

How to Request for a Lost Password or Retrieve a Login Name on MyBuildingPermit.com

Applies to: MyBuildingPermit.com Public Site

- This feature will allow the customers to reset their password and login on their existing account.

Preparation

Before starting this procedure, you will need the following:

1. This feature requires you to have an active MyBuildingPermit.com account.
2. You should either have a valid login name or a password.

Instructions

The screenshot shows the MyBuildingPermit.com website. The navigation bar includes 'Login/Register', 'Apply For Permit', 'Basket', and 'Help'. The 'My Account' menu is open, showing options: 'My Profile', 'Permit Dashboard', and 'Forgot Password/Login Name'. The 'Forgot Password/Login Name' option is circled in orange. Below the navigation bar, there is a 'Customer Login' section with a form for entering a login name and password, and a 'Forgot Password / Login Name' link.

1. Go to MyBuildingPermit.com website.

Hover over My Account and click 'Forgot Password /Login Name'.

The screenshot shows two forms. The first form is 'Forgot Password', which asks for the 'Login Name' and has a 'Submit' button circled in orange. The second form is 'Forgot Login Name', which asks for 'Email Address', 'Security Question', and 'Security Answer', and has a 'Submit' button circled in orange. Arrows point from the 'Submit' buttons to the instructions on the right.

2. To reset your password, enter your 'Login Name' then click 'Submit'.

To retrieve your login name, fill out the required information, then click 'Submit'.

An email will be sent to your email address on file containing the information requested.