Instructions on how to login to the City's new service request app and change the password.

1. Enter https://www.carlsbadca.gov/services/requests.asp into your web browser. Please note that CarlsbadConnects is not compatible with Internet Explorer.
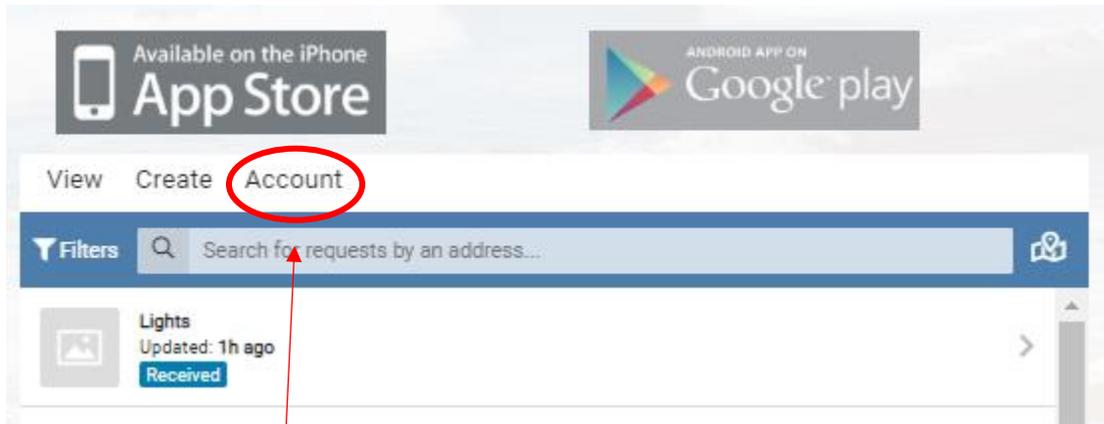
2. Click on the "Account" option.
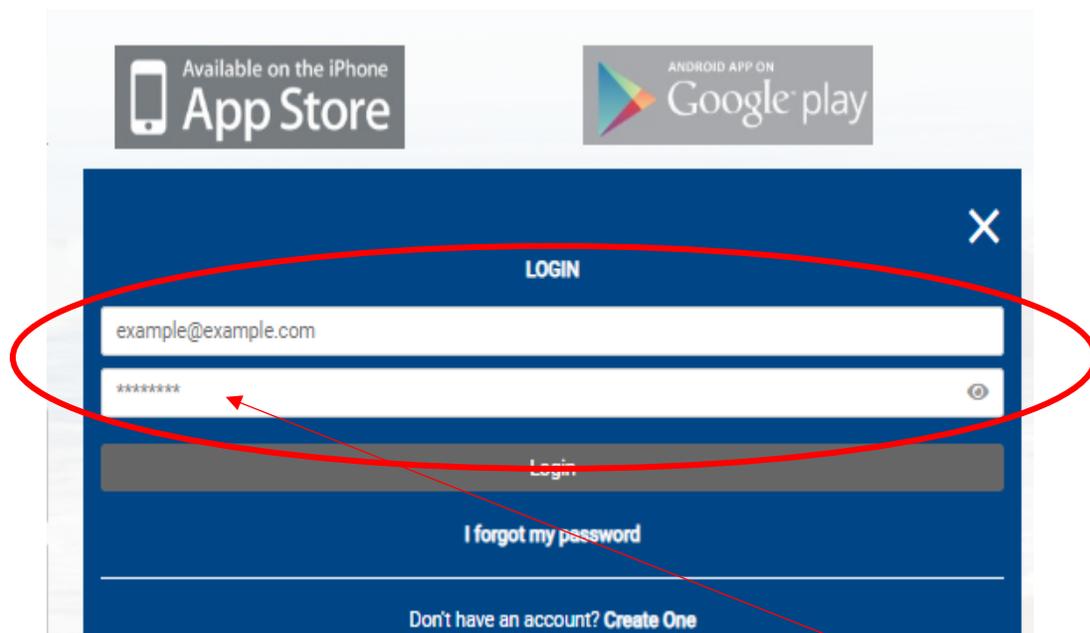
3. Enter your email address as your user name, and password = Carlsbad2020

4. Click on the "Change Password" option once logged in.

5. Enter a new password and click save.