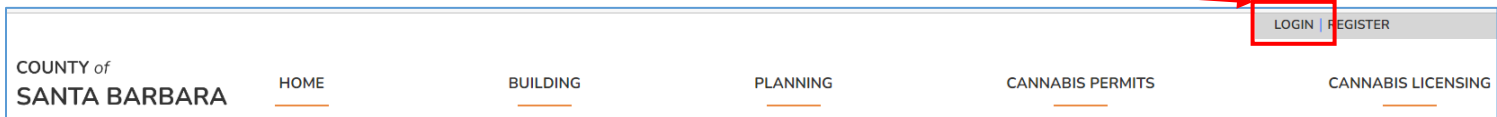




Accela Citizen Access
Password Reset Instructions

Users who have an existing account in the system but has forgotten their password, may self-reset by following the instructions below.

1. Access our Citizen Access Site here: <https://aca-prod.accela.com/SBCO>
2. Click the Login link in the upper right corner



3. Locate the "Forgot Password?" link below the sign in details:

4. Type in the Email Address associated with your account and click "Continue".




5. Answer your security question. We are unable to reset your password if you do not know the answer to this question. If you do not know the answer to your security question, you may need to create a new account.

Security Question:
What is the brand of your first car?

*** Security Answer?**

Send New Password »

6. Check your email account for a new temporary password.
7. Return to [Citizen Access](#) and login with the temporary password. Once you have logged in with the temporary password, you will be required to change the password.

 **An error has occurred.**
Your password has expired and must be changed in order to proceed.
administrator.

Change Password

*** User Name:**

*** Old Password:**

*** New Password:**

*** Confirm Password:**

Submit »

Type in the temporary password you were provided in the “Old Password” field. Then type in a new password and confirm it.

8. Click Submit and you will be logged into your account.