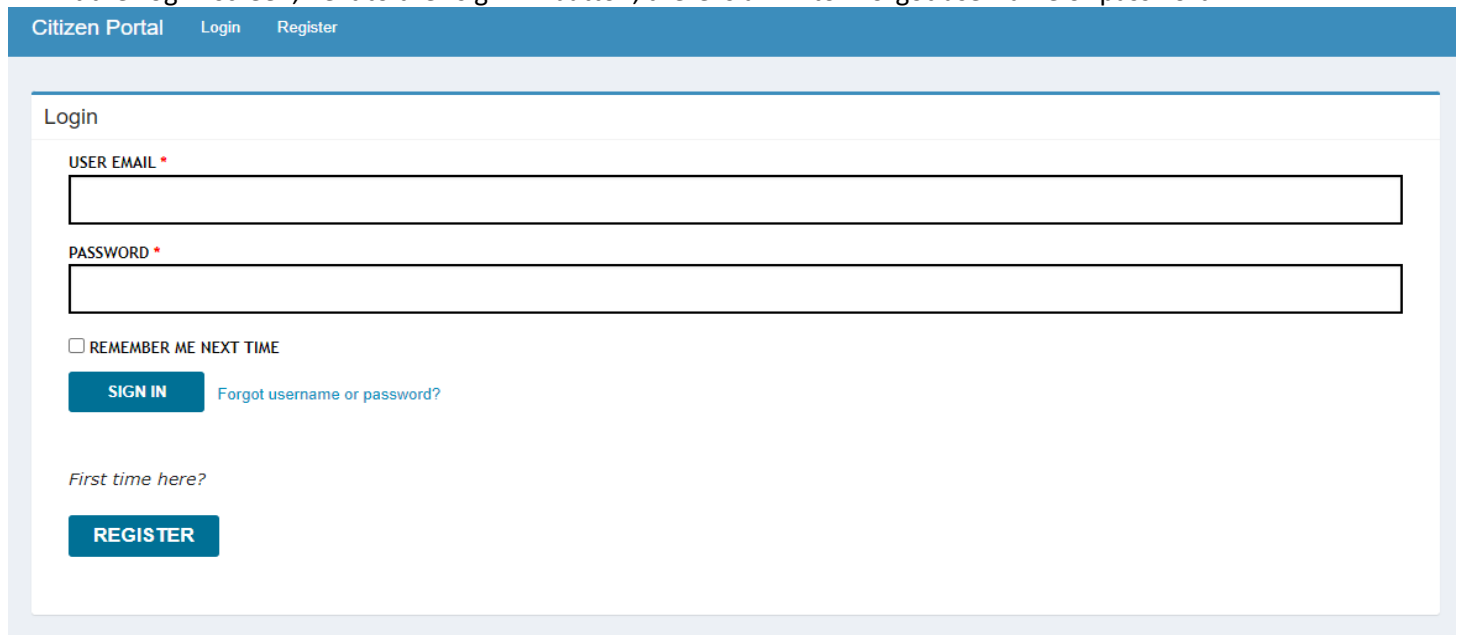
Instructions

1. At the Portal access screen, the user will select the "Log In" button:

Welcome to our Planning & Zoning, Permitting, Licensing, and Code Enforcement Portal

This portal provides the public 24/7 access to the following online services:

| Permits | Planning & Zoning | Inspections | Business Licenses | Complaints and Violations |

Log In   Register

2. At the Log In screen, next to the "sign in" button, there is a link to "Forgot username or password":

Citizen Portal   Login   Register

Login

USER EMAIL *

PASSWORD *

☐ REMEMBER ME NEXT TIME

SIGN IN   Forgot username or password?

First time here?

REGISTER

3. At the Forgot Password screen, the user will enter their User Name and click the Generate New Password button:

4. The following screen will appear, and the User will receive an email with further instructions:

Hello Registered User Name,

Here is a temporary password for your CIVICgov account. Please note that you will need to change your password when you first login. Please also note that this password is only valid for 30 days. If you do not login and change your password during this time frame, you will need to submit another reset password request.

User ID : Registered User ID
Password: New Temporary Password

Sincerely,
CIVICgov Team.