MyLakeCountry Self-Serve Password Reset

The MyLakeCountry portal has a self-serve password reset function that allows a customer to reset the password of their MyLakeCountry profile. To do this they need:

- Access to the email address their MyLakeCountry profile uses.
- The answer to the security question they recorded when they set up their MyLakeCountry profile.

To perform a self-serve password reset for MyLakeCountry profile, customer follows these steps:

1. Navigate to the MyLakeCountry login page.
2. Below the password field on login page is a link to reset password. They click it.
3. The following page loads where they would enter the email address associated with their MyLakeCountry profile and then click **Send Email**.

4. The above screen updates with message asking user to check their email for a message.

5. After a few minutes the following message appears in the inbox of that email address.
   Tip: Check email client spam/junk folder if message below not in inbox within few minutes.

6. User clicks the link found it the email that reads **To reset your password, please click here**.
7. They're taken to this page where they need to answer their profile security question.
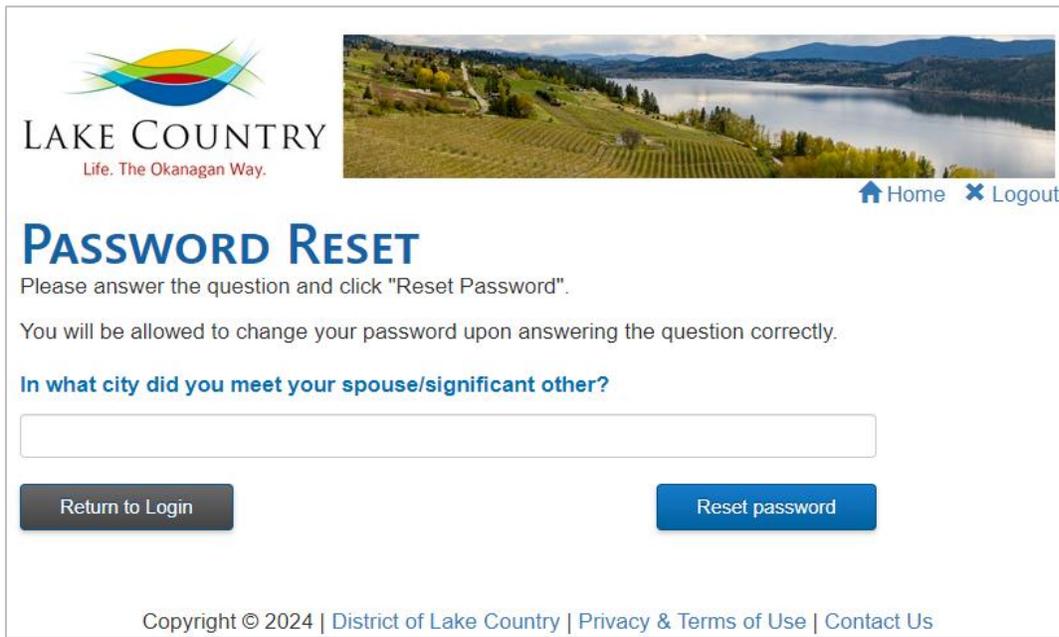
8. The user answers the question and clicks **Reset Password**.

Note: If user cannot answer the security question correctly, then they can't use this self-serve password reset function at this time and will have to contact the Municipal Hall for assistance.

9. Once user answers the profile security question correctly, they are directed to this page to enter a new password. They enter their new password and then click **Change Password**.

CHANGE PASSWORD

Password must be 8 characters or longer and and include at least one lowercase, one uppercase and one special character such as "&".

New Password* [••••••••••••••]

Confirm New Password* [••••••••••••••]

☐ Show Characters

[Change Password]

10. The following prompt appears confirming they have been successful.

Update Succeeded

Password has been changed.

[OK]

11. Clicking OK takes the user to the MyLakeCountry login page where they can now log in using their new password.