

City of West Palm Beach
**Civic Access Guide – Forgotten Password/
Unlocking your Account**



If you have forgotten your password, please follow the steps below:

1. To reset a forgotten password, click **Forgot Password**

A screenshot of a web form for signing in. It has fields for 'Email address' and 'Password'. Below the password field is a 'Remember me' checkbox. A blue 'Sign in' button is present. At the bottom, there are links for 'Forgot password?', 'Unlock account?', and 'Help'. At the very bottom, it says 'Don't have an account? [Sign up](#)'.

2. Type the **email address** associated with your account and click **Reset via Email**

A screenshot of a web form titled 'Reset your password'. It features a globe icon with circular arrows. Below the title is an 'Email address' field. A blue button labeled 'Reset via Email' is positioned below the field. At the bottom, there is a link that says '[Back to sign in](#)'.

3. You should receive an email with instructions to help you reset your password. Please note the following:

The email will be sent from **Community Access Identity:**

noreply@identity.tylerportico.com

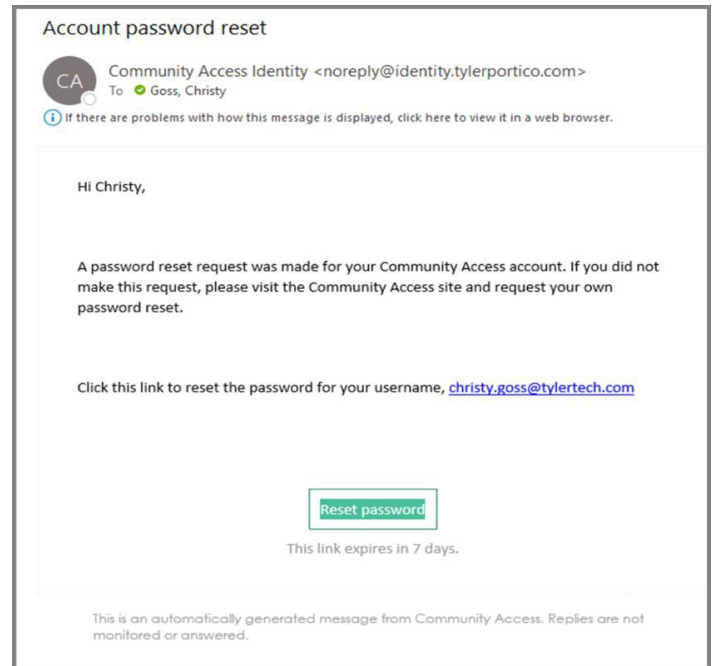
Subject Line: Account password reset

- If you **do not** receive an email, please check the following:
- Spam/junk folders
- Your email hosting company may be blocking the registration and/or password reset emails. Please contact them and ask them to whitelist the email address from

noreply@identity.tylerportico.com

to resolve this incident

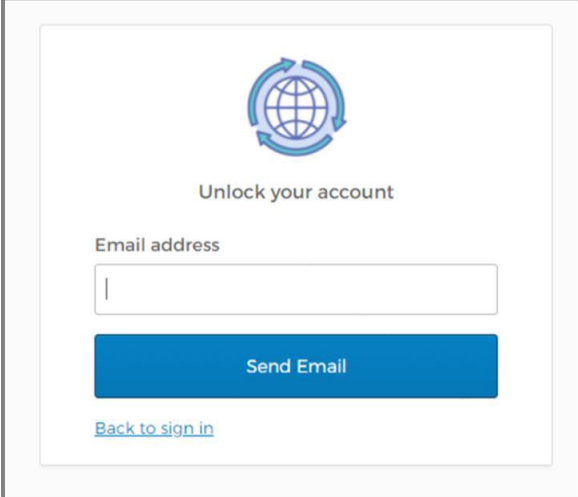
Please do not respond to this email as it is not monitored



If you need to **Unlock your Account**, please follow the steps below:

<p>1. To unlock your account, click Unlock account</p>	The image is a screenshot of a login form. It has two input fields: "Email address" and "Password". Below the "Password" field is a checkbox labeled "Remember me". There is a blue "Sign in" button. Below the button are three links: "Forgot password?", "Unlock account?", and "Help". At the bottom, it says "Don't have an account? Sign up ".
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2. Type the **email address** associated with your account and click **Send Email**



3. You should receive an email with instructions to help you reset your password. Please note the following:

The email will be sent from **Community**

Access Identity:

noreply@identity.tylerportico.com

- If you **do not** receive an email, please check the following:
- Spam/junk folders
- Your email hosting company may be blocking the registration and/or password reset emails. Please contact them and ask them to whitelist the email address from noreply@identity.tylerportico.com to resolve this incident

Please do not respond to this email as it is not monitored

