

# To update your password, go to the Account Self Service portal:

<https://accountportal.centrosquarecloud.com>

## Instructions to Enroll for Password Self Service and Account portal

### Steps

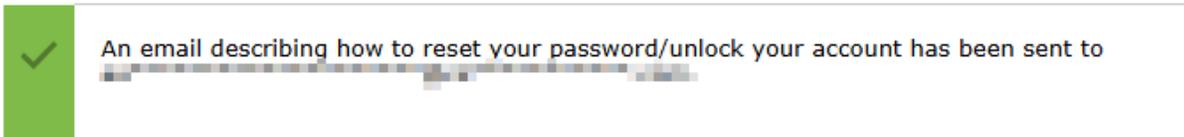
1. With your computer browser, Navigate to <https://accountportal.centrosquarecloud.com>

A screenshot of the "Log In" form. It features a user icon and the text "Log In". Below this are three input fields: "Username" with a user icon, "Password" with a lock icon, and a dropdown menu currently showing "CENTROIDCLD". A green "Login" button is positioned below the fields. At the bottom, there are two links: "Forgot your password?" with a key icon and "Account locked out?" with a lock icon, both with upward-pointing chevrons.

2. Click "Forgot your Password?"
  - Enter your email address: (Example: [first.last@yourorganization.com](mailto:first.last@yourorganization.com))
  - Provide the Captcha if prompted

A screenshot of the "Forgot password or ENROLL to Manage Credentials" form. The title is "2. Forgot password or ENROLL to Manage Credentials". It contains an email input field with "peterparker@co.imperial.ca.us", a dropdown menu showing "Centrosquare - Manage Credentials", and a captcha section with a handwritten "858323" and a corresponding input field with "858323". A green "Continue" button is at the bottom. A link "3. Account locked or ENROLL for Application Logins" is visible at the very bottom.

- An email will be sent to your registered email address. The expiration is 5 minutes, so you must check the email and follow the link promptly.
  - The email will have the following subject:  
“Password Reset Confirmation - [accountportal.centalsquarecloud.com](https://accountportal.centalsquarecloud.com)”
  - The email will be sent from:  
[noreply-accountportalcentalsquarecloud@centalsquare.com](mailto:noreply-accountportalcentalsquarecloud@centalsquare.com)



[Back to home](#)

- Review and accept the User Disclaimer

#### User Disclaimer

You are about to access Centralsquare Technologies computing resources. This resource including all related equipment, networks and network devices, is provided for authorized Centralsquare Technologies use only and must be conducted within the guidelines of the Centralsquare Technologies Business Conduct & Compliance Program. All Centralsquare Technologies computing resources may be monitored for all lawful purposes, including ensuring authorized use, appropriate management of the system, to facilitate protection against unauthorized access, and to verify compliance with security and/or operational procedures. All information placed on or sent through any system resource may be subject to such monitoring procedures. Use of this Centralsquare Technologies computing resource whether authorized or unauthorized, constitutes consent to this policy and the policies and procedures set forth by Centralsquare Technologies. Evidence of unauthorized use may be used for disciplinary actions, civil and/or criminal prosecution by Centralsquare Technologies, their legal counsel and/or appropriate law enforcement agencies.

I, Agree

Cancel

Accept

- You must now reset your password as part of the enrollment process.

## Reset Password

\* New Password

\* Confirm New Password

- Minimum length should be at least 12
- Number of special characters to include 1
- Must contain at least 1 upper case character(s)
- Number of numerals to include 1
- Must not have 5 consecutive character(s) from username
- Must not contain restricted patterns [List](#)
- Must contain at least 1 lower case character(s)

6. After your password has been reset, you are successfully enrolled.

use Account Portal to change your password if you forgot it, if it expired, or if your account is locked out.

**Note:** If you face any challenges while resetting your password, please let us know.