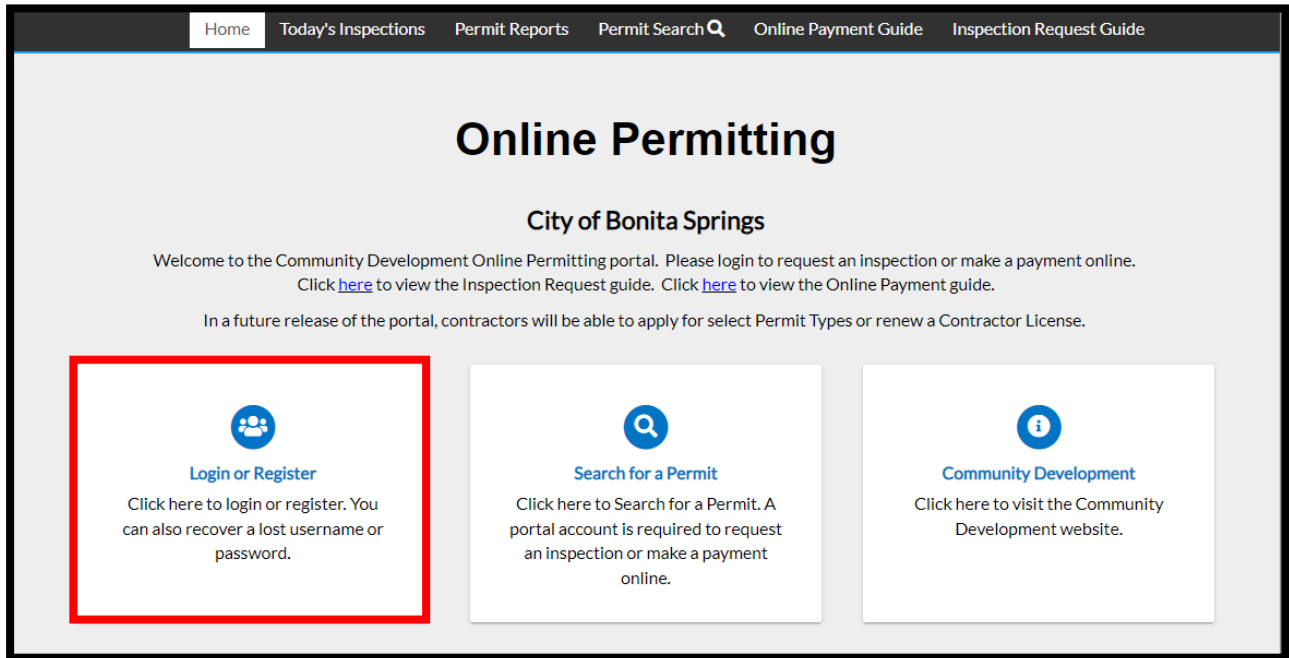


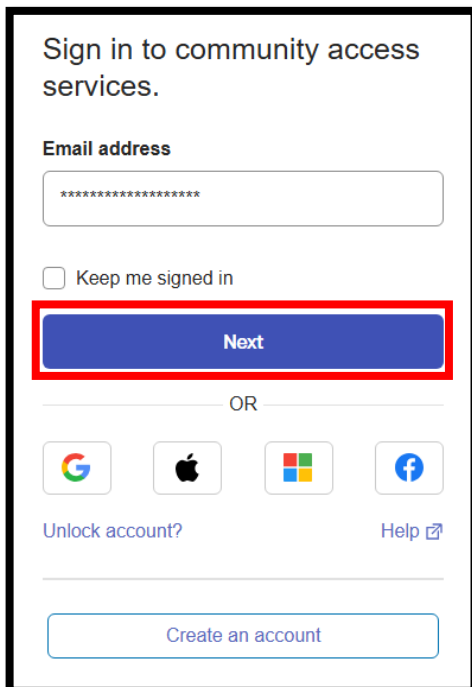
## COMMUNITY DEVELOPMENT PASSWORD RESET GUIDE

### How to Reset a Password

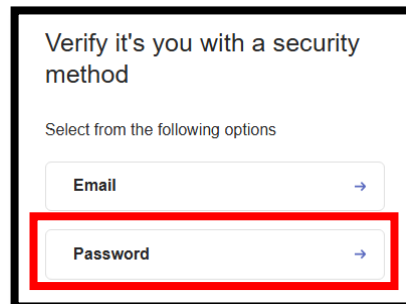
1. Go to the portal homepage (or type [www.permitportal.org](http://www.permitportal.org) into your browser address bar and hit enter), then click the “Login or Register” tile.



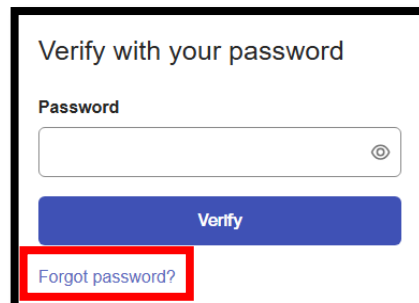
1. Enter your email address and click the “Next” button.



2. Click the “Password” button.

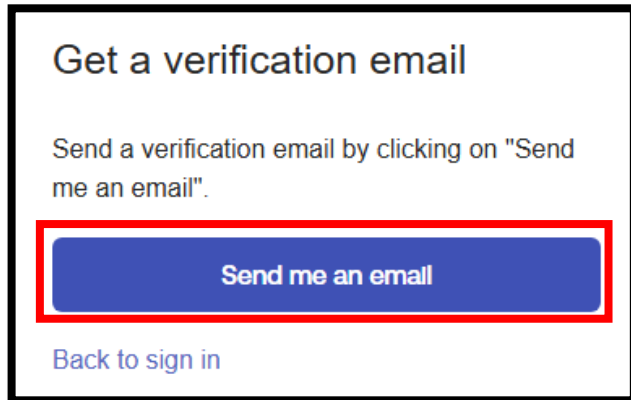


3. Click the “Forgot password?” button.



## COMMUNITY DEVELOPMENT PASSWORD RESET GUIDE

4. Click the "Send me an email" button.



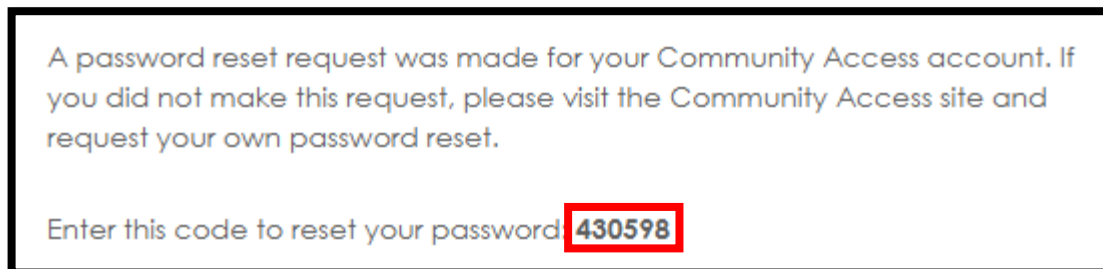
5. Check your email inbox for an email from Community Access Identity with the email address [noreply@identity.tylerportico.com](mailto:noreply@identity.tylerportico.com).

**IMPORTANT:** if you did not receive an email, search all email folders for "tylerportico". If no emails were found, you may not be registered. Click the "Back to sign in" button and follow the steps on the registration guide linked below:

[https://cityofbonitaspringscd.org/forms/Permit\\_Portal\\_Registration\\_Guide\\_20250311.pdf](https://cityofbonitaspringscd.org/forms/Permit_Portal_Registration_Guide_20250311.pdf).

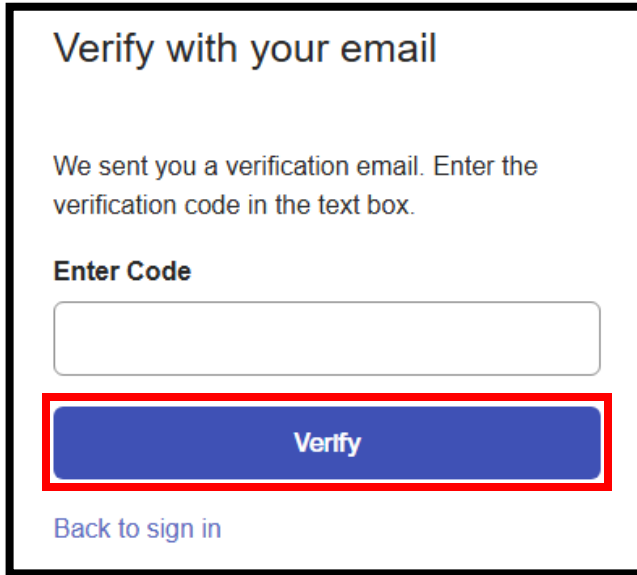
6. Open the message to view the verification code.

**IMPORTANT:** Your verification code will be unique. The code below is for illustration purposes only.



## COMMUNITY DEVELOPMENT PASSWORD RESET GUIDE

7. Enter the verification code received via email and click “Verify” then follow the prompts to reset your password.

A screenshot of a web form titled "Verify with your email". The form contains the following elements: a heading "Verify with your email", a paragraph "We sent you a verification email. Enter the verification code in the text box.", a label "Enter Code" above a text input field, a blue button labeled "Verify" which is highlighted with a red border, and a link "Back to sign in" at the bottom left.

Verify with your email

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

Enter Code

Verify

[Back to sign in](#)

**IMPORTANT:** Please email [permitting@cityofbonitaspringscd.org](mailto:permitting@cityofbonitaspringscd.org) if you have an account but do not receive the password reset email notifications.