

Portal – Password Reset

Overview

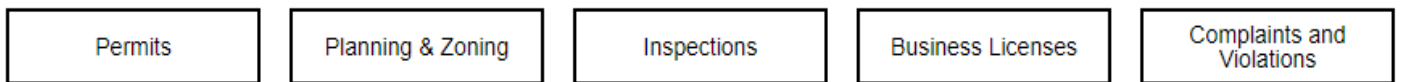
This article will show you how a registered user can reset their password in the CivicGov portal.

Instructions

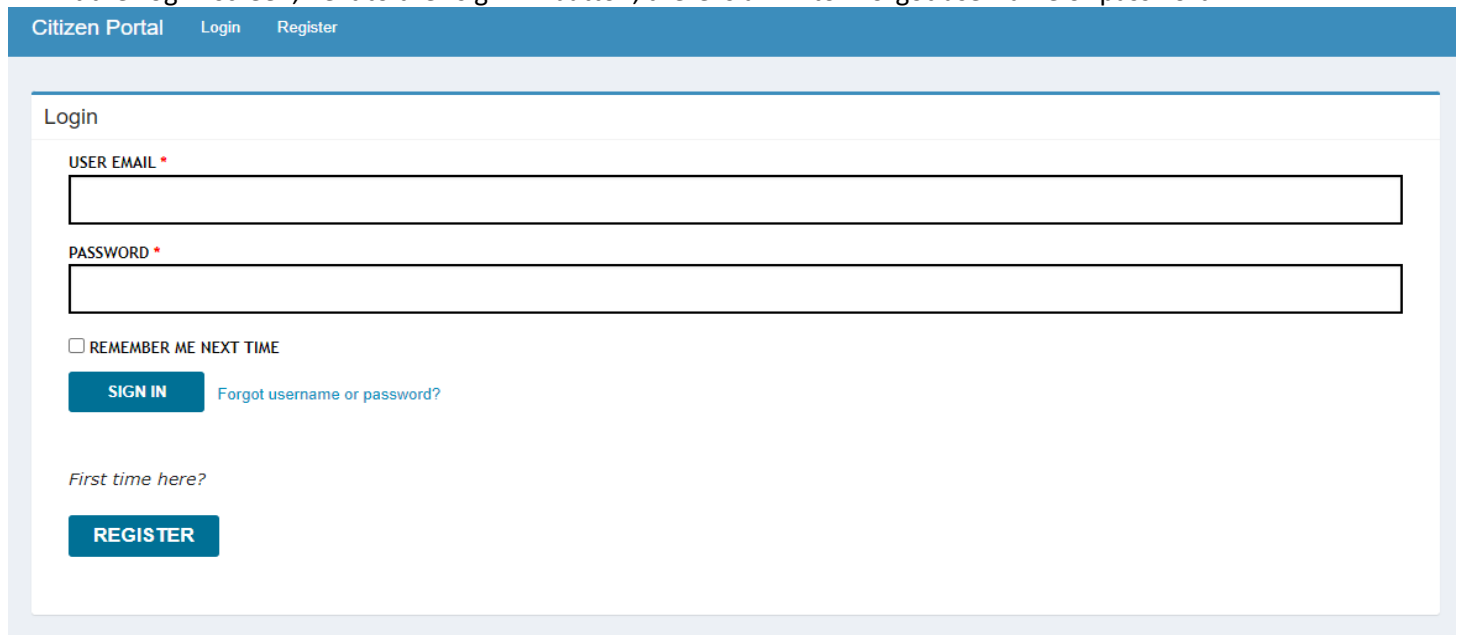
1. At the Portal access screen, the user will select the “Log In” button:

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

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



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



The screenshot shows the top navigation bar with "Citizen Portal", "Login", and "Register" links. Below is a "Login" form with two input fields for "USER EMAIL" and "PASSWORD", both marked with a red asterisk. There is a "REMEMBER ME NEXT TIME" checkbox. A blue "SIGN IN" button is next to a link for "Forgot username or password?". Below the form is a "First time here?" section with a blue "REGISTER" button.

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

civicgov
POWERED BY CIVICPLUS *Forgot Password*

Please enter the user id that you use to login to CIVICgov. We will send you an email with a temporary password for your CIVICgov account.

User Name

Hint :- User Name is Your Registered Email ID

[Click here to go back to Login Screen](#)

Generate New Password

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

civicgov
POWERED BY CIVICPLUS *Forgot Password*

You have been emailed instructions on how to reset the password. Do please check your junk/spam folder, in case you do not receive any email from us. If you do find an email in your junk/spam folder with a new temporary password for you, then go ahead and add our address to the safe senders' list. That way you will receive further emails from us directly in your inbox.

[Click here to go back to Login Screen](#)

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.