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**.

LAKE COUNTRY Life. The Okanagan Way.
Forgot Password Enter your MyLakeCountry profile email address in the form below to receive an email with a link to reset your password. Email Address:
MyLakeCountryDemo@outlook.com
Return to Login Send Email
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4. The above screen updates with message asking user to check their email for a message.

FORGOT PASSWORD Enter your MyLakeCountry profile email address in the form below to receive an email reset your password.	l with a link to
Email Address:	
MyLakeCountryDemo@outlook.com]
An email has been sent to MyLakeCountryDemo@outlook.com. If you did not receive an email, verify you entered the correct email address.	
Return to Login Send Email	
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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.

PASSWORD RESET Please answer the question and click "Reset Password".	
You will be allowed to change your password upon answe In what city did you meet your spouse/significant othe	ring the question correctly.
Spuzzum	
Return to Login	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 PA	SSWORD
Password must be 8 chara special character such as	acters or longer and and include at least one lowercase, one uppercase and one "&".
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.	
	ОК

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