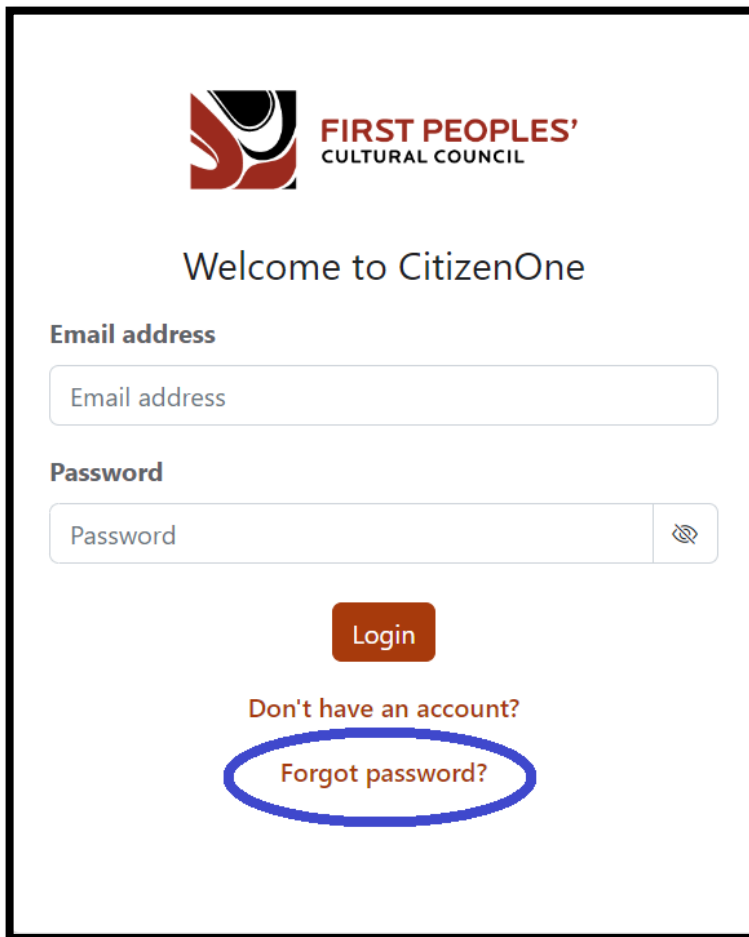


First Peoples' Cultural Council Grant Portal 2.0 How-To Guides

How to Reset your Password

1. Search **fpcc.citizenone.ca** in your internet browser.
2. On the login page of the website click the red text which says: "Forgot Password?" See the image below with the text circled in blue.

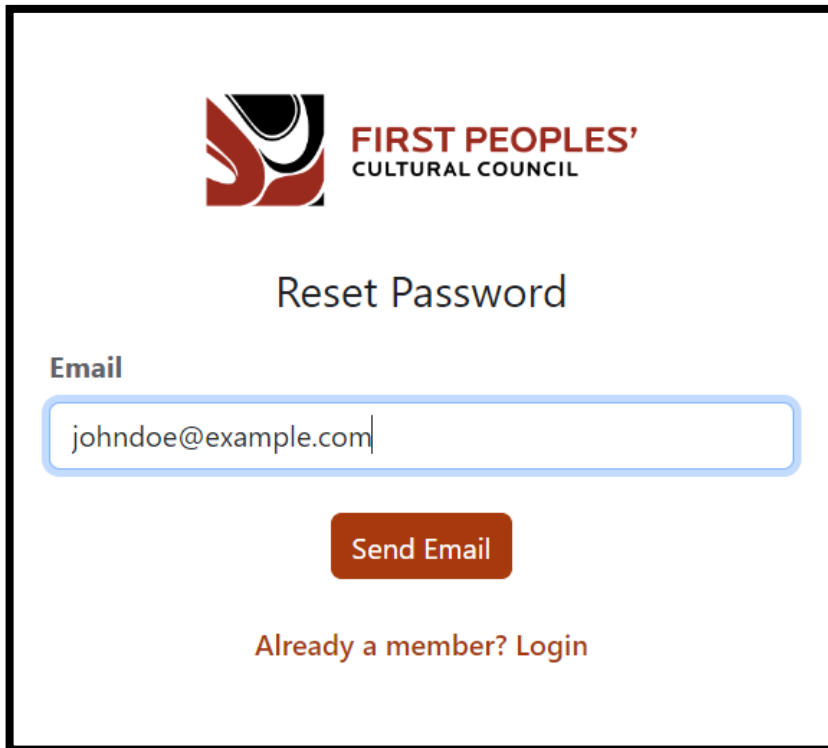



The screenshot shows the CitizenOne login interface. At the top left is the First Peoples' Cultural Council logo. Below it is the text "Welcome to CitizenOne". There are two input fields: "Email address" and "Password". Below the password field is a "Login" button. At the bottom, there are two links: "Don't have an account?" and "Forgot password?". The "Forgot password?" link is circled in blue.



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3. Once you click "Forgot Password?", you will be taken to a new page. Please enter the email address used for your grant portal 2.0 account and then click the red button which says: "Send Email." See the image below for a sample of the page.



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Reset Password

Email

[Send Email](#)

[Already a member? Login](#)

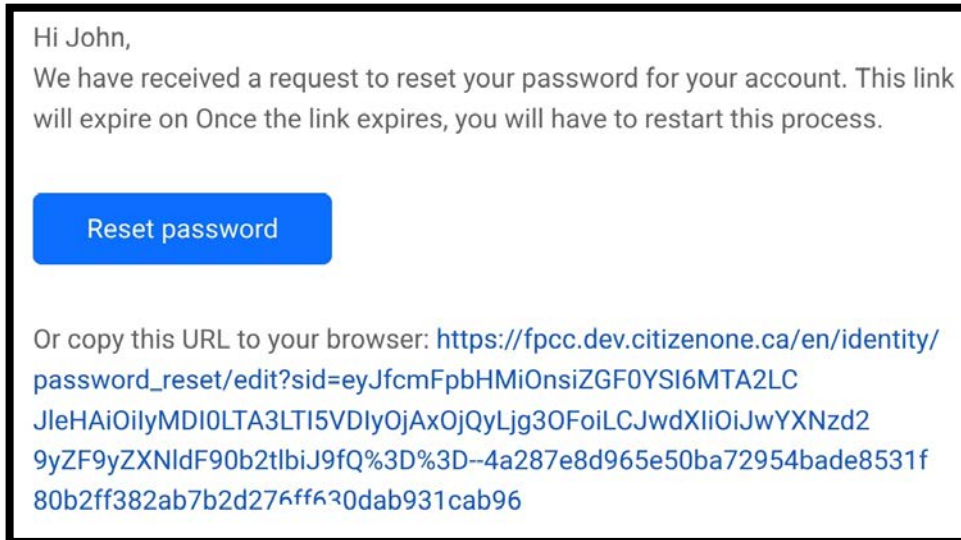
You will receive the email shortly. If you do not see it in your inbox, please check in your email's spam/ junk folder.

Note: Be sure to enter your email address without typos. If there is a typo in your address, you will not receive the email. If you think you may have made a typo, follow the steps above and enter your email address again.



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4. Once you receive and open the email, click the blue button which says: "Reset Password" or copy the blue URL text into the search bar of your internet browser. See the image below for a sample of the email text.



5. You will be taken to a new screen in your internet browser. Enter in your new password under both *New password* and *Confirm new password*.

This page also includes instructions and tips for how to create your password.

Once your password has been entered, click the red button which says: "Reset." Please see the next image for a sample of the page with the reset button circled in blue.





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New Password

Please enter your new password

New password *

Must contain at least 8 characters long, Must contain at least 1 lowercase letter, Must contain at least 1 uppercase letter, Must contain at least 1 number, Must contain at least 1 special character ("!@#\$%^&*`.,") Must not contain your first or last name, Must not contain your email address.

Confirm new password *

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Once you click the *Reset* button, you will be taken to a new page confirming your password has been changed and you will now be able to log into your account with your new password. You can click the button which says: "Log into your account" to return to the login page or enter **fpcc.citizenone.ca** into your internet browser's search bar to return to the login page.



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Password Changed

Your password has been updated

Login to your account



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