

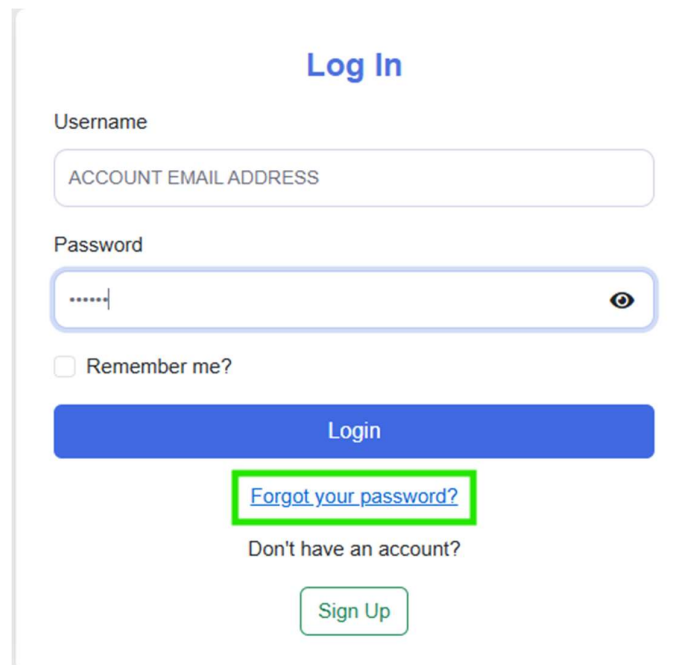
FORGOTTEN YOUR PASSWORD - HOW TO RESET IT

If you've forgotten your Username

Please contact the City on 9237 9222 or through the City's online services page
<https://www.subiaco.wa.gov.au/online-services>

Go to the log in page via <https://subiaco.wa.gov.au>

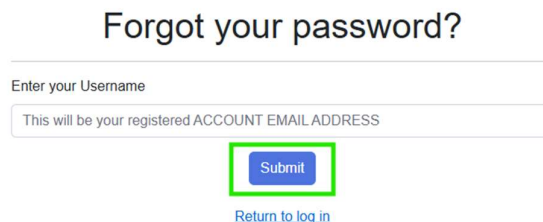
On the Digital Permits **Log in** screen, click on [Forgot your password?](#)



The screenshot shows a 'Log In' form with the following elements:

- Username:** A text input field with the placeholder text 'ACCOUNT EMAIL ADDRESS'.
- Password:** A text input field with a masked password '.....' and a toggle icon (eye) on the right.
- Remember me?
- Login:** A blue button.
- [Forgot your password?](#): A blue link highlighted with a green box.
- Don't have an account?
- Sign Up:** A light blue button.

A Forgot your Password screen will display, enter your username which is your registered email for your account), then click **Submit**



The screenshot shows the 'Forgot your password?' screen with the following elements:

- Forgot your password?**: The title of the screen.
- Enter your Username
- This will be your registered ACCOUNT EMAIL ADDRESS
- Submit:** A blue button highlighted with a green box.
- [Return to log in](#): A blue link below the button.

This message will display below

Forgot password email sent

A password reset email is sent if the Username provided matches an account.
Please remember to check your spam folder.

[Return to log in](#)

The email will be sent from DigitalPermit (noreply@digitalpermit.com.au) and will be titled 'Your Parking Permit System Password Reset Request'.

Click on the link provided underlined in [blue](#) and you will be redirected to the page for resetting your password. Please note, Passwords must be a minimum of 10 digits and are alphanumerical (**must include uppercase, lowercase, numbers and special symbols**).

Once completed, you will then be directed back to the [Log in](#) page.