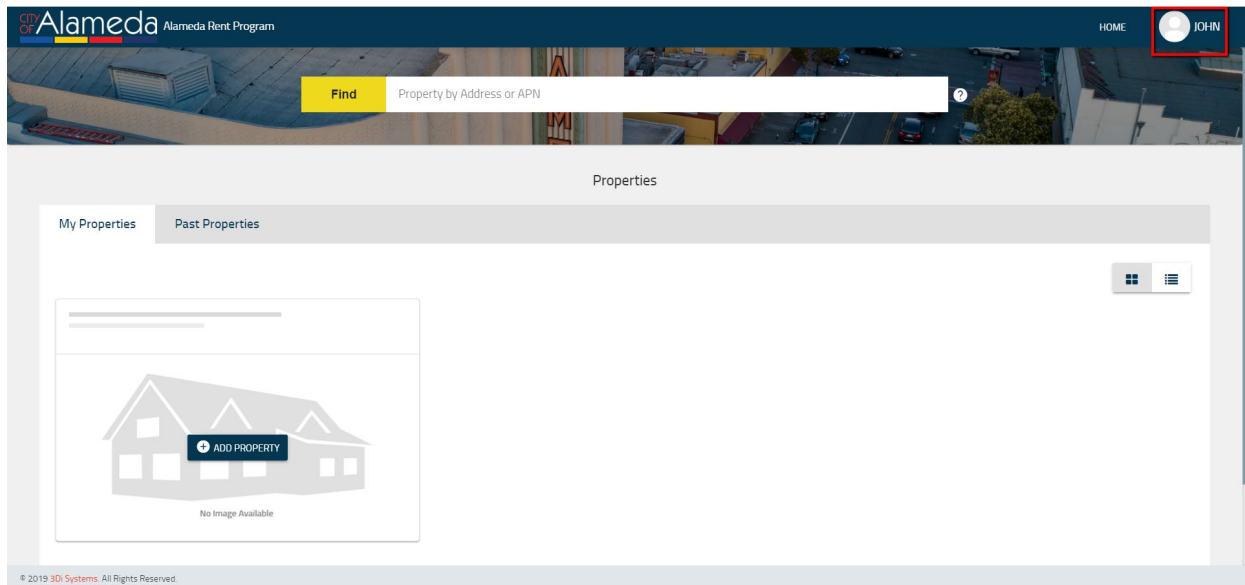
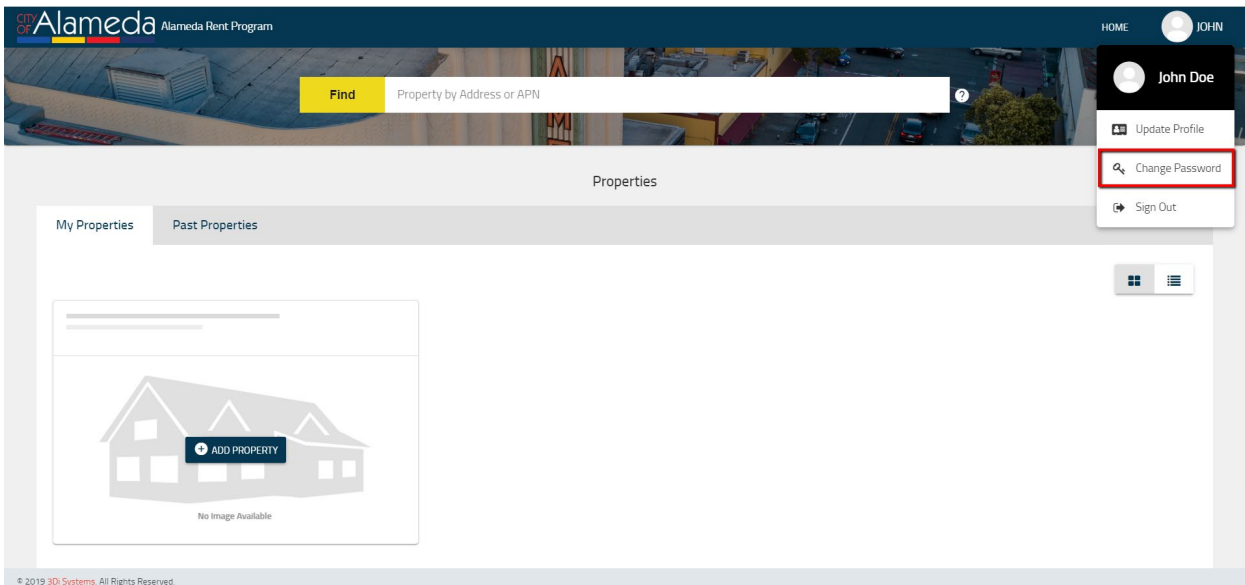


## Change Account Password

1. To change your password once you are logged in to your account, click on your name in the top right corner of the website.

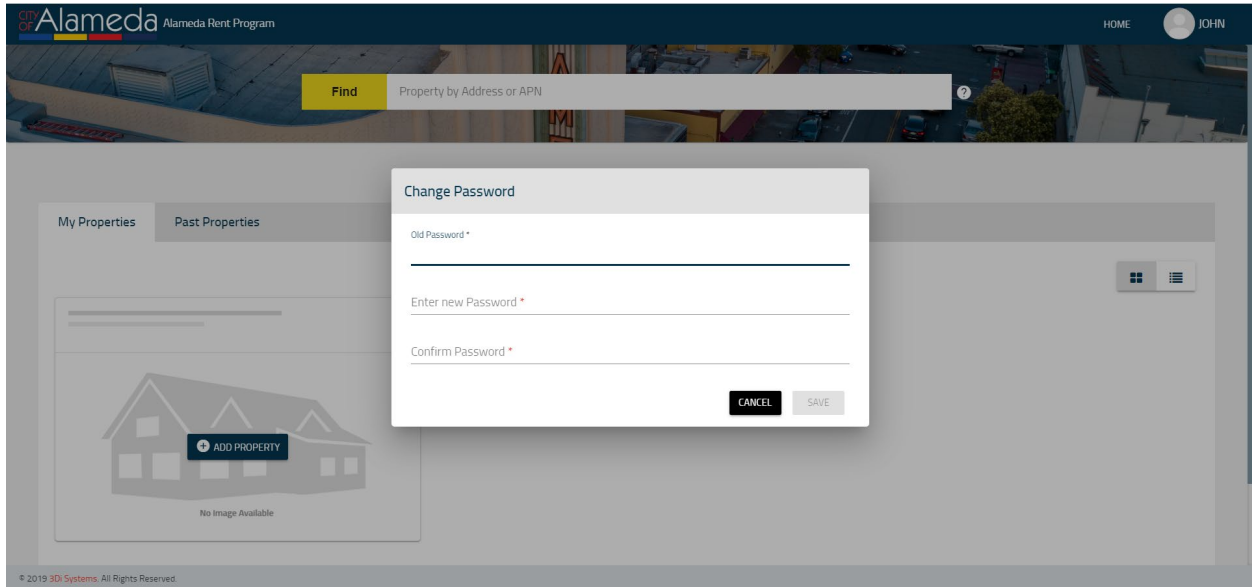


2. Click on 'Change Password' from the drop-down menu.

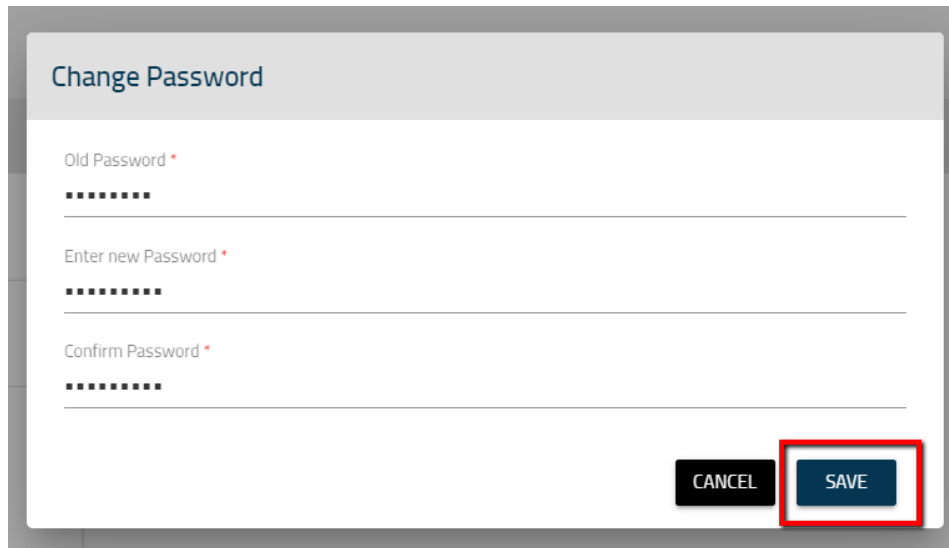


Questions? Contact the Alameda Rent Program at 510-747-7520 or [rentprogram@alamedaca.gov](mailto:rentprogram@alamedaca.gov)

3. The 'Change Password' pop-up will appear. Enter your current password in the 'Old Password' field and your new password in the following two password fields. If there are any errors with the new password, an error message will appear on the screen to describe the issue.

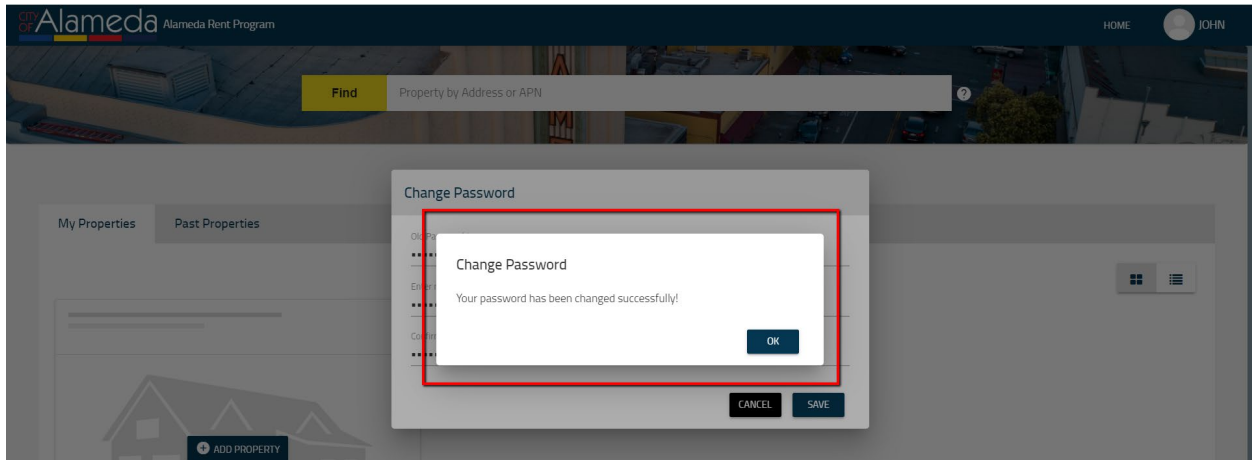


4. Once the password information is entered, the 'SAVE' button will be enabled (it will change from gray to blue in color). Click on the 'SAVE' button.



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5. If your password is successfully reset, you will see a message on the screen indicating the password update was successful. You can click on the 'OK' button to close the pop-up. The system will log out of your account and require you to sign in with the new password.



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