

## Resetting your password

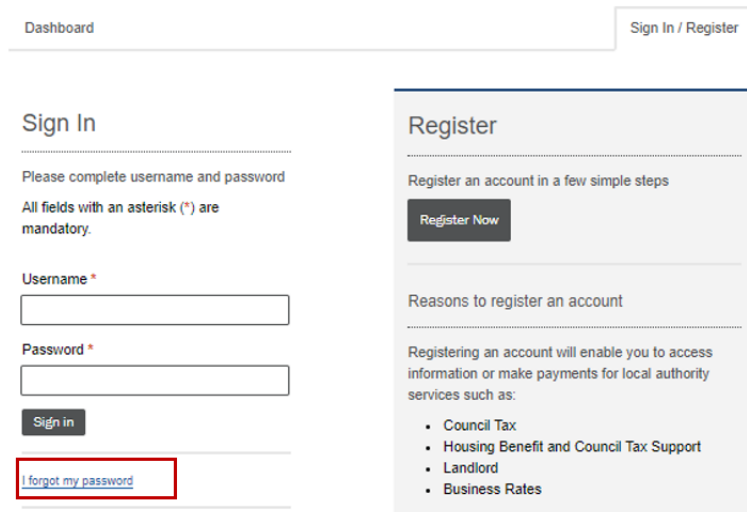
Connect to the internet and enter the website address for:

<https://www.southampton.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm>

The homepage will appear and from here you can sign in or register.

If you are already registered your Username is the email you used to sign up.

1. If you have forgotten your password, click the I forgot my password option highlighted below:



Dashboard Sign In / Register

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### Sign In

Please complete username and password

All fields with an asterisk (\*) are mandatory.

Username \*

Password \*

  
  
[I forgot my password](#)

### Register

Register an account in a few simple steps

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Reasons to register an account

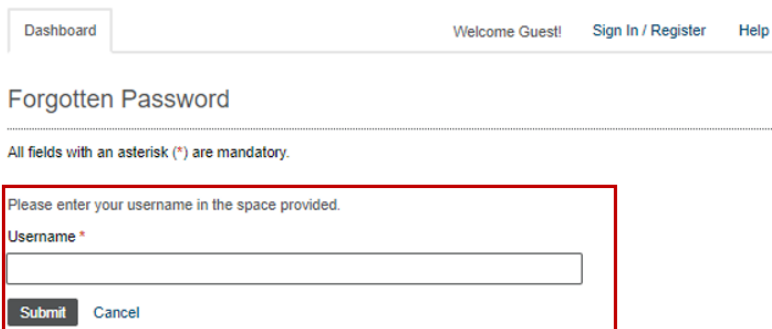
Registering an account will enable you to access information or make payments for local authority services such as:

- Council Tax
- Housing Benefit and Council Tax Support
- Landlord
- Business Rates

2. Please add your email address to the following screen:

[Home](#) > [My Account](#)

Language: English ▼



Dashboard Welcome Guest! Sign In / Register Help

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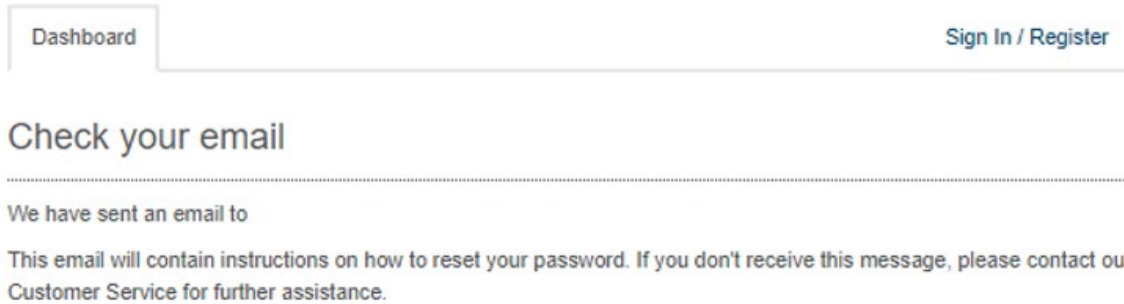
### Forgotten Password

All fields with an asterisk (\*) are mandatory.

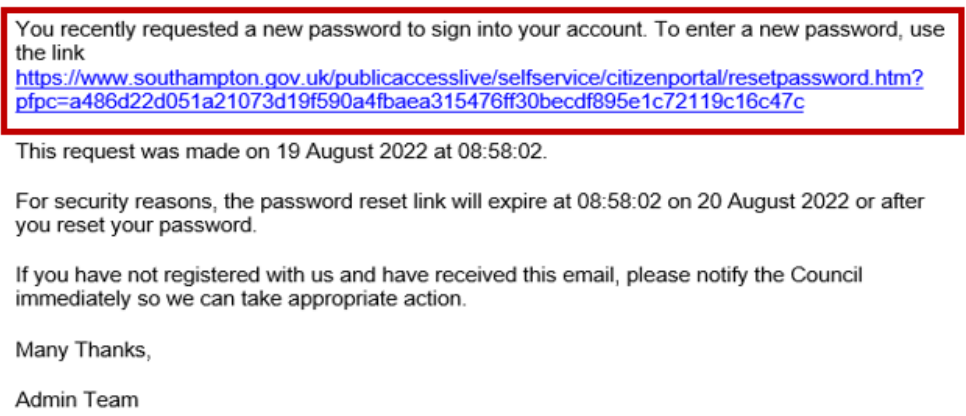
Please enter your username in the space provided.

Username \*

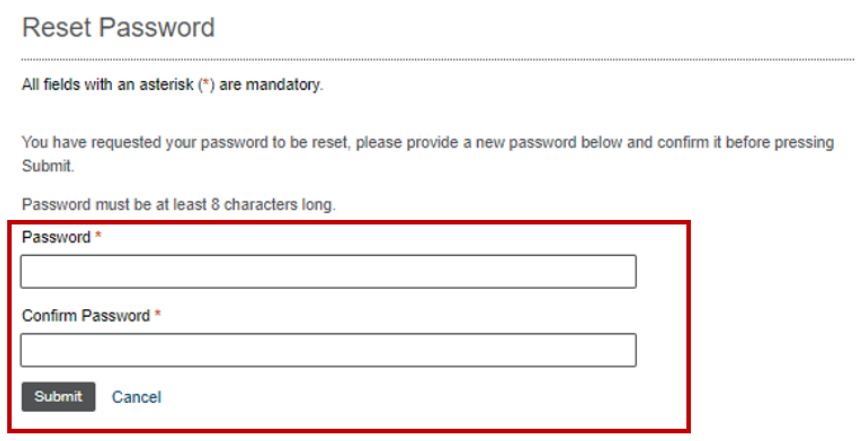
3. The following message will appear:



4. A reset email will be sent to your given email address, the reset link must be activated within 24 hours.



5. When you click the link the following screen will appear, add your new password, and click submit:



6. Your password has been reset; you can log in using your new password.

Dashboard Sign In / Register

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✔ You have successfully reset your password

### Sign In

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Please complete username and password

All fields with an asterisk (\*) are mandatory.

**Username \***

**Password \***

[I forgot my password](#)

### Register

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Register an account in a few simple steps

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