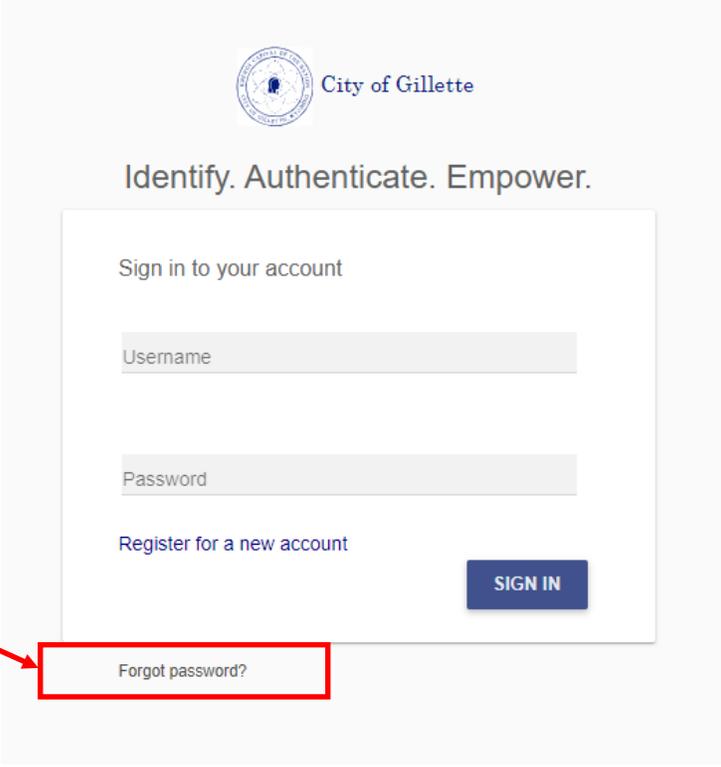


# Changing a Utility Billing Online Account Password

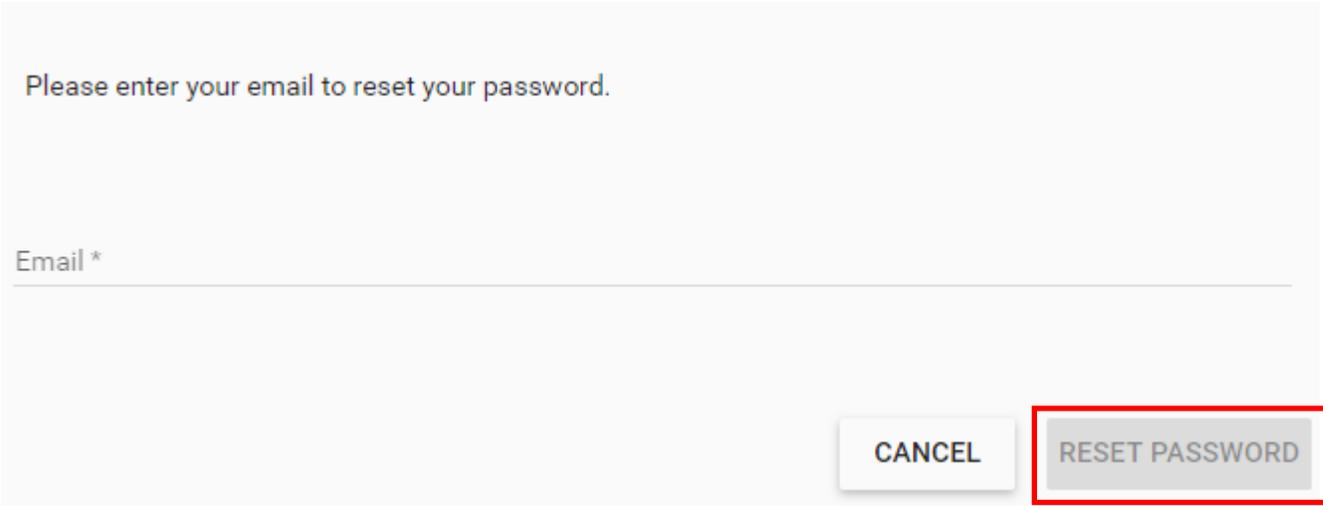
Navigate to the <https://selfservice.gillettewy.gov> website.

Click the "Forgot password?" link



The image shows the login page for the City of Gillette. At the top left is the City of Gillette logo, a circular seal with a central figure. To the right of the logo is the text "City of Gillette". Below the logo and text is the slogan "Identify. Authenticate. Empower." in a bold, sans-serif font. Underneath the slogan is a white rectangular box containing the login form. The form has the heading "Sign in to your account" at the top. Below this heading are two input fields: "Username" and "Password". Below the password field is a link that says "Register for a new account". At the bottom right of the form is a blue button with the text "SIGN IN" in white. Below the form, centered, is a link that says "Forgot password?". This link is highlighted with a red rectangular border. A red arrow points from the text "Click the 'Forgot password?' link" to this link.

Enter the email address for the account and click the "Reset Password" button



The image shows a form for resetting a password. At the top, it says "Please enter your email to reset your password." Below this is a large, empty text input field. Below the input field is a label "Email \*". At the bottom right of the form are two buttons: "CANCEL" and "RESET PASSWORD". The "RESET PASSWORD" button is highlighted with a red rectangular border.

An email will now be sent to your mailbox from cityofgillette@gillettewy.gov.

This email will have a link for you to confirm your password reset and a link to cancel the change.

Click the link to reset your password

cityofgillette@gillettewy.gov

to me ▾

You (or someone else) has requested a password reset for Tyler Identity.

Username: [axele@gillettewy.gov](mailto:axele@gillettewy.gov)

Please click here to confirm your request so you can reset your password:

<https://selfservice.gillettewy.gov/prod/tyleridcore/userprovisioning/#/password/resetpassword/GU6YL8xixfl8eHR7hYt7vw>

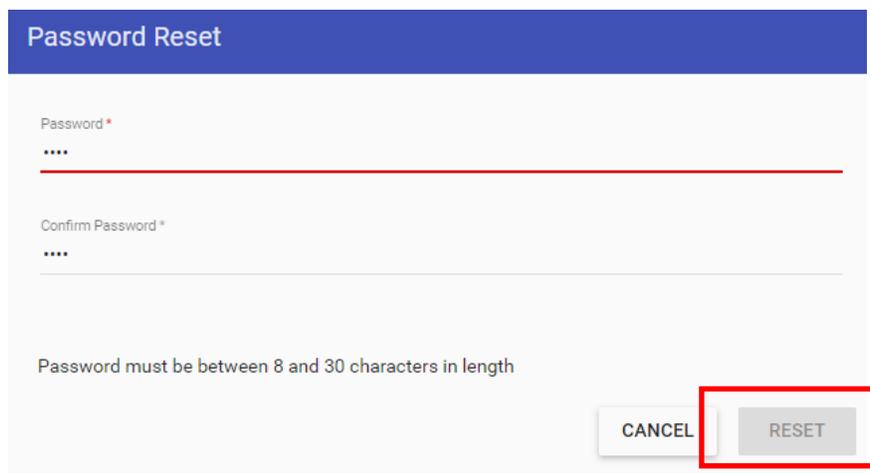
If this was in error or not requested then click to cancel the request:

<https://selfservice.gillettewy.gov/prod/tyleridcore/userprovisioning/#/home/GU6YL8xixfl8eHR7hYt7vw>

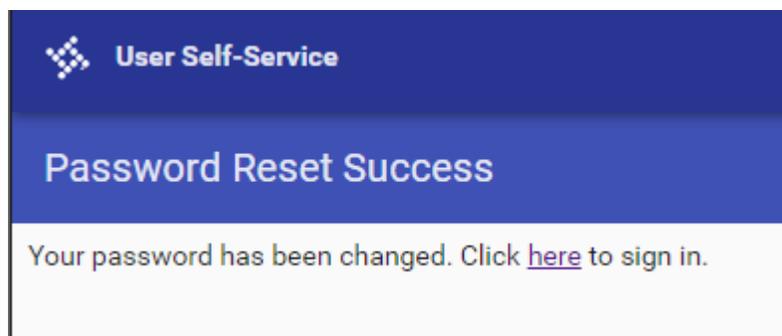
Thanks!

Tyler Identity Administrator

Enter your new password and confirm it. Passwords must be 8 to 30 characters. Then click “Reset”



You will receive a confirmation after your password change and be given an option to sign in.



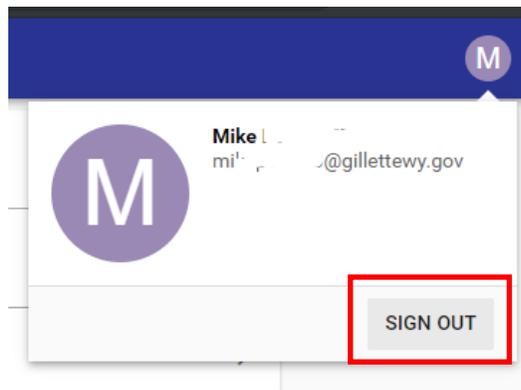
Signing in here will take you to your account dashboard.

From this page you CANNOT perform any Utility Billing functions. This page is just for you to modify any of your personal information.

The screenshot shows a 'User Self-Service' dashboard with a dark blue header. Below the header is a list of personal information fields, each with a right-pointing chevron icon:

- Name
- Email
- Mobile Phone Number
- Voice Phone Number
- Password
- Manage linked accounts

You MUST now sign out by clicking on the icon located in the upper right hand corner.



You may now navigate back to <https://selfservice.gillettewy.gov> and sign in with your newly created credentials

The screenshot shows the sign-in page for the City of Gillette. At the top is the City of Gillette logo and the text 'City of Gillette'. Below this is the slogan 'Identify. Authenticate. Empower.' and the instruction 'Sign in to your account'. There are two input fields: 'Username' and 'Password'. Below the 'Password' field is a link that says 'Register for a new account' and a blue 'SIGN IN' button. At the bottom left, there is a link that says 'Forgot password?'.