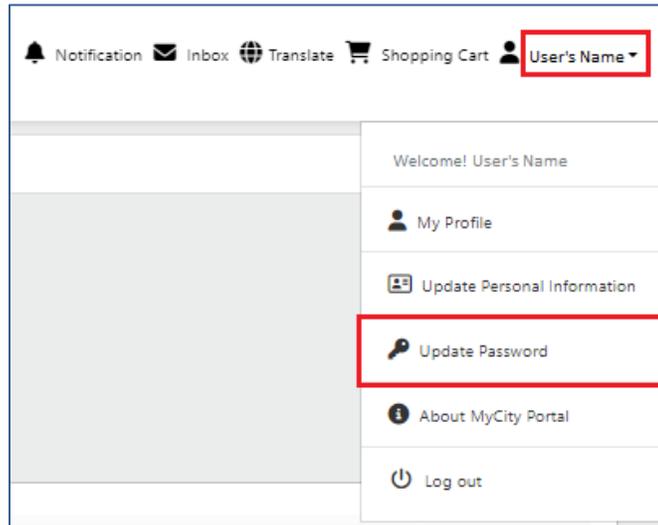## CHANGING YOUR PASSWORD

1. Go to www.markham.ca/eplanlogin to login to your ePLAN account.
2. In the top right corner, click your User Name.
3. Select Update Password.

4. Upon successful completion you will see this message:

Your password has been reset successfully

5. Use your email and the new password you selected to sign into the ePLAN Portal.

FORGOTTEN PASSWORD

1. Go to www.markham.ca/eplanlogin to login to your ePLAN account.
2. Select **Forgot Password**.

3. Enter your email address and a code will be emailed to you.

4. You will be asked the security question established you created your ePLANaccount.

5. You will be emailed a temporary password.

Your password reset request has been completed. Please check your email for the details.

6. Go to your email account and copy the code.
7. Return to www.markham.ca/eplanlogin to login using the temporary password you were provided.
8. It is highly recommended that you reset your password upon login.

It is strongly recommended that you change this temporary password before continuing to use ePLAN. Follow the *Changing Your Password* instructions in this document.