Resetting your password

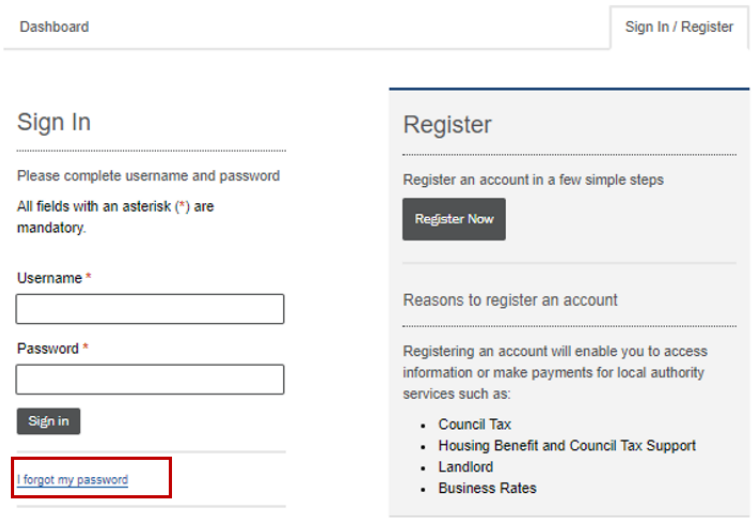
Connect to the internet and enter the website address for:

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

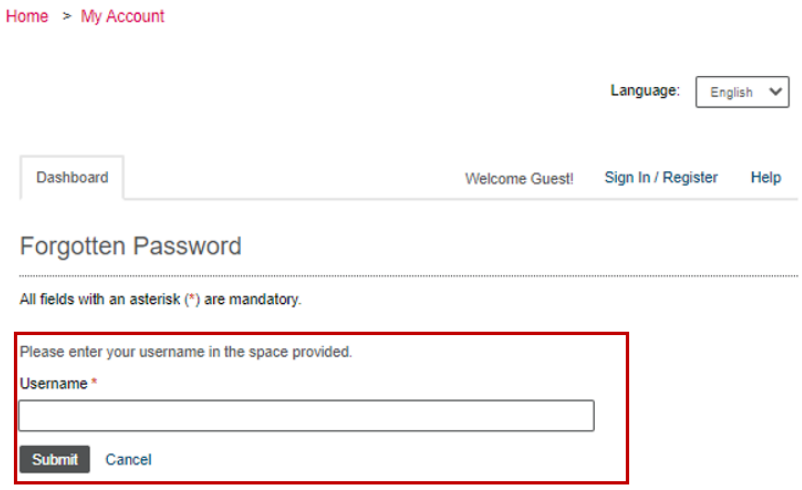
The homepage will appear and from here you can sign in or register.

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

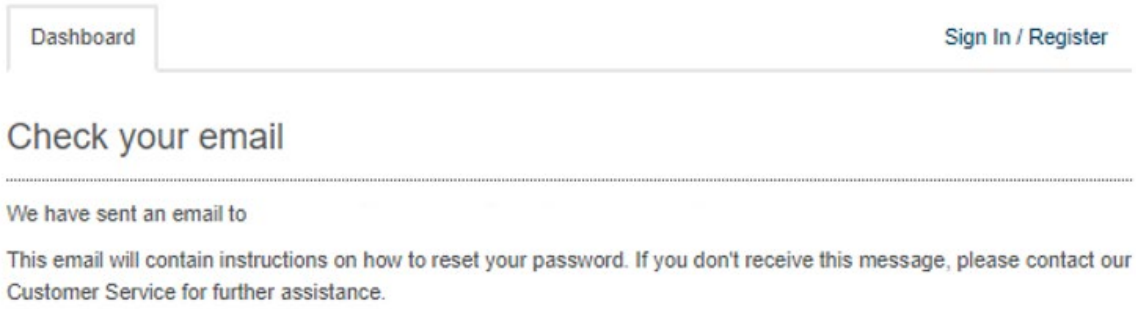
1. If you have forgotten your password, click the I forgot my password option highlighted below:



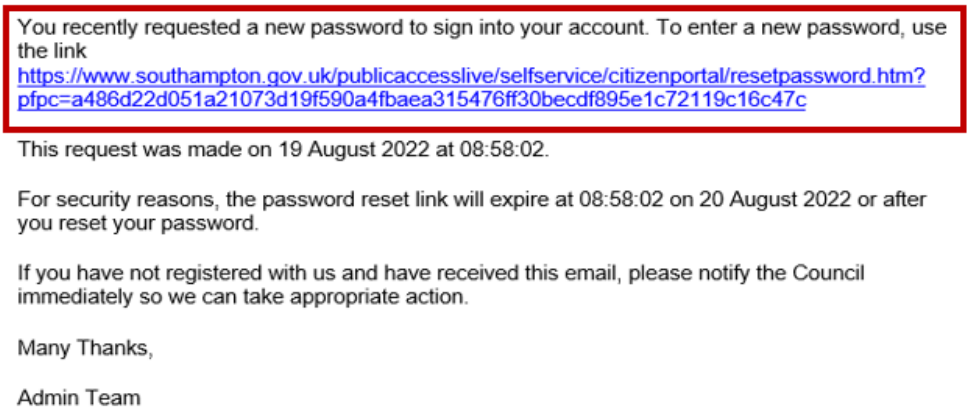
2. Please add your email address to the following screen:



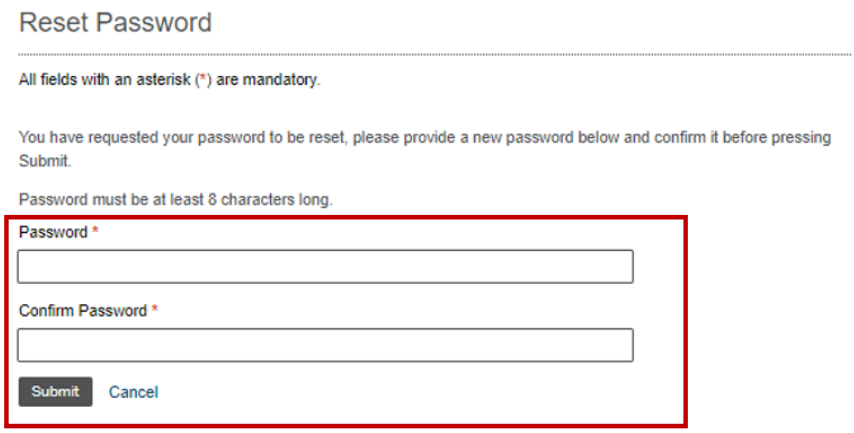
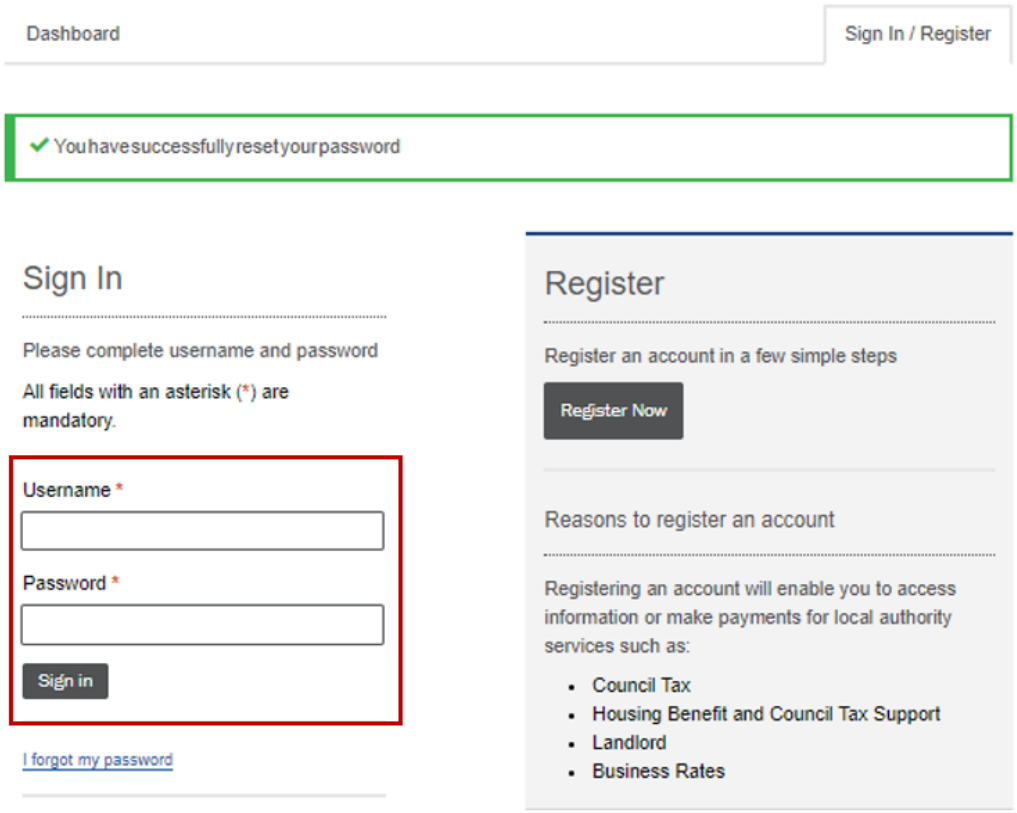
3. The following message will appear:



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.