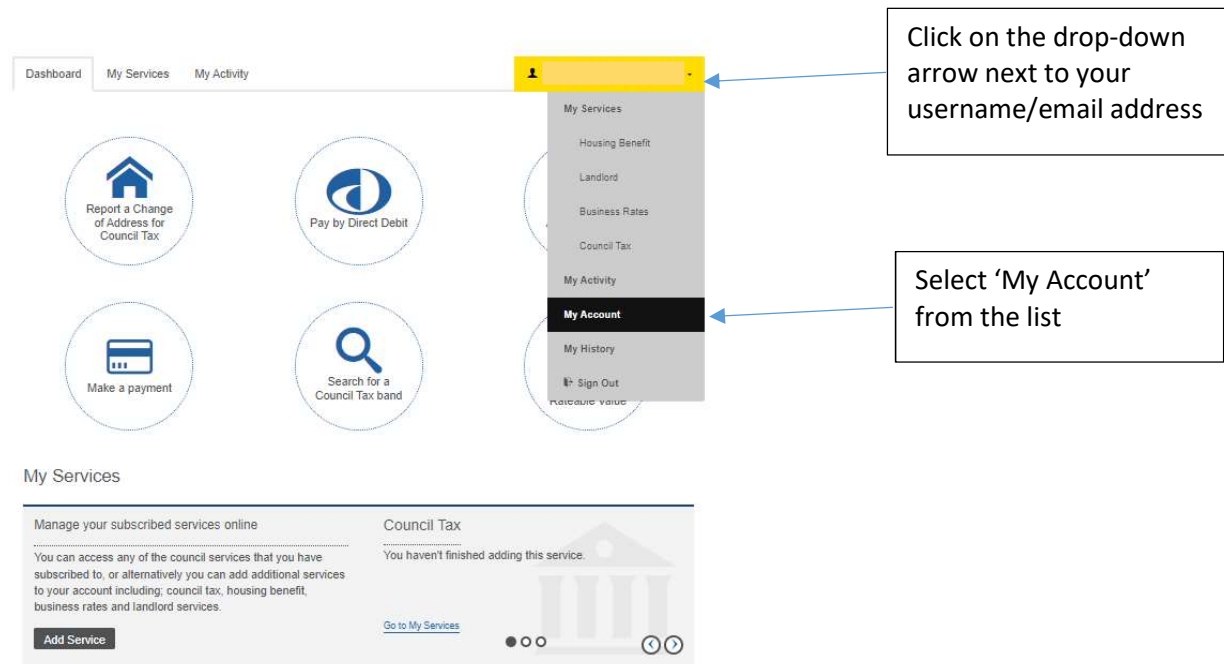



To update your details you will need to follow the processes detailed below:

Please note: Users accessing our online services with a mobile or tablet may find the layout of the screens/options slightly different to those shown in this guide, however the processes required to update your details will be the same. The menus/options that are not instantly viewable by mobile/tablet users should be available by selecting the ☰ icon.

- Once Logged in click on the arrow next to your username/email address & select **'My Account'** from the drop-down list:



- Select **'Update'** next to the details (Personal Details/Email Address/Current Password/Security Questions) you wish to amend:

Dashboard My Services My Activity 

Your personal info

Manage this basic information - your name, address and phone number - to help with managing your council services. You can also manage you security details - email address, password and security question.

Personal Details	Update >
Email Address	Update >
Current Password	Update >
Security Questions	Update >

Select 'Update'

Personal Details

- Update details as required & select **'Save'**:

Dashboard My Services My Activity

Update Profile Details

All fields with an asterisk (*) are mandatory.


Mobile Number (Optional)

Telephone (Optional)

Save Cancel

Email address

- Enter your password & select **'Submit'**:

Dashboard My Services My Activity 

Update Email

All fields with an asterisk (*) are mandatory.


You have indicated that you wish to change your email address to allow this change you will have to enter your password below

Password *

Password must contain a mix of upper and lower case letters and a number or special character and must be at least 8 characters long.

Submit Cancel

- Enter your new email address in the field provided.
- Select whether you want your paperless billing and/or paperless notifications email address to be updated with your new email address, or not.
- Select **'Save Changes'**:

Dashboard My Services My Activity 

Update Email

All fields with an asterisk (*) are mandatory.

You have indicated that you wish to change your email address to allow this change you will have to enter your password below

Password *

New email address *

Update my paperless billing and/or paperless notifications email address with this new email address



Your personal info

Manage this basic information - your name, address and phone number - to help with managing your council services. You can also manage you security details - email address, password and security question.

ⓘ Thank you, your request to update your email address is pending. To complete the process please use the link sent to

Personal Details	Update >
Email Address	Update >
Current Password	Update >
Security Questions	Update >

The message advises that an email will be sent to you with a link to verify your new email address.

When you receive the email in your inbox - select the link, which will take you to the 'Sign in' page.

Enter your username (**this will still be your previous email address**) & password and you will then see a message confirming that your email address and username have been successfully updated.



To

Thank you .

You need to use the link <https://ecitizen.sholland.gov.uk/publicaccesslive/selfservice/citizenportal/myprofile/emailactivation.htm?> to verify your email address.

If the link <https://ecitizen.sholland.gov.uk/publicaccesslive/selfservice/citizenportal/myprofile/emailactivation.htm?> does not show as a link, copy and paste it into your web browser.

If you have not registered with us and have received this email, please notify the Council immediately so we can take appropriate action.

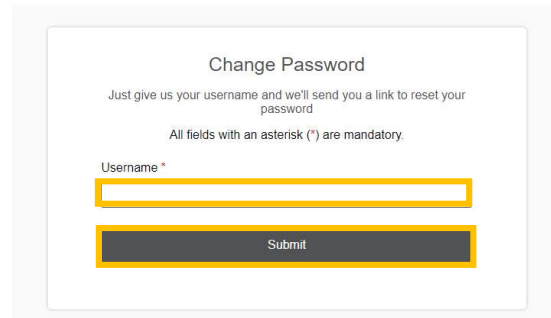
Many Thanks,
Admin Team

Email Activation

Your email address and username have been successfully updated.

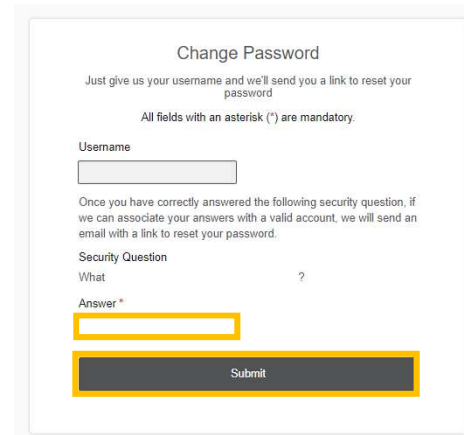
Current Password

- Enter your username and select **'Submit'**:



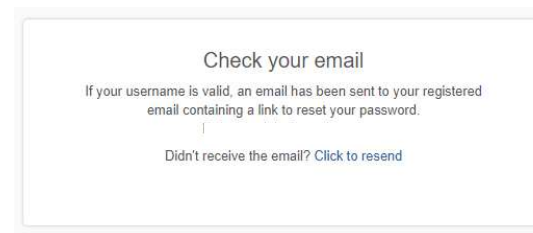
The screenshot shows a web form titled "Change Password". Below the title is the instruction "Just give us your username and we'll send you a link to reset your password". A note states "All fields with an asterisk (*) are mandatory." There is a text input field labeled "Username *" which is highlighted with a yellow border. Below the input field is a dark grey button with the text "Submit" in white, also highlighted with a yellow border.

- Enter the answer to your security question & select **'Submit'**:



The screenshot shows the same "Change Password" form. The "Username" field is now filled with a grey background. Below it is a paragraph of text: "Once you have correctly answered the following security question, if we can associate your answers with a valid account, we will send an email with a link to reset your password." This is followed by a "Security Question" section with the label "What" and a question mark "?". Below this is an "Answer *" text input field, highlighted with a yellow border. At the bottom is a dark grey "Submit" button, also highlighted with a yellow border.

- An email will be sent to you containing a link to reset your password:



The screenshot shows a confirmation screen titled "Check your email". The text reads: "If your username is valid, an email has been sent to your registered email containing a link to reset your password." Below this text is a link that says "Didn't receive the email? Click to resend".

- When you receive the email click on the link provided, and follow the instructions to reset/change your password.

Security Questions

- Enter your password & select **'Sign in'**

Dashboard My Services My Activity

Update Security Question/Answer

All fields with an asterisk (*) are mandatory.

Please enter your password to validate your identity *

- Select the security question you wish to use from the drop down list.
- Enter your answer for that question in the field provided (remember the format used as this field is case/format sensitive).
- Select **'Save Changes'**

Dashboard My Services My Activity

Update Security Question/Answer

All fields with an asterisk (*) are mandatory.

Security question to change *

New security answer *

Also see:

Self Serve Registration Guidance

Self Serve Login Guidance

Self Serve Login with a PIN Guidance

Self Serve Adding a Service and-or Account Guidance