

# Forgot Password?


To reset your password simply click the **Forgot Password?** link in the login section of the MiWater home page. You will then be redirected to the **Reset Forgotten Password** page.



The screenshot shows the 'Log in to MiWater' section. It includes an 'Email' input field, a 'Password' input field, a 'Remember me' checkbox, a 'Log In' button with a right arrow, and a 'Forgot Password?' button highlighted with a red border.

**Email Address** - Enter the **Email Address** that you used to sign up to MiWater.

**Last Name** - Enter your **Last Name** then click **Reset**.

**Reset**  Click the **Reset** button to reset your password. If no match is found for the **Email Address** and **Last Name** that were entered then an error message will indicate the issue in **red text**. You will not be able to proceed until you have corrected the issue displayed.

**Cancel**  Click the **Cancel** button to close the reset password window.

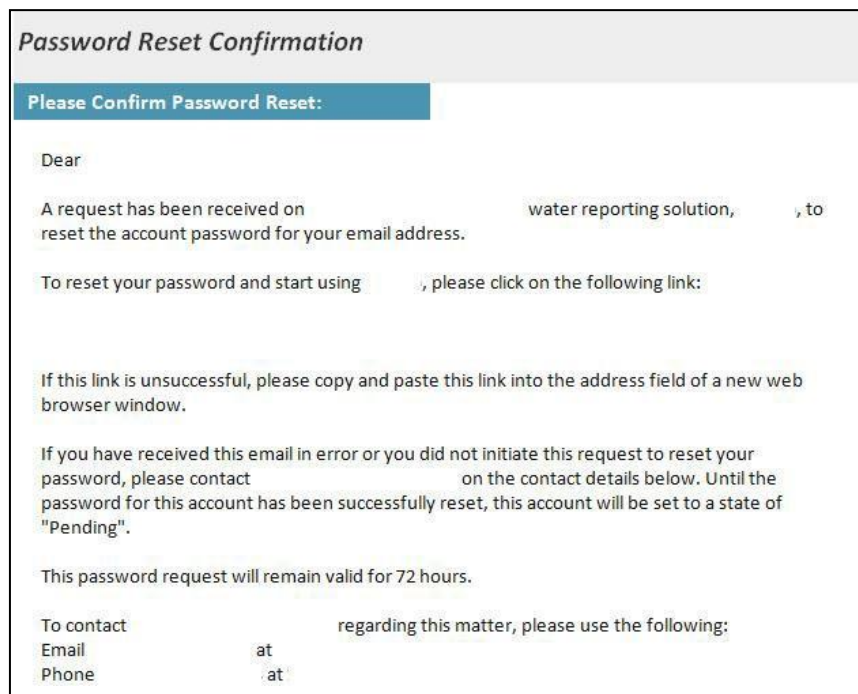


The screenshot shows the 'Reset Password' page. It features two input fields: 'Email Address' and 'Last Name'. At the bottom, there are two buttons: 'Cancel' with a left arrow and 'Reset' with a right arrow.

If your email address and last name match an existing registration within MiWater then a message will appear confirming the successful reset of your password. Please check your email.



You will receive an email to your registered email address. Click on the link within the email. A browser window will open with a **Reset Password** form.



**New Password** - Enter a **New Password**. The password that you provide must be suitably complex in order to protect your account. It must adhere to the following rules

- Minimum of 8 characters long
- Must contain both uppercase and lowercase alphabetic characters (at least 1 of each)
- Must contain at least one numeric character (0-9).

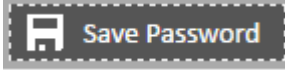
**Re-Enter New Password** - **Re-Enter** your **New Password** to confirm it.

For further information, please contact:

Lithgow City Council

Ph: (02) 6354 9999 | Email: council@lithgow.nsw.gov.au

## Save Password



Click the **Save Password** button to complete the process. A red asterix \* will be displayed adjacent to any incomplete or incorrect fields.

## Cancel



Click the **Cancel** button to close the reset password window.

**Reset Your Password**

**Reset Password**

New Password: 

Re-Enter New Password:

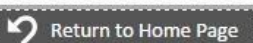
 

A confirmation screen will then be displayed in order to notify you of the completion of the process.

**Password Has Been Changed**

**Password Change Successful**

Your user account has been successfully reactivated with the new password. Click on the button below to go back to the home page and log in.



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