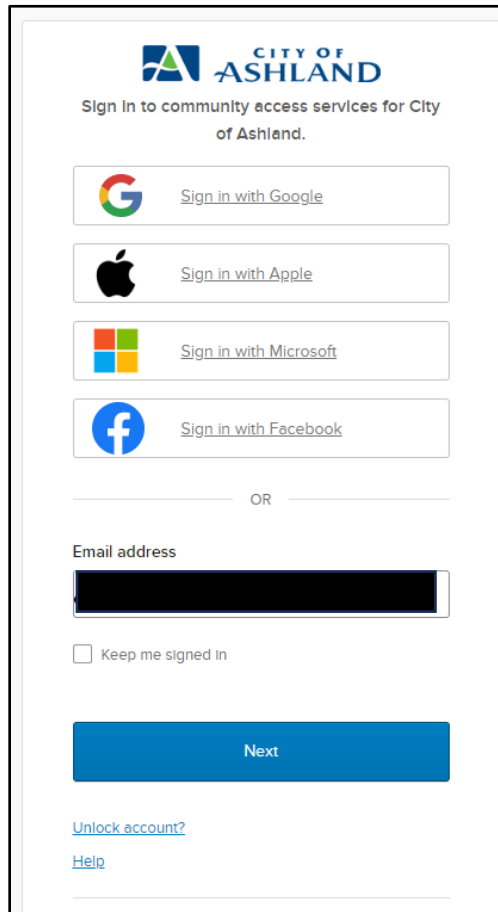


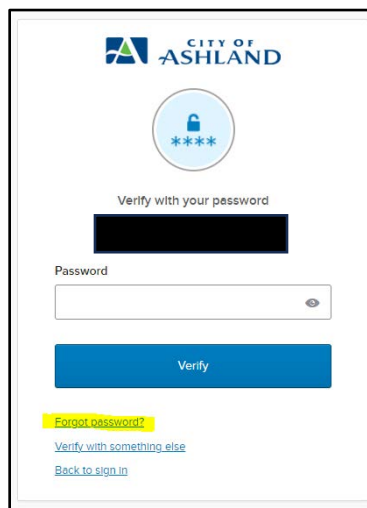
Once you have followed the instructions to login to the system using your email address for the first time, you may follow these instructions if you have forgotten your password on subsequent logins.

From the log in screen click the Next button



The image shows the login interface for the City of Ashland. At the top is the City of Ashland logo and the text "Sign In to community access services for City of Ashland." Below this are four social login options: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". A horizontal line with "OR" in the center separates these from the email login section. The email login section includes a label "Email address" above a blacked-out input field. Below the field is a checkbox labeled "Keep me signed in". A large blue "Next" button is positioned below the checkbox. At the bottom of the form are two links: "Unlock account?" and "Help".

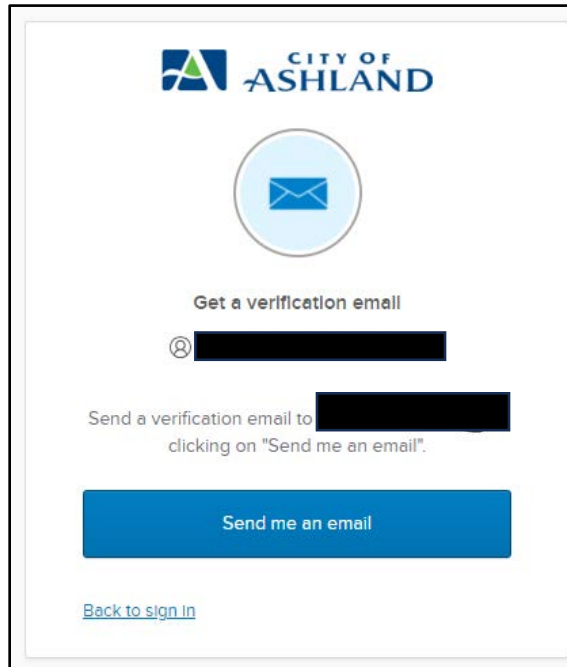
If you remember your password enter it in the field, if not, click the Forgot password? Link below the field.



The image shows the password verification screen. At the top is the City of Ashland logo. Below it is a circular icon containing a padlock and four asterisks. The text "Verify with your password" is centered above a blacked-out input field. Below this is a label "Password" above a white input field with a toggle eye icon. A large blue "Verify" button is centered below the input field. At the bottom of the form are three links: "Forgot password?" (highlighted in yellow), "Verify with something else", and "Back to sign in".

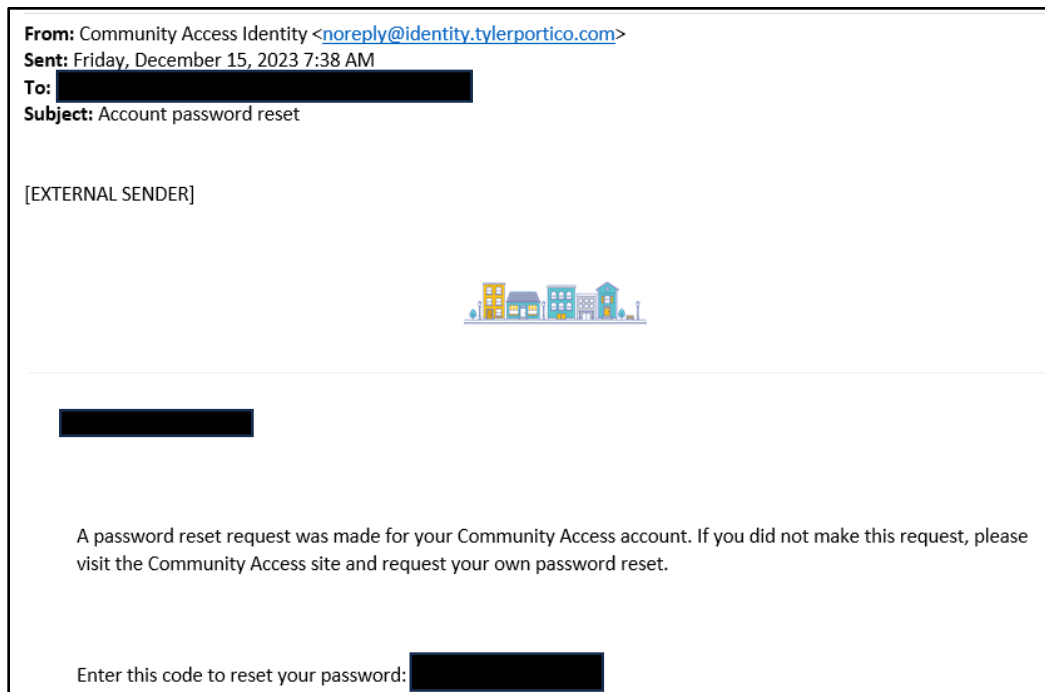
You will then be asked if you want an email sent to reset your password.

Click the “Send me an email” button.

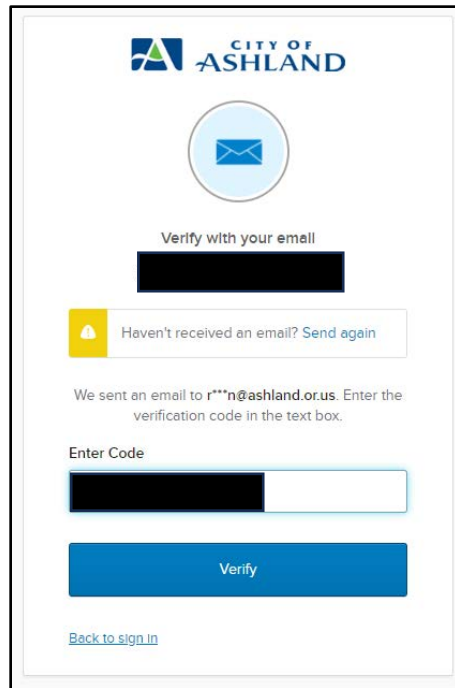


You will then receive an email from “Community Access Identity” noreply@identity.tylerportico.com be sure to check your junk/spam folders for this email. The subject will say “Account password reset”

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



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



The screenshot shows a web page for the City of Ashland. At the top left is the City of Ashland logo, which consists of a stylized 'A' made of three triangles (two blue, one green) followed by the text 'CITY OF ASHLAND'. Below the logo is a circular icon containing a blue envelope. Underneath the icon is the text 'Verify with your email' and a black redaction box. A yellow bell icon is followed by the text 'Haven't received an email? [Send again](#)'. Below this is the text 'We sent an email to r***n@ashland.or.us. Enter the verification code in the text box.' Underneath is the label 'Enter Code' and a text input field with a black redaction box. Below the input field is a blue button with the text 'Verify'. At the bottom left is a blue link that says 'Back to sign in'.

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



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.