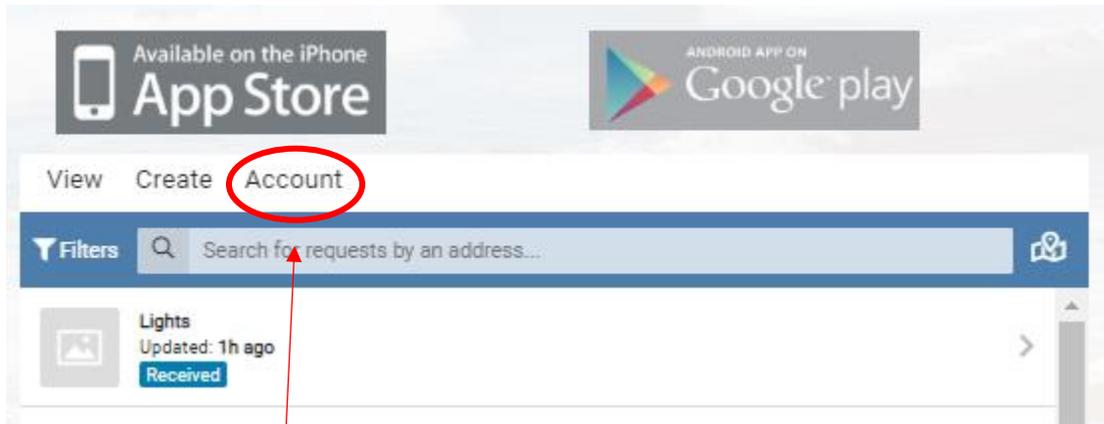
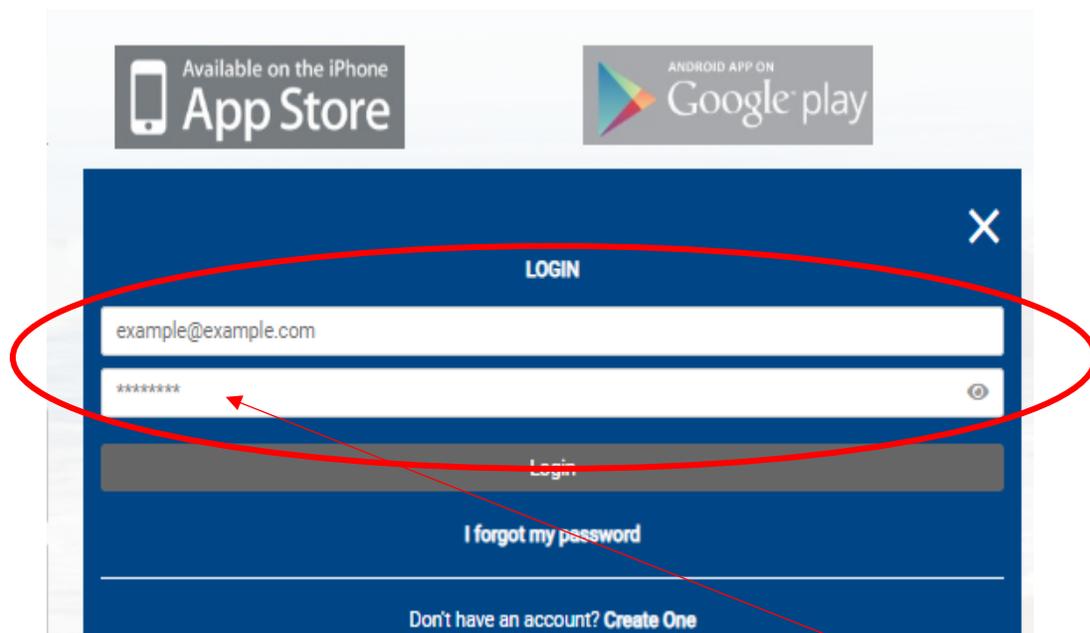


Instructions on how to login to the City's new service request app and change the password.

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



Preferences

ACCOUNT INFO

Edit Profile

Change Password

Address Book

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



< Account

Confirm your password

Save

8 - 30 characters; At least one uppercase letter, one lowercase letter, and one number.

| | |
|------------------------|-----------------------------|
| Current Password | Enter your current password |
| New Password | Enter your new password |
| New Password, again... | Confirm your password |

5. Enter a new password and click save.