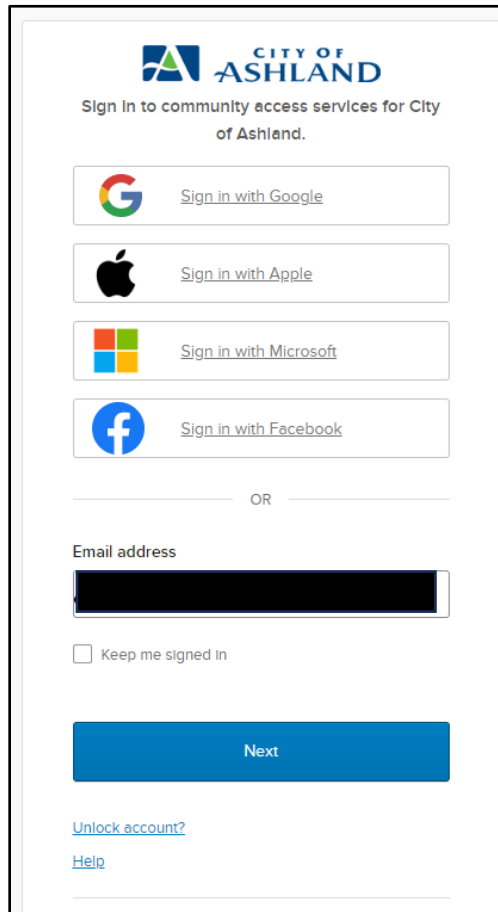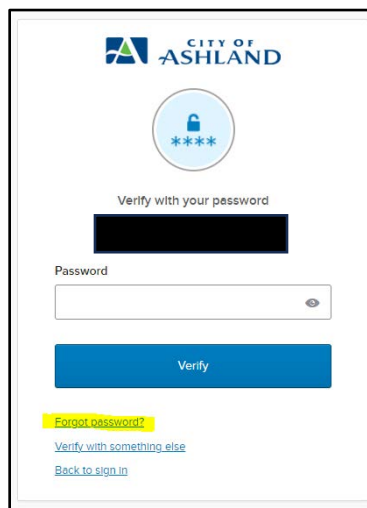Once you have followed the instructions to login to the system using your email address for the first time, you may follow these instructions if you have forgotten your password on subsequent logins.
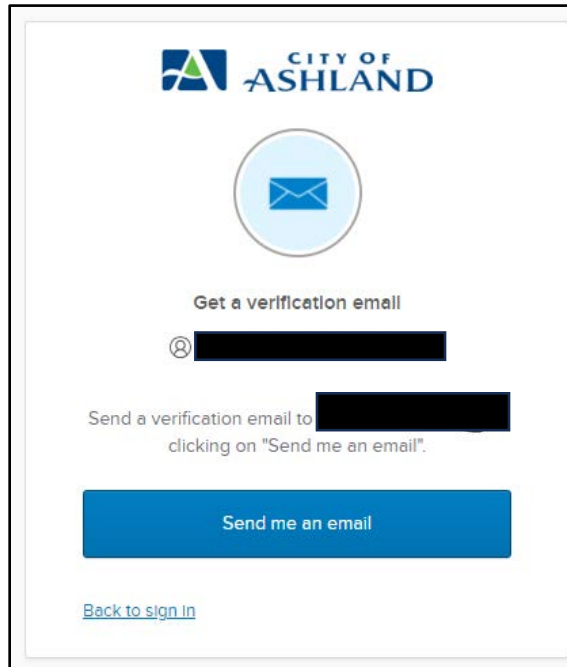
From the log in screen click the Next button

If you remember your password enter it in the field, if not, click the Forgot password? Link below the field.
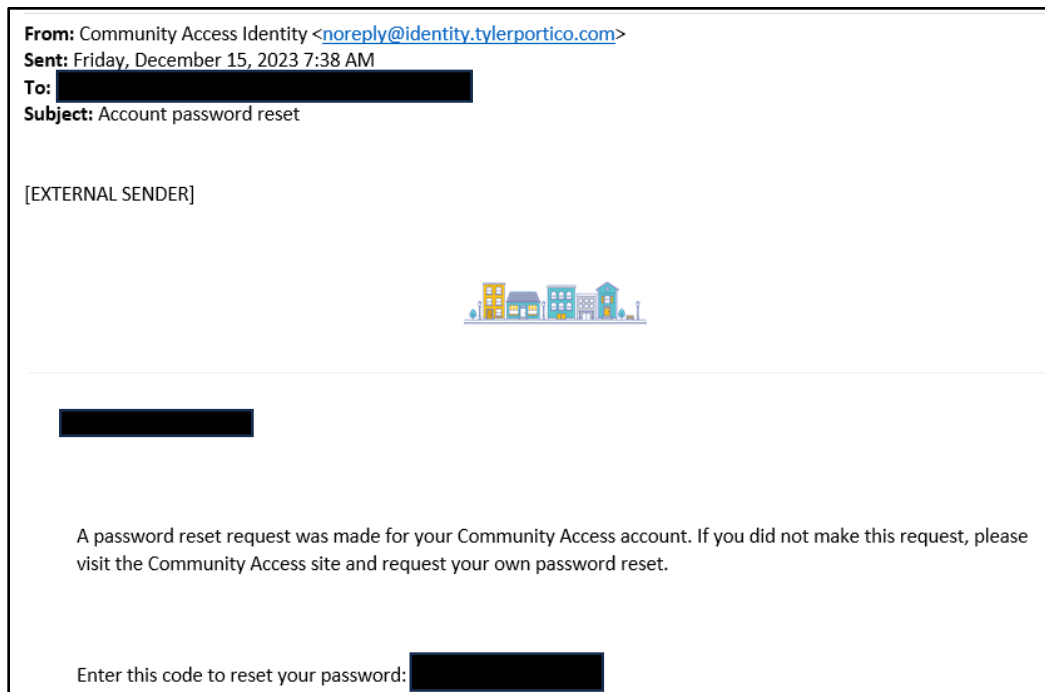
You will then be asked if you want an email sent to reset your password.
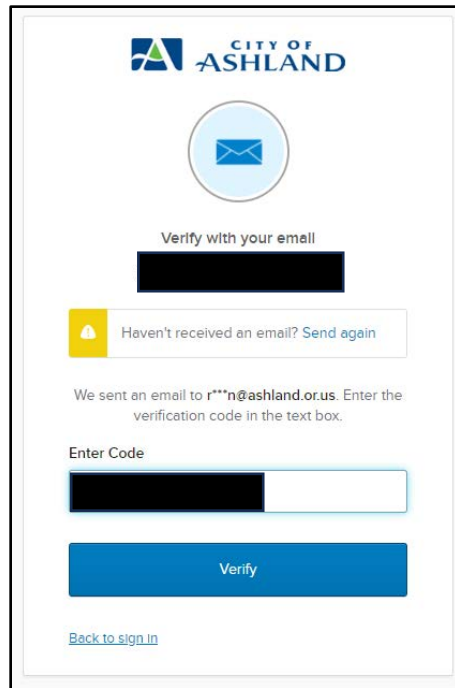
Click the "Send me an email" button.

You will then receive an email from "Community Access Identity" noreply@identity.tylerportico.com be sure to check your junk/spam folders for this email. The subject will say "Account password reset"

This is an example of the email that will be sent:

From: Community Access Identity <noreply@identity.tylerportico.com>
Sent: Friday, December 15, 2023 7:38 AM
To:
Subject: Account password reset

[EXTERNAL SENDER]

A password reset request was made for your Community Access account. If you did not make this request, please visit the Community Access site and request your own password reset.

Enter this code to reset your password:

The email will contain a code. Copy this code and enter it into the field then click the Verify button.

Now you can create your new password. When finished, click the "Reset your password" button.

CITY OF ASHLAND

Reset your password

███████████████

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

New password

•••••••••••• 👁

Re-enter password

•••••••••••• 👁

☐ Sign me out of all other devices.

Reset your password