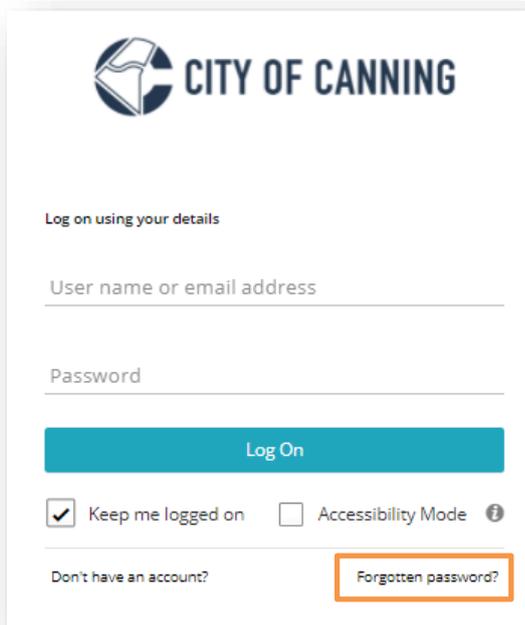


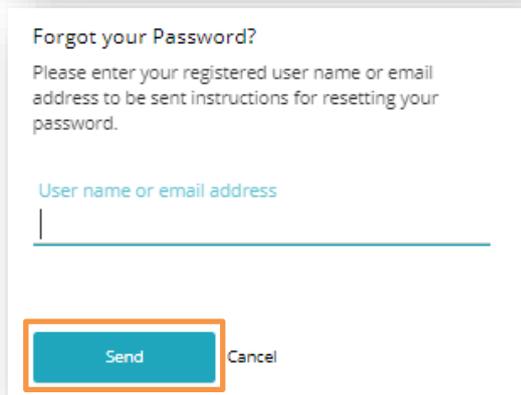
GUIDE: Reset your My Canning password

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.

Go to the My Canning Log On page: <https://canning.wa.gov.au/mycanning>



1. Click 'Forgotten password?'



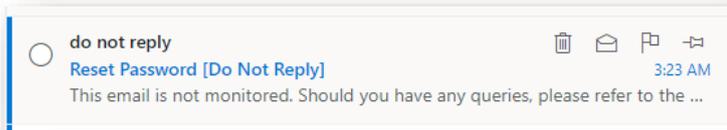
2. Enter your email and click 'Send'

The following message will appear

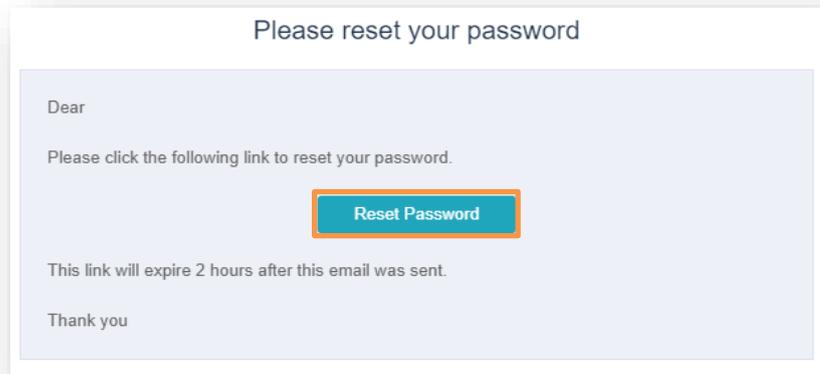
If your email or user name exists in the system you will be sent instructions for resetting your password.

3. Access your email account and open the email.

You may need to check the Junk account

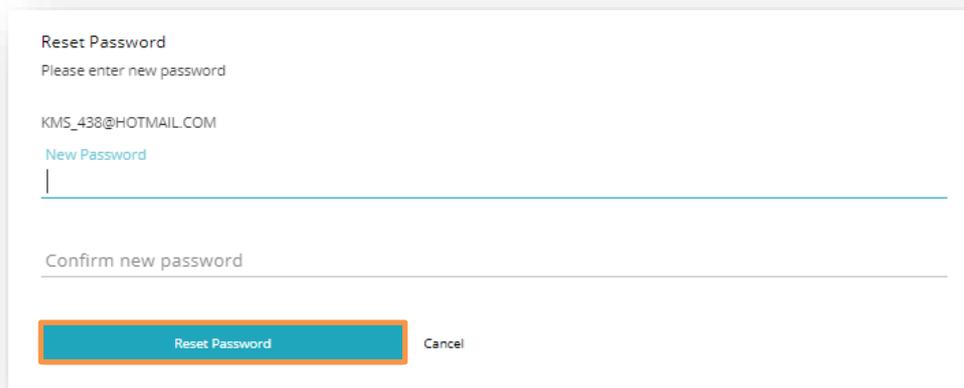


4. Select Reset Password

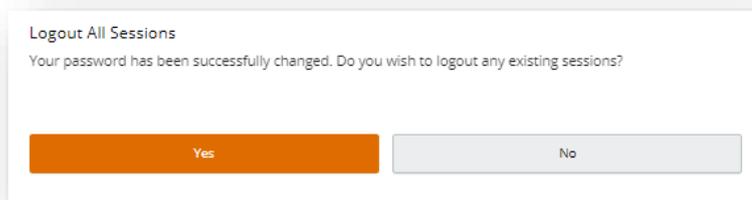


5. Enter in your new password, click 'Reset Password'

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 on 1300 442 664 (Monday to Friday 8.15am to 5pm).

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

1317 Albany Highway, Cannington
Locked Bag 80, Welshpool WA 6986
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CANNING.WA.GOV.AU

