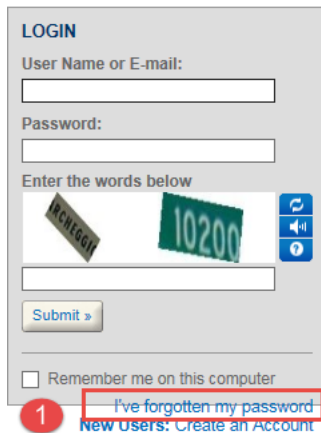


St. Louis County Citizen Access for Permits Password Reset Procedure

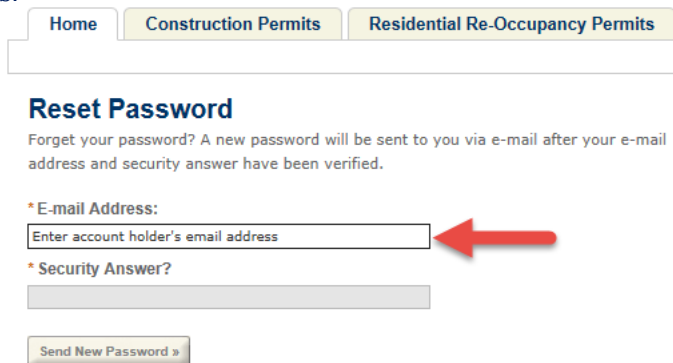
If you need a new password, please use this link <https://aca.stlouisco.com/citizenaccess/>. You will be able to reset your password, using the below procedure.

1. Use the "I've forgotten my password" - **1**, feature and provide the account holder's email address. A **reset password** will arrive shortly to the account holder's email address. See below screen shots-
a.



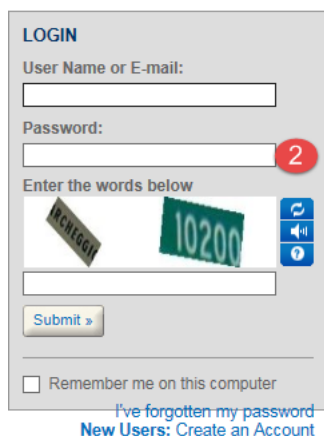
The screenshot shows a 'LOGIN' form with fields for 'User Name or E-mail', 'Password', and a CAPTCHA. Below the CAPTCHA is a 'Submit >' button. At the bottom, there is a checkbox for 'Remember me on this computer' and a link for 'I've forgotten my password' which is highlighted with a red box and a red circle containing the number '1'. Below the link is the text 'New Users: Create an Account'.

b.



The screenshot shows a navigation bar with 'Home', 'Construction Permits', and 'Residential Re-Occupancy Permits'. Below the navigation bar is a section titled 'Reset Password' 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:' and '* Security Answer?'. A red arrow points to the 'E-mail Address' field. Below the fields is a 'Send New Password >' button.

2. Please enter your system generated 'reset password', in the LOGIN section as shown below - **2**. Hit 'Submit'.



The screenshot shows the 'LOGIN' form again. The 'Password' field is highlighted with a red circle containing the number '2'. The 'Submit >' button is visible below the CAPTCHA. At the bottom, there is a checkbox for 'Remember me on this computer' and a link for 'I've forgotten my password' with the text 'New Users: Create an Account' below it.

St. Louis County Citizen Access for Permits Password Reset Procedure

- It will then redirect you to the screen where you can provide your own new password as shown below-

The screenshot shows a web interface with three navigation tabs: 'Home', 'Construction Permits', and 'Residential Re-Occupancy Permits'. Below the tabs is a 'Message Bar' with a yellow background and a warning icon, containing the text: 'An error has occurred. Please update your login information with a new password.' Below the message bar is a 'Change Password' section with the following fields:

- * User Name:
- * Old Password: (marked with a red circle containing the number 1)
- * New Password: (marked with a red circle containing the number 2)
- * Confirm Password: (marked with a red circle containing the number 2)

At the bottom of the form is a 'Submit »' button.

- Enter the **reset password** that you received in the email in the 'Old Password' - **1**.
- Enter your new password in **2**. and **3**.
- Hit 'Submit'.

Your new password should now be reset successfully.

If you have any further questions, please do not hesitate to contact us at accelaadmin@stlouisco.com .
Thank you.