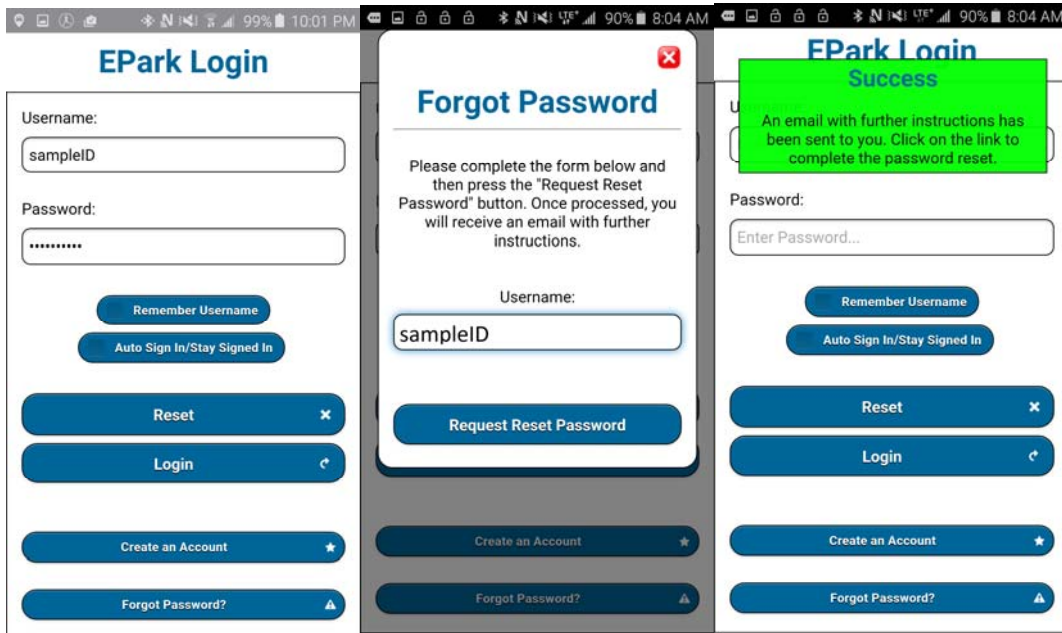


# EPark Password Reset Instructions

Step 1) Start your MyEPark app or go to **m-epark.parkplus.ca** and click on the Forgot Password button. Then enter your username and click on Request Reset Password. An e-mail will be sent to the address you provided when signed up.



The image displays three sequential screenshots of the EPark mobile application interface. The first screenshot, titled "EPark Login", shows a login form with fields for "Username:" (containing "sampleID") and "Password:" (masked with dots). Below the fields are buttons for "Remember Username", "Auto Sign In/Stay Signed In", "Reset" (with a close icon), "Login" (with a checkmark icon), "Create an Account" (with a star icon), and "Forgot Password?" (with an up arrow icon). The second screenshot, titled "Forgot Password", shows a form where the user has entered "sampleID" in the "Username:" field and is prompted to "Request Reset Password". It also includes the same bottom navigation buttons. The third screenshot, titled "EPark Login Success", features a green success message box stating: "An email with further instructions has been sent to you. Click on the link to complete the password reset." Below this, the "Password:" field is now active, showing "Enter Password...". The "Reset" and "Login" buttons are still present, along with the bottom navigation bar.

Step 2) Retrieve the e-mail (be aware it may take from 2 to 5 minutes for this email to arrive) and click on the embedded [Reset password](#) link.



Step 3) The link will take you to a special reset display. Now you can enter your username and set your new password. *Remember, passwords must be at least 6 characters long, and must contain at least one UPPER case character.*

The first screenshot shows the 'Reset Password' page with the following fields:

- Username: Enter Username or Email...
- New Password: Enter Password...
- Confirm Password: Confirm Password...

The second screenshot shows the same form with 'Sample ID' entered in the Username field.

The third screenshot shows a green 'Success' message box:

**Success**  
Your password has been reset successfully.  
Please return to the login page and login with your new password.

Step 4) Login again with your new ID and password and then you ready to start EParking again!

The first screenshot shows the 'EPark Login' page with the following fields:

- Username: Sample ID
- Password: \*\*\*\*\*

Below the password field are two buttons: 'Remember Username' and 'Auto Sign In/Stay Signed In'. At the bottom are 'Reset' and 'Login' buttons.

The second screenshot shows the 'Start/End Session' page with the following text:

To start a parking session, please ensure the... [More](#)

Zone Number: Zone Number

At the bottom, there is a Google Chrome notification: 'Do you want Google Chrome to save your password for this site?' with 'NEVER' and 'SAVE' buttons.