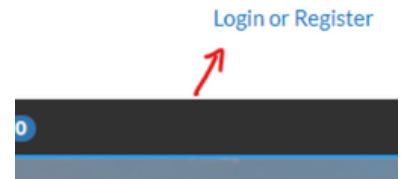# City of Box Elder

Civic Access Guide – Change your Password

In this guide, we will cover how to change your password in the event you are unable to login.

1. Navigate to the Civic Access home page (URL below) and click the Login or Register link in the top right of the screen
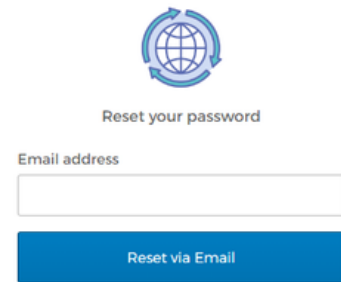https://cityofboxeldersd-energovweb.tylerhost.net/apps/selfservice#/home
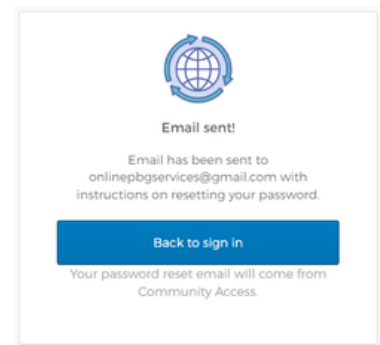

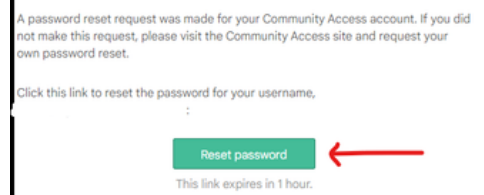2. Scroll down to the bottom and click the "Forgot Password?" Link

3. Type in your email address and click the Reset Via Email button

4. Click Back to Sign In and leave the sign in page open.

5. On the bottom of the email you should receive, click the Reset Password button

For further assistance with online services, please contact staff directly by calling 605-923-1408

6. Following the guidelines listed, type your password twice in the fields provided, and click the button below
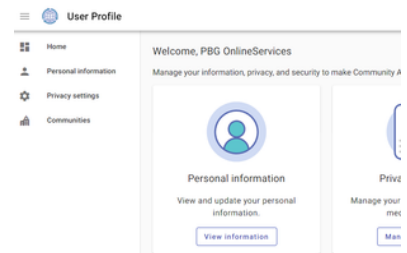
Reset your password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 10 passwords
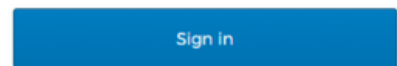
New password

Repeat password

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7. If you are redirected to a User Profile page, you can safely close this screen

≡ User Profile

Home

Personal information

Privacy settings

Communities

Welcome, PBG OnlineServices

Manage your information, privacy, and security to make Community

Personal information

View and update your personal information.

View information

Priva

Manage your
me

Man

---

8. Navigate back to the sign in page we left open from a prior step and provide your email address and new password

Sign in with Facebook

OR

Email address

Password

☐ Remember me

---

9. Click Sign In

Sign in

---

10. If you are presented with a Registration page similar to the one you already completed during initial registration, complete the registration wizard again. **See guide on creating your account for more information**

Registration

Step 1 of 3: Acknowledgement

Welcome to the City of Palm Beach Garden's online self-service portal!

The City's online portal allows residents and businesses to perform many of the functions that would have normally required a visit to City Hall. Click the continue button below to create your online account.

CONTRACTORS: To speed up your account creation process, be sure to provide your state certification number within your online portal setup. You will also need to complete a contractor registration application found under the self service portal selection menus.

☐ You have acknowledged that you have read the above online notice for all accounts created in the City's self-service portal

Continue

For further assistance with online services, please contact staff directly by calling 605-923-1408