



How to reset a forgotten password in eBallot

Step 1: Click on the eBallot URL: <https://eballot.io/bpbca/login.cfm>

Step 2: Click on Reset Access Code at the bottom of the screen

Welcome, bpbca!

Enter your details to access your voter portal

A screenshot of the eBallot login interface. At the top, it says "eBallot Login to Vote!". Below this are two input fields: "Username" and "Access Code/Password". Each field has a small icon to its right. Below the fields is a blue "LOGIN" button and a link that says "Reset Access Code".

eBallot
Login to Vote!

Username

Access Code/Password

LOGIN

[Reset Access Code](#)

Step 3: Enter your Username as assigned to you, and your Email Address and then hit "Submit"

A screenshot of the eBallot "Reset Access Code" form. At the top, it says "eBallot Reset Access Code". Below this are two input fields: "Enter Username" and "Enter Email Address". Each field has a small icon to its right. Below the fields is a blue "SUBMIT" button.

eBallot
Reset Access Code

Enter Username

Enter Email Address

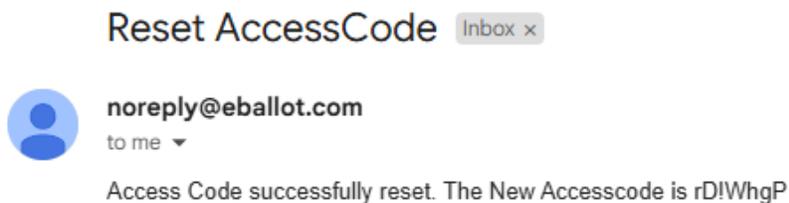
SUBMIT



Step 4: You will be notified that an email has been set to reset your Access Code. Find and open that email.

A screenshot of the eBallot "Reset Access Code" form. At the top, the eBallot logo is displayed with the text "Reset Access Code" below it. There are two input fields: "Enter Username" and "Enter Email Address". Below these fields is a red message box that says "Email sent, please check your Inbox." At the bottom of the form is a blue button labeled "RETURN TO LOGIN PAGE".

Click on **RETURN TO LOGIN PAGE** and access the email sent from eBallot which contains your new access code and looks like this:



Step 5: Enters your username and the new access code **exactly as shown** noting it is case sensitive and sometimes Capital I (e.g. Igloo) can look like a lowercase l (e.g. lost) and click on LOGIN. After doing so you will be prompted to reset your password



Welcome, bpbca!

Enter your details to access your voter port:

A screenshot of the eBallot login interface. At the top, it says "eBallot Login to Vote!". Below this are two input fields: the first contains "35SunsetAvenue" and the second contains "E6UL%6u". Each field has a small yellow and red icon to its right. Below the fields is a blue "LOGIN" button and a link that says "Reset Access Code".

Step 6- enter and retype your new password

A screenshot of the eBallot "Set Password" form. It features two input fields: "New Password" and "Retype New Password", each with an eye icon to its right. Below the fields is a text requirement: "Password should contain at least 6 characters, one upper case alphabet, one lower case alphabet and one numeric value." At the bottom is a blue "SUBMIT" button.

Step 7 - you will be logged into your eBallot dashboard and receive a message that there are no active ballots at this time. You are all set! Voting ballots will be activated on the day of the meeting

Process Step#11_Voter E-5 Reset forgotten password