

After creating a new Parks & Rec citizen portal account, follow these instructions for creating a sign-in password:

1. At the email address specified in the new account signup, find the email with the subject **New Contact Created**. You may have to check your spam or junk folder.
2. **Highlight** and **copy** the temporary password. Take care not to copy extra spaces or adjacent punctuation.
3. Click **Reset Password**, or return to the citizen portal home page, and click **Sign In**.
4. Enter the **email** address in the first field.
5. **Paste** the temporary password into the second field. **Note:** If the site has set a minimum password length requirement, characters will display in this field before entry. It is not a saved password and is erased once you click into the field.
6. Click **Sign in**.
7. If the browser password manager prompts you to save the entered credentials, click **Don't Save**, or exit the pop-up window.
8. **Paste** the temporary password into the **Old Password** field.
9. Enter a unique password in the **New Password** field.
10. Enter the same password in the **Confirm New Password** field.
11. Click **Change Password**.
12. You are now logged in. If the browser password manager prompts you to save the entered credentials, click **Don't Save**, or exit the pop-up window.
13. Optional: **Sign out** and return to the **Sign-In** page. Enter the email and unique password, and **Sign In** again. When the browser password manager prompts you to save the entered credentials, click **Save**.