Resetting your password

Connect to the internet and enter the website address for:

https://www.southampton.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm

The homepage will appear and from here you can sign in or register.

If you are already registered your Username is the email you used to sign up.

1. If you have forgotten your password, click the I forgot my password option highlighted below:

Dashboard	Sign In / Register
Sign In	Register
Please complete username and password All fields with an asterisk (*) are mandatory.	Register an account in a few simple steps Register Now
Username *	Reasons to register an account
	information or make payments for local authority services such as:
Sign in	Council Tax Housing Benefit and Council Tax Support Landlord Business Rates

2. Please add your email address to the following screen:

ome > My Account			Language: Er	nglish 🗸
Dashboard		Welcome Guest!	Sign In / Register	Help
Forgotten Passw	ord			
Please enter your username Username *	in the space provided.			
Submit Cancel				

3. The following message will appear:

Dashboard		Sign In / Register
Check yo		

......

We have sent an email to

This email will contain instructions on how to reset your password. If you don't receive this message, please contact our Customer Service for further assistance.

4. A reset email will be sent to your given email address, the reset link must be activated within 24 hours.

You recently requested a new password to sign into your account. To enter a new password, use
the link
https://www.southampton.gov.uk/publicaccesslive/selfservice/citizenportal/resetpassword.htm?
pfpc=a486d22d051a21073d19f590a4fbaea315476ff30becdf895e1c72119c16c47c

This request was made on 19 August 2022 at 08:58:02.

For security reasons, the password reset link will expire at 08:58:02 on 20 August 2022 or after you reset your password.

If you have not registered with us and have received this email, please notify the Council immediately so we can take appropriate action.

Many Thanks,

Admin Team

5. When you click the link the following screen will appear, add your new password, and click submit:

Reset Password	
All fields with an asterisk (*) are mandatory.	
You have requested your password to be reset, please provide a new password below and con Submit.	firm it before pressing
Password must be at least 8 characters long.	
Password *	
Confirm Password *	
Submit Cancel	

6. Your password has been reset; you can log in using your new password.

Dashboard	Sign In / Register
✓ You have successfully reset your password	
Sign In	Register
Please complete username and password	Register an account in a few simple steps
All fields with an asterisk (*) are mandatory.	Register Now
Username *	Reasons to register an account
Password *	Registering an account will enable you to access information or make payments for local authority services such as:
Sign in	Council Tax Housing Benefit and Council Tax Support Landlord
I forgot my password	Business Rates