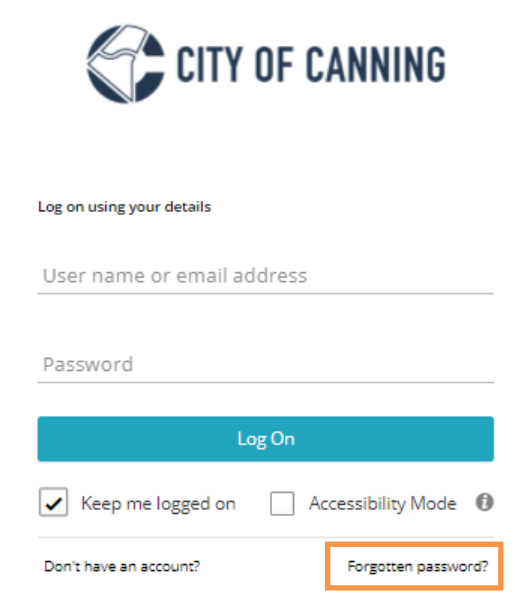



GUIDE: Reset your My Canning password

The City of Canning is now live with My Canning Portal, where you can submit and track Building and Planning applications online. This guide will demonstrate how to reset your password.

Access the My Canning Log On interface: <https://canning.wa.gov.au/register>



 **CITY OF CANNING**

Log on using your details

User name or email address

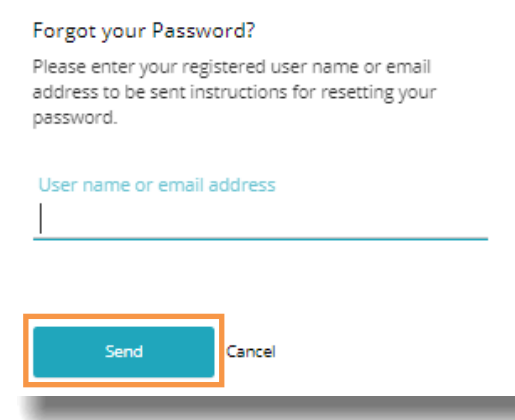
Password

Log On

Keep me logged on Accessibility Mode ⓘ

Don't have an account? **Forgotten password?**

1. Click 'Forgotten password?'



Forgot your Password?

Please enter your registered user name or email address to be sent instructions for resetting your password.

User name or email address

Send Cancel

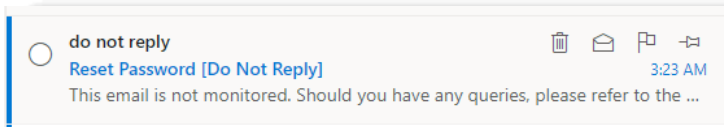
2. Enter your email and click 'Send'

The following message will appear

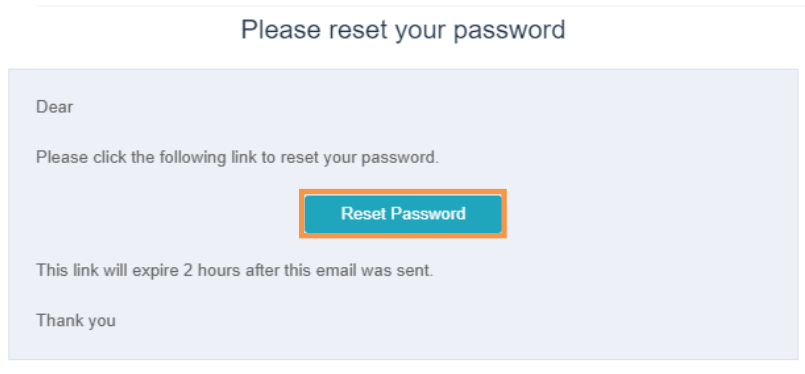
If your email or user name exists in the system you will be sent instructions for resetting your password.

3. Access your email account and open the email.

You may need to check the Junk account

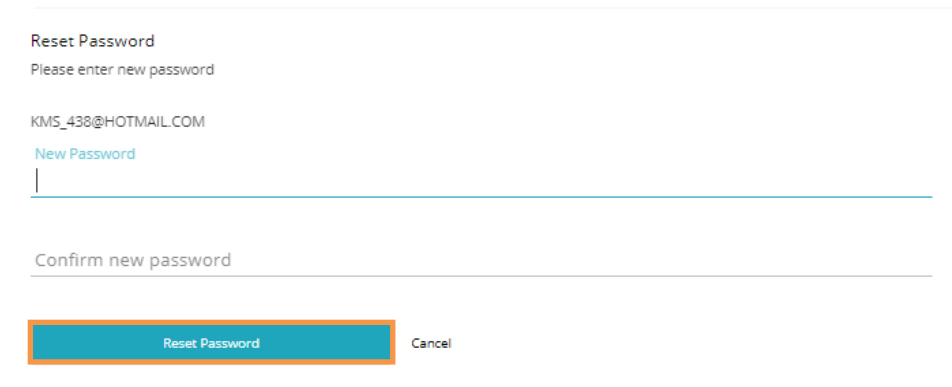


4. Select Reset Password

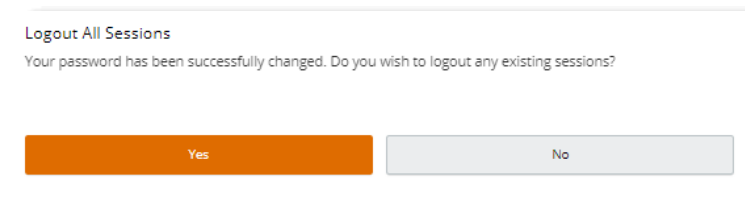


5. Enter in your new password, click 'Reset Password'

Passwords must include 1 uppercase letter and 1 number



6. The password reset has been complete, you can choose to progress as required.



Should you require further support please contact our Customer Service team 1300 422 664 (Monday to Friday 8.15am to 5pm).

You can also enquire online here: <https://canning.wa.gov.au/contact-us>