



Benton County Public Services

Civic Access Guide – Forgotten Password/ Unlocking your Account

If you have forgotten your password, please follow the steps below:

1. Navigate to the [Civic Access](#) home page and click the [Login or register](#) link in the top right of screen. Type the email associated with your account and click **Next**

Sign in to community access services.

Email address

☐ Keep me signed in

Next

OR

[Unlock account?](#) [Help](#)

[Create an account](#)

2. Click **Forgot Password**

Verify with your password

Password

Verify

[Forgot password?](#)

[Verify with something else](#)

[Back to sign in](#)

3. Click **Send me an email** to receive the password reset instructions

Get a verification email

Send a verification email by clicking on "Send me an email".

[Send me an email](#)

[Back to sign in](#)

4. You will receive an email containing a verification code.
Enter the code in the **Enter Code** field, then click **Verify**

The email will be sent from **Community**

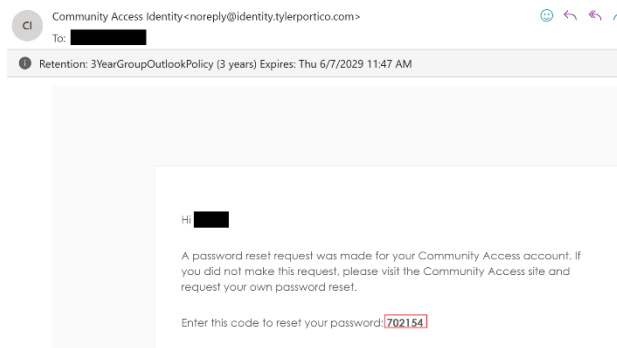
Access Identity:

noreply@identity.tylerportico.com

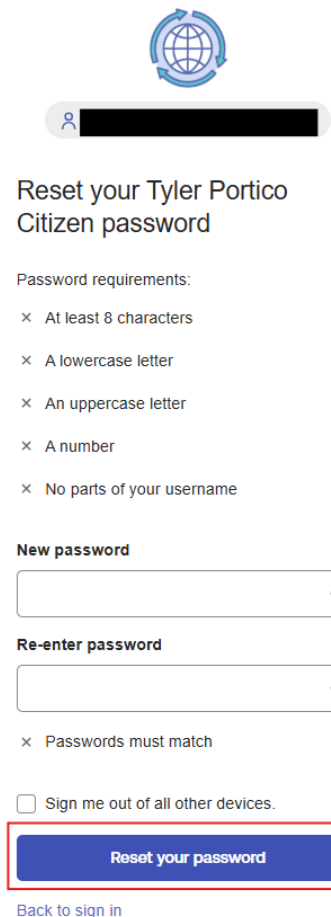
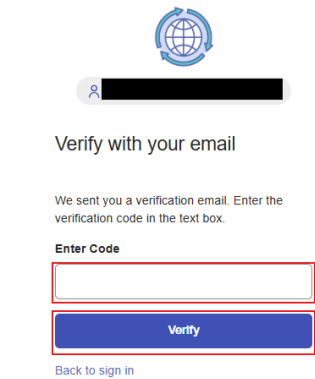
Subject Line: Account Password Reset

- a. If you do not receive an email, check the
spam/junk folders

Please do not respond to the email as it is not monitored



5. Once verified create a new password with the
specified password requirements and **click Reset
Your Password**



If you need to **Unlock your Account**, please follow the steps below:

1. To unlock your account, click **Unlock account**



Sign in to community access services.

Email address

☐ Keep me signed in

Next

OR

Unlock account? [Help](#)

Create an account

2. Type the email associated with your account and click **Next**. In the next window click on **Send me an email**.



Unlock your account

Email address

Next

[Back to sign in](#)





Get a verification email

Send a verification email by clicking on "Send me an email".

Send me an email

[Back to sign in](#)

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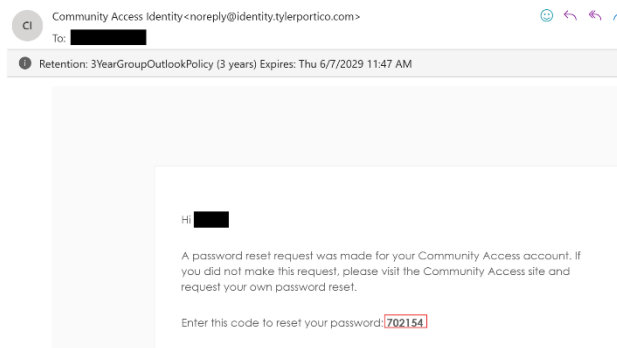
Access Identity:

noreply@identity.tylerportico.com

Subject Line: Account Password Reset

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Verify with your email

We sent you a verification email. Enter the verification code in the text box.

Enter Code

[Back to sign in](#)