



# Guide to Citizen Self Service Portal (CSS)

Forgot My Password

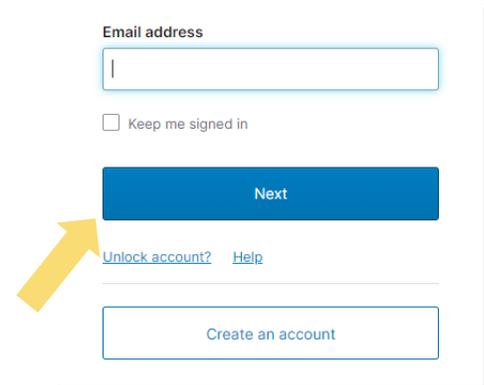
Queen Anne's County Planning & Zoning Department

The Queen Anne’s County’s online Citizen Self Service Portal, CSS, will allow you to submit applications for various county services. In this guide, we will explain how to change your password in the event you are unable to login.

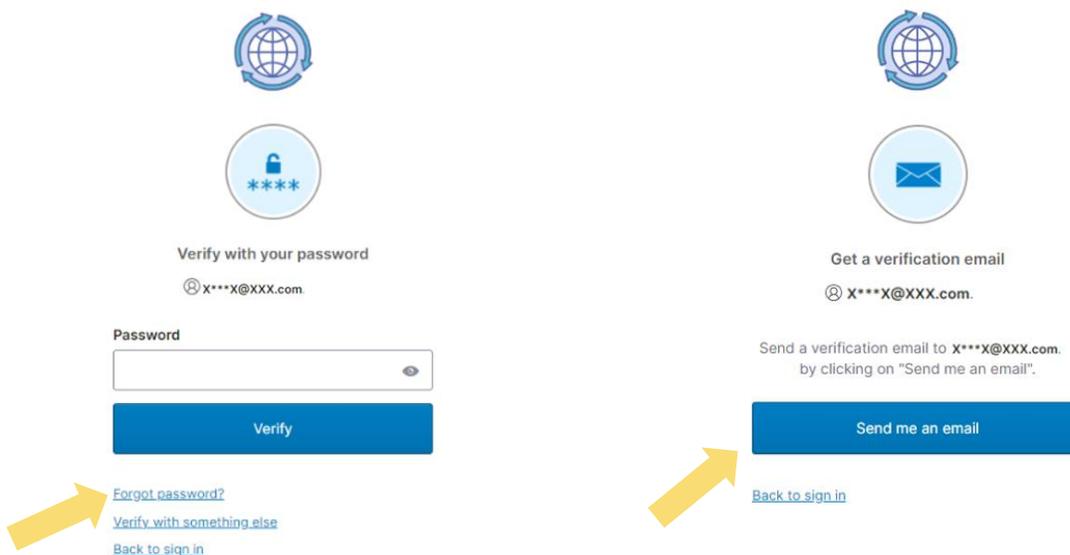
1. Navigate to the [CSS home page](#) and click the “Login or Register” link in the top right of the screen.



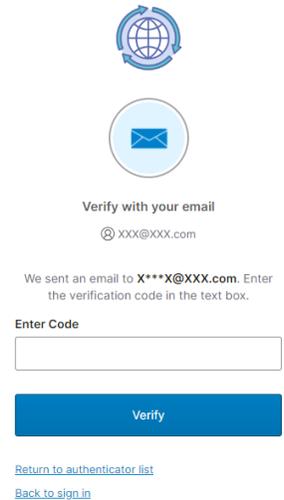
2. Enter your account email address and click “Next.”



3. Instead of entering your password, click “Forgot Password” then “Send me an Email” on the following screen.



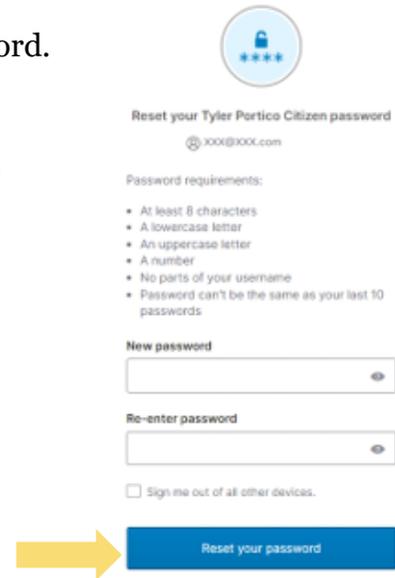
- The following screen will be displayed requesting you to enter a code sent to the email you provided on the previous screen.
  - The verification code will be located at the bottom of the “Account Password Reset” email.



- Once you enter the verification code in the designated field, click “Verify.”



- The following screen is where you will reset your password. Please take note of the password requirements.
  - Once you have chosen a password that meets the specifications, click “Reset Your Password.”



You should then be automatically signed in and directed to the CSS portal under your registered account!

\*You will also get an email notification for your password reset\*