# 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.



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



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

- 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:



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



- 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.
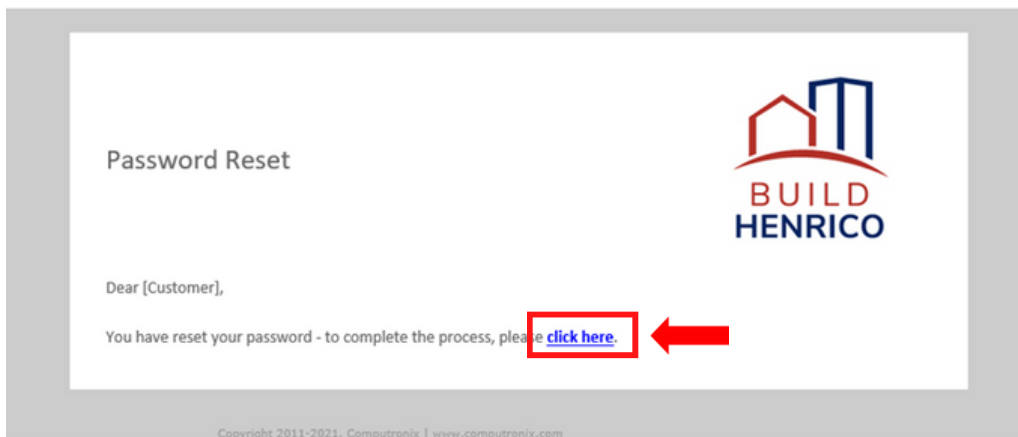


6. The confirmation email should look something like this:



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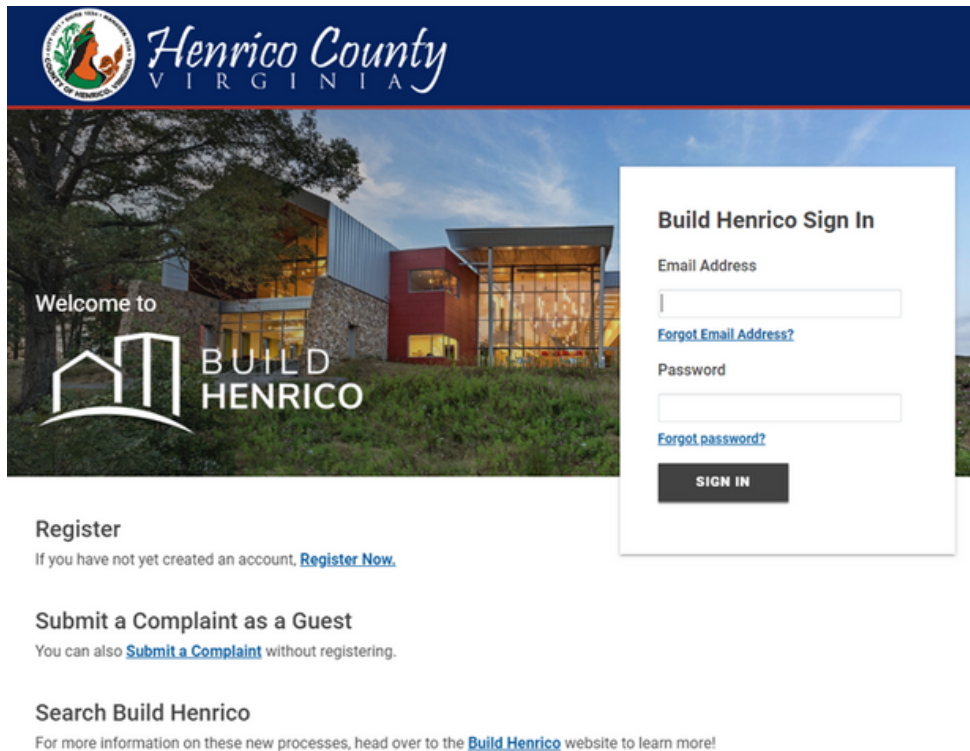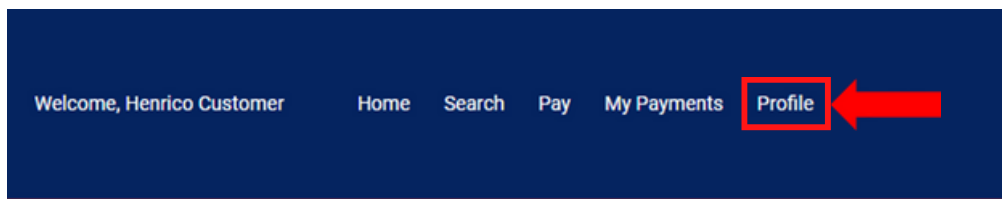
8. After entering the new password and selecting 'Reset Password' you will be redirected back to the Build Henrico Customer Portal page to sign in.



- **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: