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](image)

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.

![Change Password](image)

**New Password Requirements:**

- Must not be a recently used password;
- Must contain minimum of 8 characters;
- Must include at least:
  - One upper case;
  - One lower case;
  - One number;
  - One special character.
- Special character cannot be a “+” or “&”

Your “Old Password” may have been prefilled with data. Delete this and type in the temporary password provided to you as part of the reset.

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