

Change Password

The Civic Access on-line customer portal will allow you to submit permit and planning applications as well as receive approvals without having to leave the comfort of your home or office. In this guide, we will cover how to change your password in the event you are unable to login.

1. Navigate to the Civic Access home page (URL below) and click the "**Login or Register**" link at the top right of the screen.



[Click for Civic Access Portal](#)

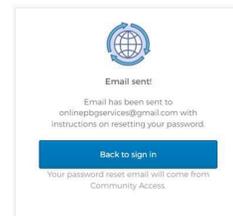
2. Scroll down to the bottom and click the "**Forgot Password?**" Link.



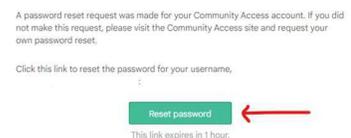
3. Type in your email address and click the "**Reset Via Email**" button.



4. Click "**Back to sign in**" and leave the sign-in page open.



5. On the bottom of the email you should receive, click the "**Reset Password**" button.





Reset your password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 10 passwords

New password

Repeat password

6. Following the guidelines listed, type your password twice in the fields provided and click the button below.

7. If you are redirected to a User Profile page, you can safely close this screen.



8. Navigate back to the sign in page left open from the prior step and provide your email address and new password.

OR

Email address

Password

Remember me

9. Click "**Sign In**"

