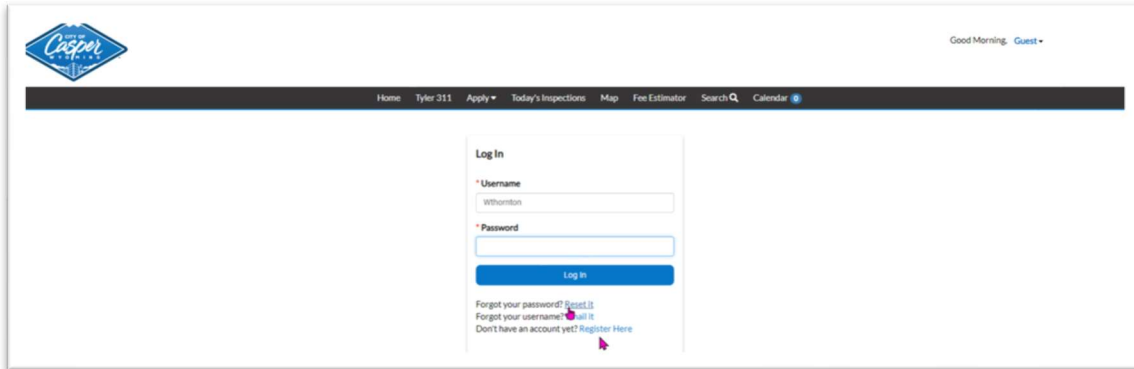


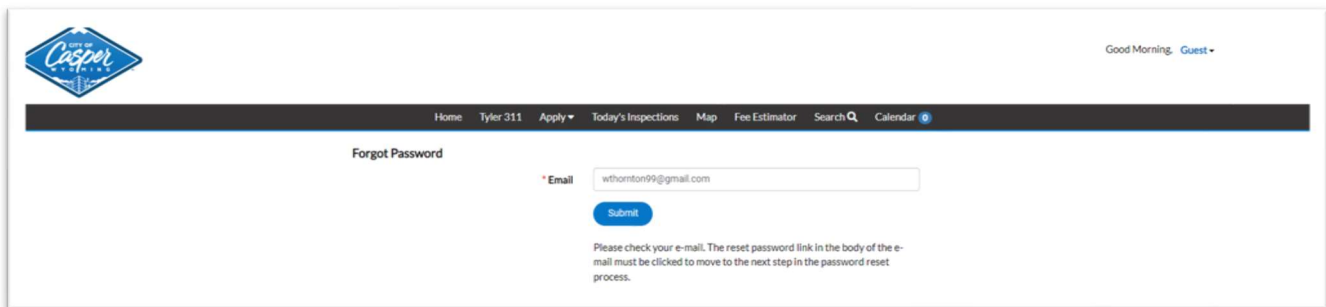
How to Reset Your Citizen Self Service Account Password

- 1.) Browse to https://eg.casperwy.gov/EnerGov_Prod/SelfService#/dashboard
- 2.) Enter Username: (example) Wthornton
- 3.) Select “Forgot your password? **Reset it** link.



The screenshot shows the City of Casper Self Service dashboard. At the top left is the City of Casper logo. At the top right, it says "Good Morning, Guest". Below the logo is a navigation bar with links: Home, Tyler 311, Apply, Today's Inspections, Map, Fee Estimator, Search, and Calendar. In the center, there is a "Log In" form with fields for "Username" (containing "Wthornton") and "Password". Below the fields is a blue "Log In" button. Underneath the button are three links: "Forgot your password? [Reset it](#)", "Forgot your username? [Mail it](#)", and "Don't have an account yet? [Register Here](#)".

- 4.) Enter your email address in the field that's utilized for this account.
- 5.) Click Submit.

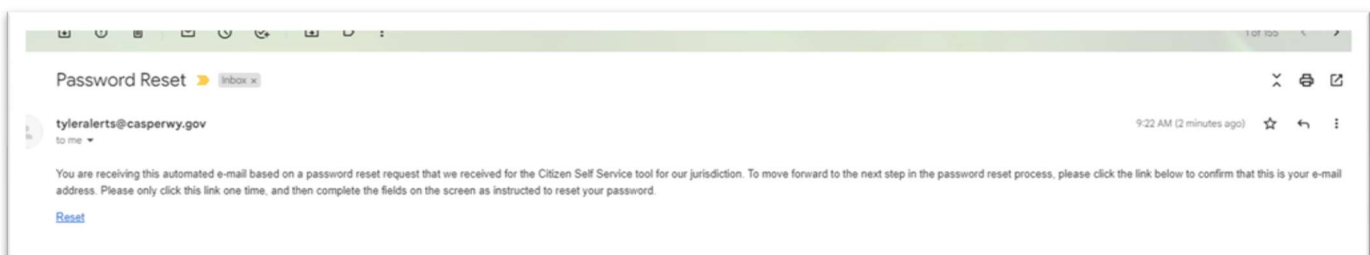


The screenshot shows the "Forgot Password" form on the City of Casper Self Service dashboard. At the top left is the City of Casper logo. At the top right, it says "Good Morning, Guest". Below the logo is a navigation bar with links: Home, Tyler 311, Apply, Today's Inspections, Map, Fee Estimator, Search, and Calendar. In the center, there is a "Forgot Password" form with a field for "Email" (containing "wthornton99@gmail.com") and a blue "Submit" button. Below the button is a message: "Please check your e-mail. The reset password link in the body of the e-mail must be clicked to move to the next step in the password reset process."

- 6.) Log into your email account and review for the reset link from Tyleralerts.
- 7.) If it's not in your inbox check your Junk Mail folder.
- 8.) If you do not have an email from **Tyleralerts** then the email address is *wrong or the Username is wrong*.
- 9.) Go back to the login screen and click Forgot Username. Enter your email address and a Tyleralerts email will be sent with your **Username**. If you don't get an email you are using the wrong email address for your account.



- 10.) Click the **Reset** link in the email.



- 11.) The link opens the online password reset screen.
- 12.) Passwords must be the following to be successfully reset:
 - a. **At least 8 characters long**
 - b. **1 Upper case character**
 - c. **1 Number**
 - d. **Allowed** special characters: !@#\$\$%^&* (Use these ONLY)
 - e. **No repeating of prior passwords**

Reset Password

The password must be at least 8 characters long with at least one upper case letter and one number. Allowed special characters are as follows: !@#\$\$%^&*

* Email Address

* Password

* Confirm Password

[Reset](#)

13.) Set *qualifying* password, click SUBMIT.

Reset Password

The password must be at least 8 characters long with at least one upper case letter and one number. Allowed special characters are as follows: !@#\$\$%^&*

* Email Address

* Password

* Confirm Password

[Reset](#)

Your password has been reset [Click here to log in.](#)

14.) Upon a *successful* password change the message: Your password has been reset click here to log in. Click the login link.

15.) Login with your username and NEW password.

Log In

* Username

* Password

[Log In](#)

Forgot your password? [Reset it](#)
 Forgot your username? [Email it](#)
 Don't have an account yet? [Register Here](#)