

RESETTING YOUR PASSWORD



This guide will show you how to reset your password from the Build Henrico Customer portal.

HOW TO RESET YOUR PASSWORD

1. You will start on the Build Henrico customer portal home page.
2. Click the '**Forgot Password**' button to begin the process.

Build Henrico Sign In

Email Address *

[Forgot Email Address?](#)

Password *

Forgot password?

SIGN IN

3. Enter the email address used for the account and select '**Next.**'



Reset your Password

Please enter the email address that you originally registered with below and press the "Next" button. [Forgot Email Address?](#)

Email Address: **Next**

- **NOTE:** If you receive the following error it means a password reset request is already in progress:

Reset your Password

! A password reset request is already in progress for this user.

Please enter the email address that you originally registered with below and press the "Next" button. [Forgot Email Address?](#)

Email Address: **Next**

- Please check your email inbox and spam folder for the password reset link from 'noreply@build.henrico.us'. If you are unable to find the link, please contact the department you are doing business with for further assistance: [Department Contacts - Henrico County, Virginia](#).

4. Answer the security question you provided when you registered your account and create a new password:



Reset your Password

Please answer the following security question we have on record for you.

Security Question: What is your mother's maiden name?
***Security Answer:**

Change/Reset Password.

***New Password:**
***Confirm Password:**

Reset Password

- **NOTE:** If you answer the security question incorrectly you will receive the following error:

Reset your Password

! Security Question/Answer is not correct.

Please answer the following security question we have on record for you.

Security Question: What is your favorite food?
***Security Answer:**

Change/Reset Password.

***New Password:**
***Confirm Password:**

Reset Password

- If you are unable to remember your security answer, please contact the department you are doing business with for further assistance: [Department Contacts - Henrico County, Virginia](#)

5. After answering the security question correctly and by providing a new password you are then taken to the '**Password Reset**' confirmation page.
- Next, you will need to check your email for a link from '**noreply@build.henrico.us**' to confirm the account.

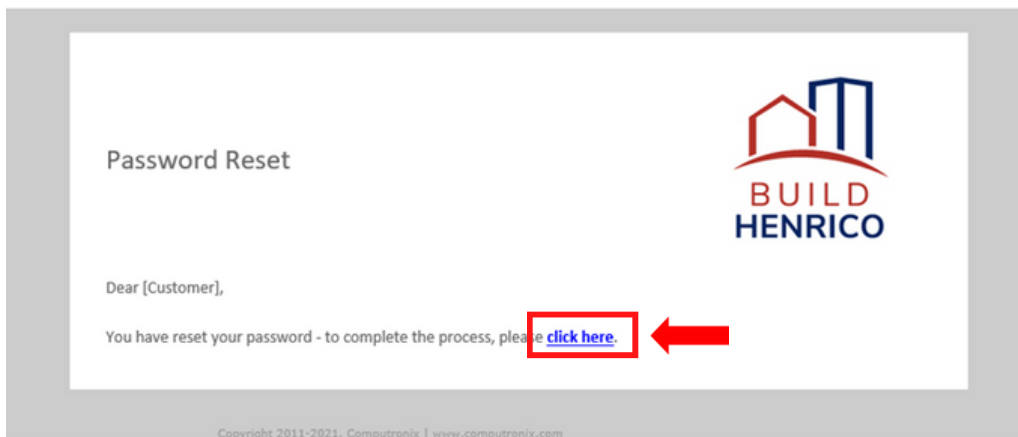


Password Reset

We have sent an email to the address you have on file with us.

Follow the instructions in the email to complete your password reset request.

6. The confirmation email should look something like this:



- **NOTE:** Use the link to complete the process.

 **IMPORTANT:** You must follow the link in the email to complete the password reset.

7. The link from the email takes you to a '**Reset your Password**' confirmation page, where you enter in the new password.



Reset your Password

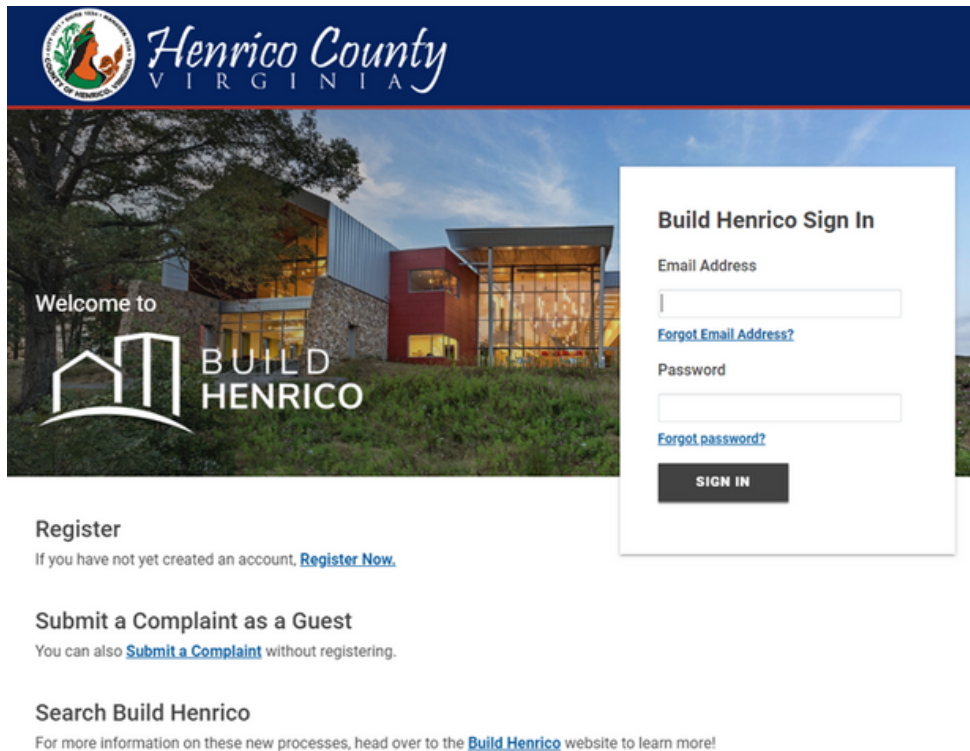
Email Address: test@company.com

Password: Please enter the reset password

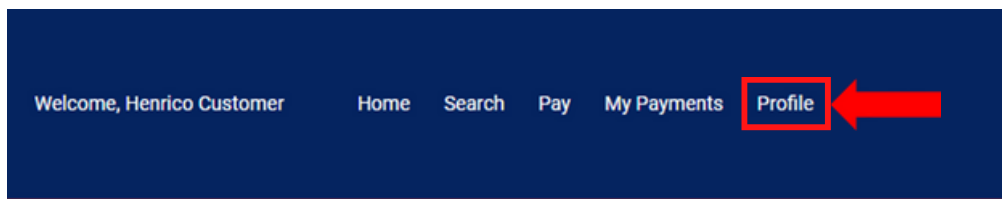
Reset Password



8. After entering the new password and selecting 'Reset Password' you will be redirected back to the Build Henrico Customer Portal page to sign in.



- **IMPORTANT:** Once you are able to access your account, please remember to update your security information from the '**Profile**' section on the top menu of the Customer Portal.



- From the Profile section record or update the Security Question information referenced below:

My Profile

CUSTOMER DETAILS

*First Name:

Middle Name:

*Last Name:

Email Address:

*Notification Method: Postal Mail Email [Manage Notifications](#)

*SECURITY QUESTION FOR PASSWORD RESET
The security question is used in case you forget your password. You will need to know the answer to this question in order to regain access to the system.

*Security Question:

*Security Answer:

