



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 in the top right of the screen

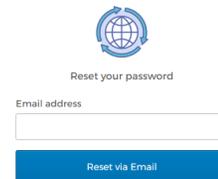
<https://palmbeachgardensfltest-energovweb.tylerhost.net/apps/selfservice#/home>



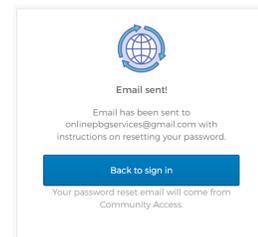
2. Scroll down to the bottom and click the "Forgot Password?" Link



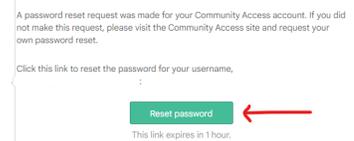
3. Type in your email address and click the Reset Via Email button



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



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



Reset your password

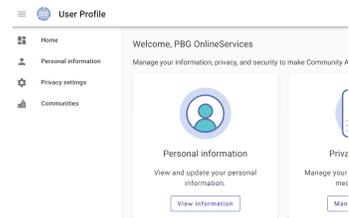
Password requirements:

- 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

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



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

OR

Email address

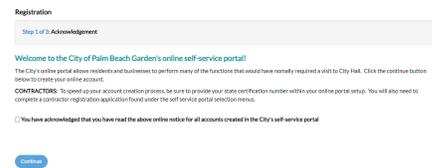
Password

Remember me

9. Click Sign In



10. If you are presented with a Registration page similar to the one you already completed during initial registration, complete the registration wizard again.



See guide on creating your account for more information