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

1. Enter <u>https://www.carlsbadca.gov/services/requests.asp</u> into your web browser. Please note that CarlsbadConnects is not compatible with Internet Explorer.

	Available on the iPhone App Store	Google play	
View TFilters	Create Account Q Search for requests by an address		ഷ
	Lights Updated: 1h ago Received		>

2. Click on the "Account" option.

	Available on the iPhone App Store	Google-play	
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	LOGI	N	
$\land$	example@example.com		
	*****	0	$\boldsymbol{\mathcal{V}}$
	I forgot my password		
	Don't have an account? Create One		

3. Enter your email address as your user name, and password = Carlsbad2020

Available on the iPhone App Store	Google play	
Preferences		*
ACCOUNT INFO		
Edit Profile		
Change Password		
Address Book		J.

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

Available on the App Ste	Available on the iPhone ANDROID APP ON Google play		
< Account	Confirm your password	Save	
8 - 30 characters; At least Current Password	one uppercase letter, one lowercase letter, an	d one number.	
New Password		Enter your new password	
New Password, again		Confirm your password	

5. Enter a new password and click save.