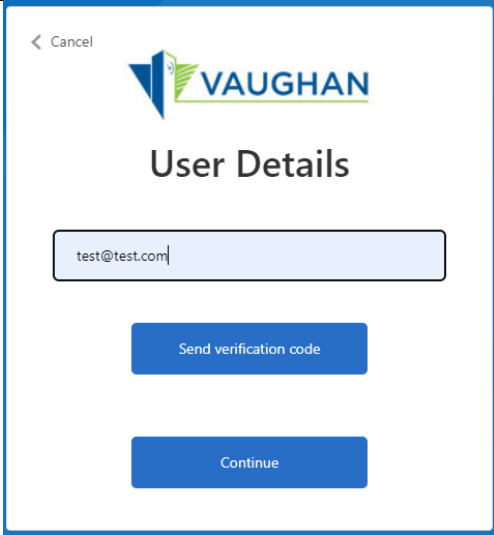# How to reset your password?
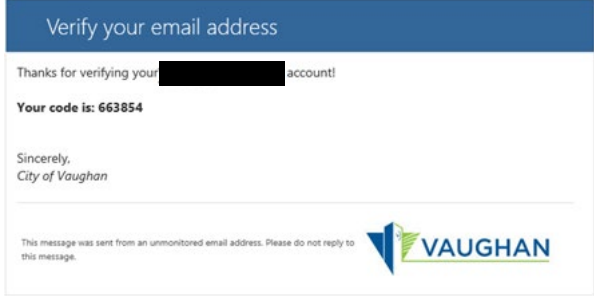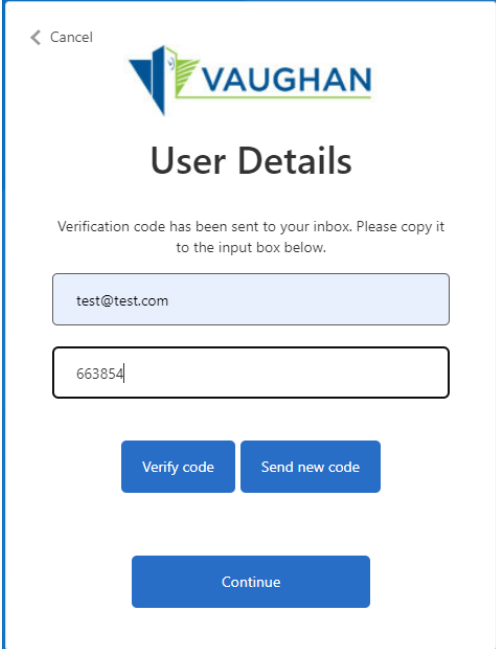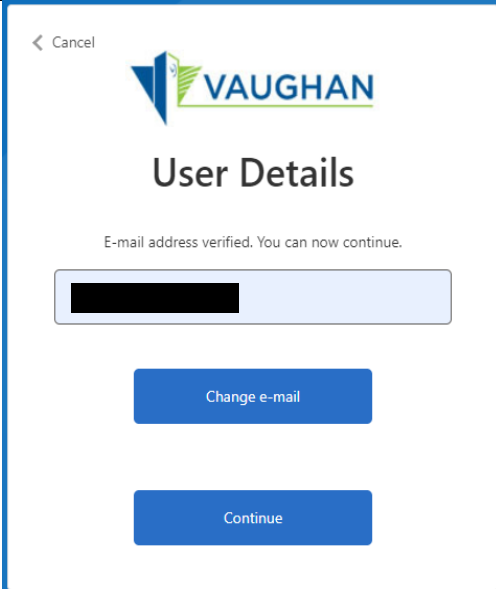
Follow these instructions to reset your password:
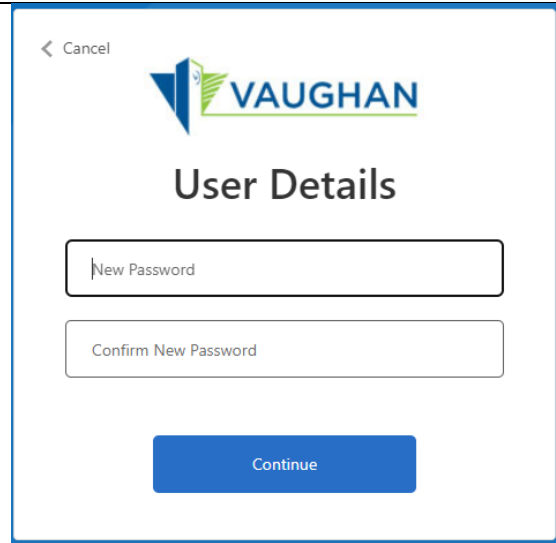
Step 1: In the Sign in window, click "Forgot your password?"	**Sign in** Sign in with your email address Email Address Password Forgot your password? **Sign in** Don't have an account? Sign up now **Notice of Collection of Personal Information** Personal information on this form is collected under the authority of the Municipal Act, 2001 and will be used for registering users and managing service requests. For further information please contact Access Vaughan at 905-832-2281 or visit our Privacy Statement.
Step 2: In the User Details window, enter your email address. Click the "Send verification code" button.	‹ Cancel **User Details** test@test.com **Send verification code** **Continue**

Step 3: Open your email and look for a message from "*Microsoft on behalf of City of Vaughan* msonlineservicesteam@microsoftonline.com" to get your verification code.	**Verify your email address** Thanks for verifying your ▇▇▇ account! **Your code is: 663854** Sincerely, *City of Vaughan* This message was sent from an unmonitored email address. Please do not reply to this message. **VAUGHAN**
Step 4: Go back to the User Details window and enter the verification code. Click the "Verify code" button.	‹ Cancel **VAUGHAN** **User Details** Verification code has been sent to your inbox. Please copy it to the input box below. test@test.com 663854 [Verify code] [Send new code] [Continue]
Step 5: You will see a message saying your email address is verified. Click the "Continue" button.	‹ Cancel **VAUGHAN** **User Details** E-mail address verified. You can now continue. ▇▇▇▇ [Change e-mail] [Continue]

Step 6:

Enter a new password in the "New Password" and "Confirm New Password" fields. This will be the password you use to access services on Service Vaughan.

Click the "Continue" button.

Your password is changed and you are signed in.

Always remember to sign out after your session, especially if you are using a shared or public computer.