

How to Reset Password in Online Services

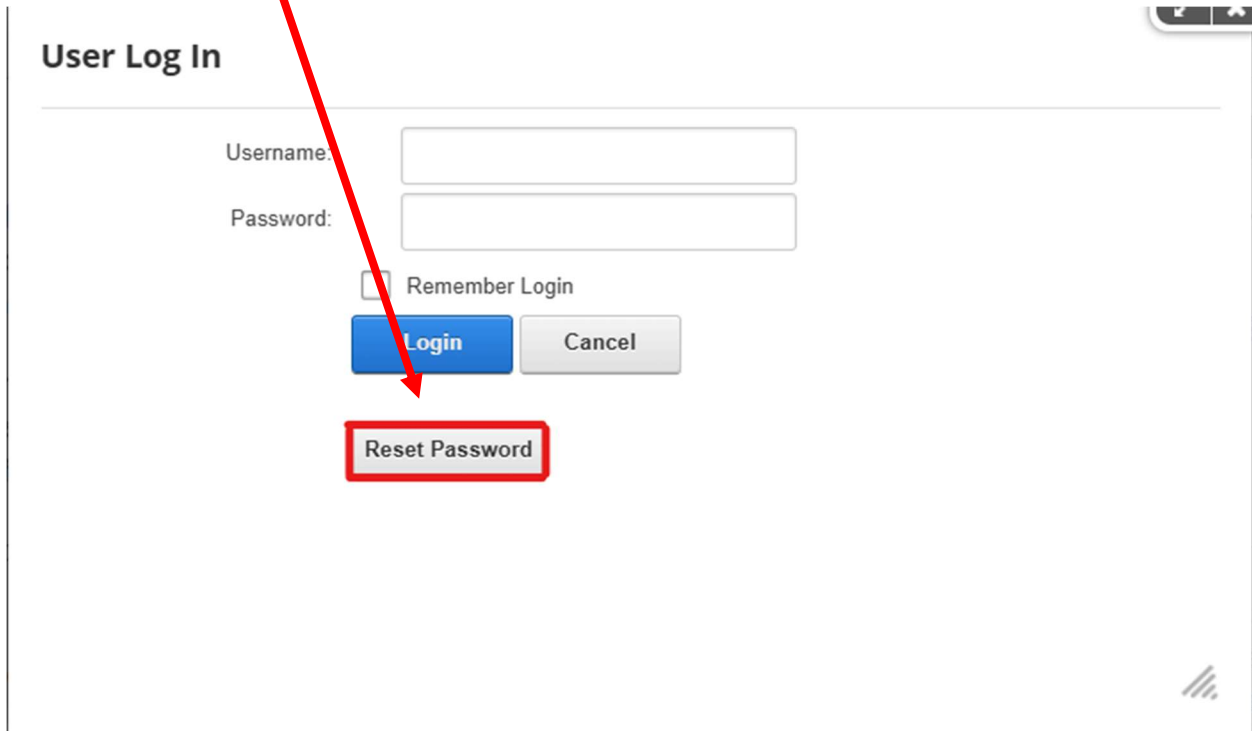
1) Go to Oliver.ca and click on Online Services:



2) Click "Login" on the top right toolbar:



3) Click "Reset Password" in the new window that pops up



- 4) Enter your username and click “Send Reset Link”.

Note: If you do not remember your User Name, please call the Finance Department at 250-485-6203 or email Finance@Oliver.ca

Finance Staff will be able to look up your account and send a password reset link.

Town of Oliver > Home

If you forgot your password an email with a password reset link will be sent to you. Click on the link in that email and you will be taken to a page where you can then create a new password.

User Name:

- 5) When you receive the email (from e-services@oliver.ca), click the link to reset your password

From: **SuperUser Account** <e-services@oliver.ca>
Date: [REDACTED]
Subject: Town of Oliver Password Reminder
To: [REDACTED]

Dear [REDACTED],

You have requested a Password Reset Token from Town of Oliver.

Please login using the following information:

Website Address: ico.oliver.ca:9191
Username: [REDACTED]

Link to reset password: <https://ico.oliver.ca:9191?ctl>PasswordReset&resetToken=9a018c93-8f07-459a-9999-0b82aa4ee560>

Sincerely,
Town of Oliver

*Note: If you did not request a Password Reset Token, please disregard this Message.

- 6) Enter your new password in the New Password and Confirm Password boxes, then click “Change Password” Note: Passwords must contain a minimum of 8 characters, including at least one uppercase letter, one number, and one special character (?!@#\$\$%&). **Do not use spaces in your password.**



Password Reset