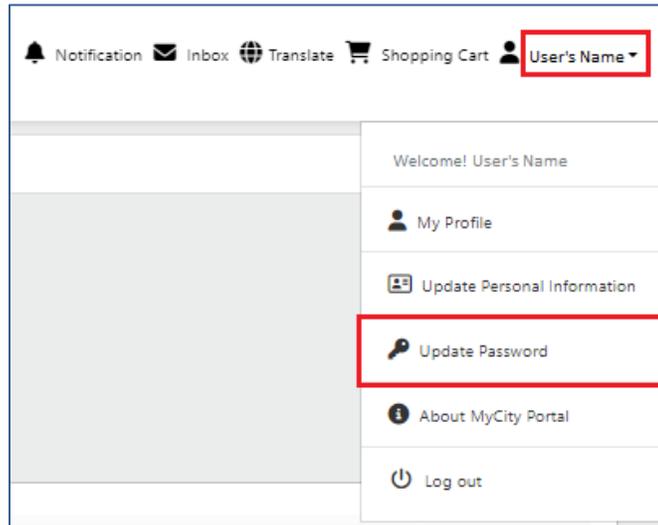


CHANGING YOUR PASSWORD

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.

A screenshot of the password update form. It contains three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Each field has a small eye icon to the right, indicating a toggle for password visibility. Below the input fields is a green button with a right-pointing arrow and the text '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**.

Login
Login With Credentials:

Email
username

Password
password

I'm not a robot

Forgot password?

Login

If you do not have a user account

Register

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

Forgot Password?
Enter your email:

Email
email

Proceed

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

Forgot Password?
Please enter your Answer:

Password Question
What year were you born?

Password Answer
Password answer

Confirm

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.