



Forgot Your Password?

Don't worry, we can help.

1. From the Home page click on **I've forgotten my password** (shown below)

The screenshot shows the top navigation menu with 'Home', 'ESDPermits', 'Building', 'Planning', 'Contractor Licensing', and 'Enforcement'. Below the menu is an 'Advanced Search' bar. The login section contains a 'User Name or E-mail' field, a 'Password' field, and a 'Login »' button. At the bottom, there is a checkbox for 'Remember me on this computer', a link for 'I've forgotten my password' (highlighted with a blue box), and a link for 'New Users: Register for an Account'.

2. The “Reset Password” page displays.

The screenshot shows the 'Reset Password' page. At the top is the same navigation menu. Below it is an 'Advanced Search' bar. A grey error message box states: 'An error has occurred. No existing account is registered with this email address.' Below the error message, the 'Reset Password' section is visible, with the text: 'Forget your password? A new password will be sent to you via e-mail after your e-mail address and security answer have been verified.' There are two input fields: '* E-mail Address:' with the value 'someuser@jccal.org' and '* Security Answer:'. At the bottom is a 'Send New Password »' button.

3. Enter your Email address



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- 4. The security question you added when you first created your user account will be displayed.
- 5. Enter the Security Answer
- 6. Click "Send New Password"

The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity

Security Question:
cat

*Security Answer?

Send New Password »

- 7. A Temporary Password will be set and emailed to the Email address you provided

Home ESDPermits Building Planning Contractor Licensing Enforcement

Advanced Search

Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login.

User Name or E-mail:

Login »

Remember me on this

New Users: Register for

You will receive an e-Mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".

- 8. Copy the Temporary password your just received in an email



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9. On the permit portal **Login** using the temporary password

The screenshot shows the top navigation bar with links: Home, ESDPermits, Building, Planning, Contractor Licensing, and Enforcement. Below is an 'Advanced Search' bar. The login form contains a 'User Name or E-mail' field with 'movahedm' and a 'Password' field with masked characters. A 'Login »' button is present. Below the form are links for 'Remember me on this computer', 'I've forgotten my password', and 'New Users: Register for an Account'. A 'Please Login' section follows, stating that online services require login for security reasons.

NOTE: Ignore the Error on top of the page

The screenshot shows the same navigation bar. Below the search bar is a grey error message box: 'An error has occurred. Please update your login information with a new password.' Below this is a 'Change Password' section with four required fields: '* User Name:' (containing 'movahedm'), '* Old/Temporary Password:', '* New Password:', and '* Confirm Password:'. A 'Submit »' button is at the bottom.

10. Enter your temporary password

11. Enter your New Password (you want to change to)

12. Confirm the New Password

13. Submit