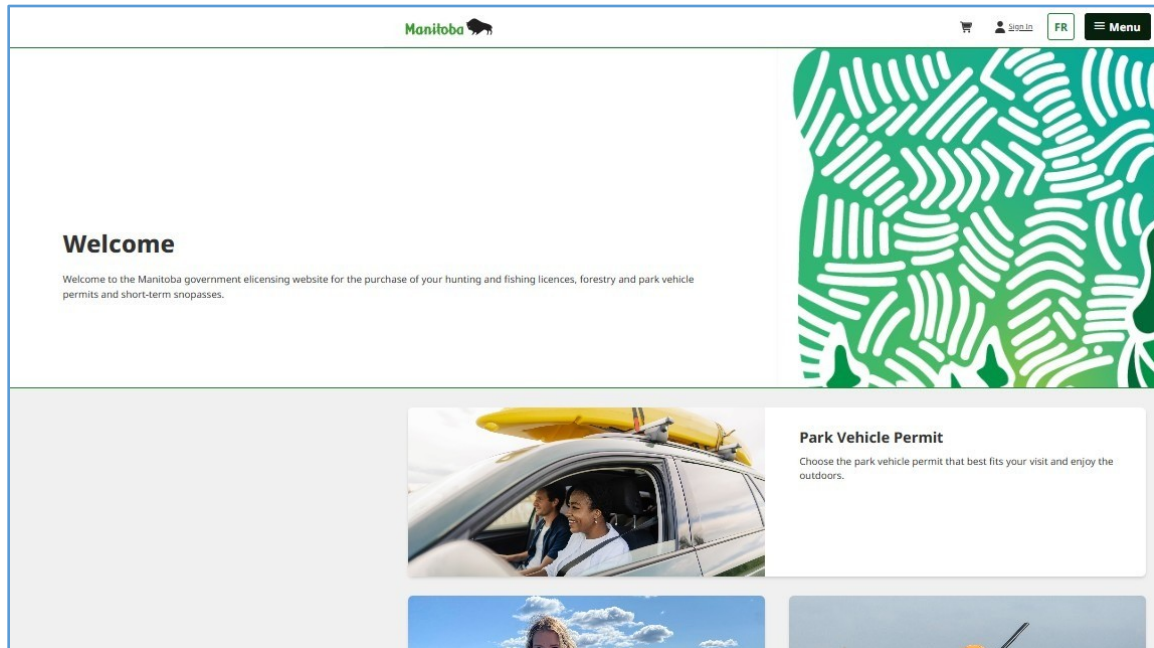


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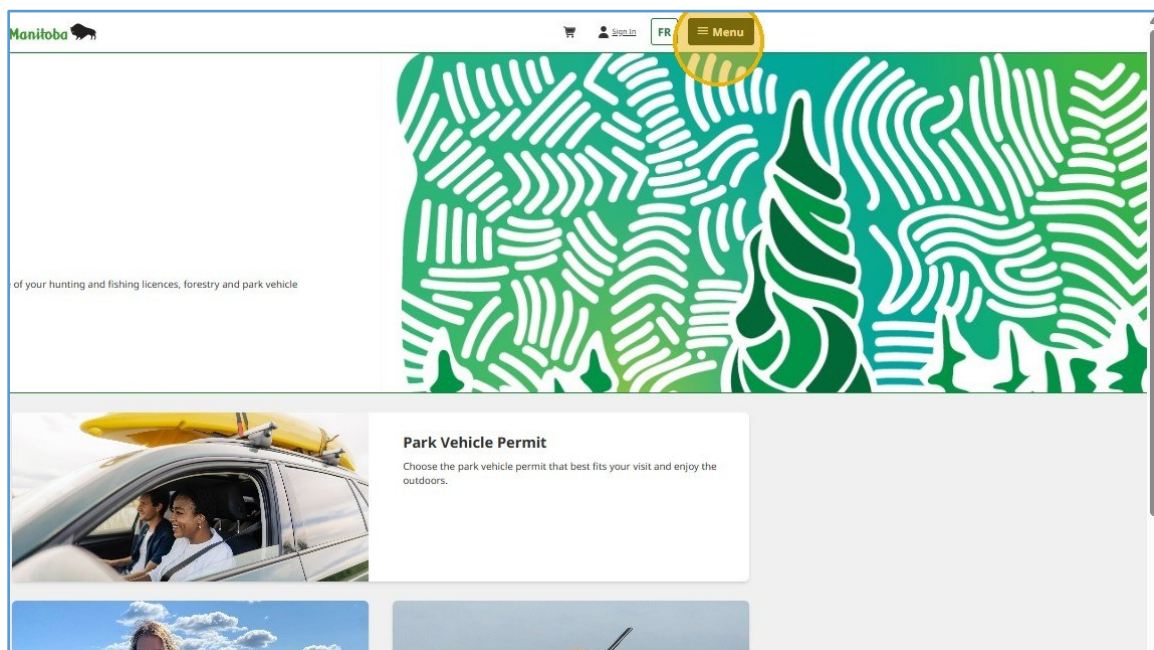


How to reset a Password

1. Go to www.manitobaelicensing.ca



2. Click "Menu"

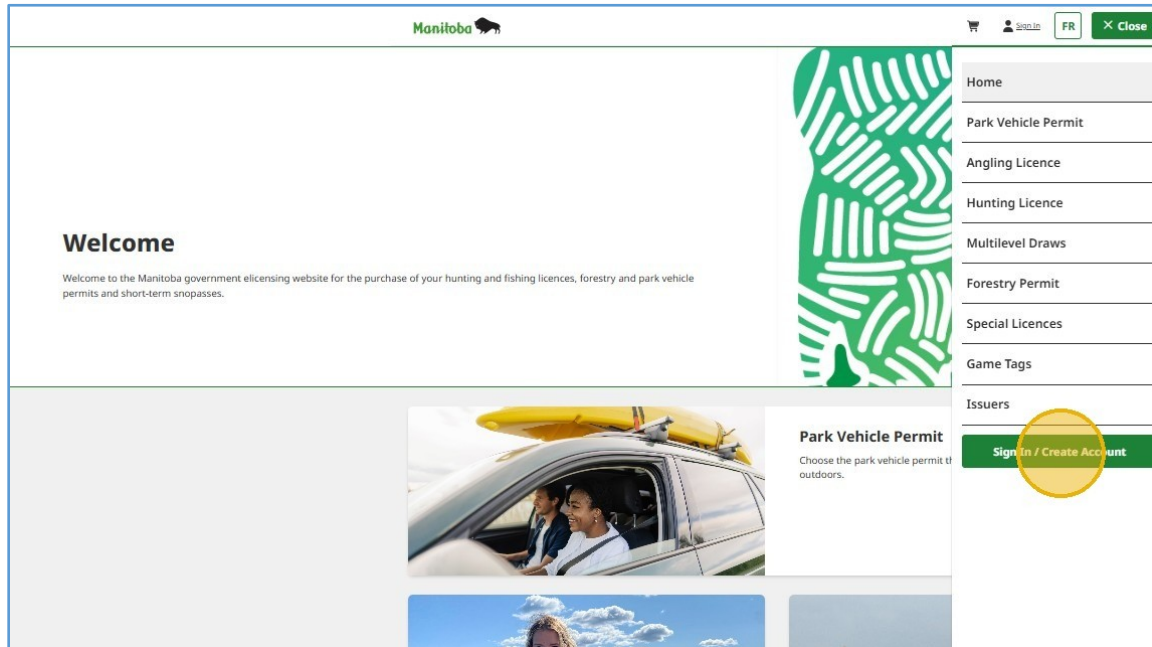


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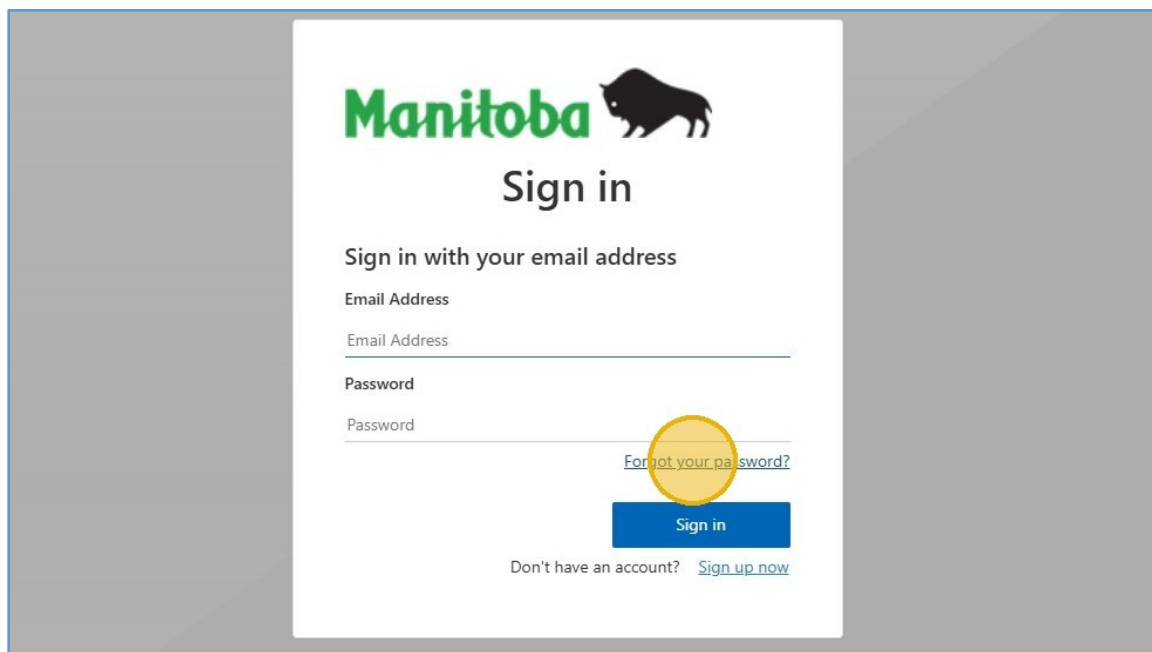


How to reset a Password

3. Click "Sign In"



4. Click "Forgot your password?".



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How to reset a Password

5. To verify your email, enter your email address and then click the “Send verification code” button.

A screenshot of the Manitoba User Details screen. The screen displays the Manitoba logo and a bison silhouette. Below the logo, the text "User Details" is centered. There is a text input field for "Email Address *" containing "@gmail.com". Below the input field, there are two buttons: "Send verification code" (highlighted with a yellow circle) and "Continue".

6. Enter the verification code sent to your email and click the “Verify code” button.

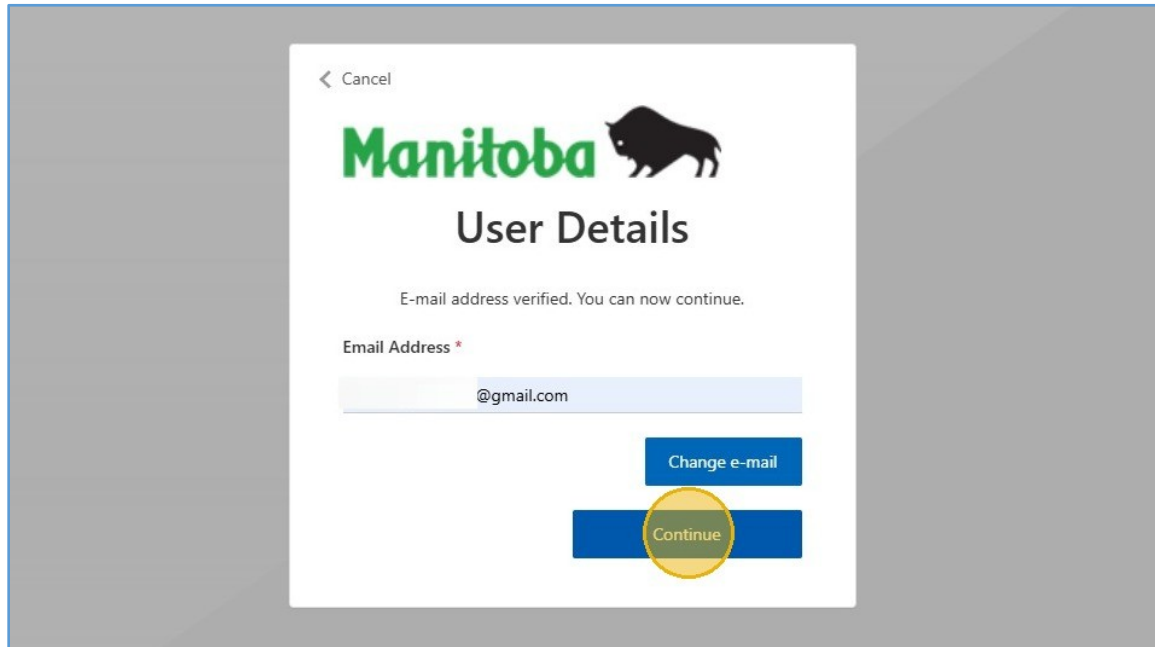
A screenshot of the Manitoba User Details screen. The screen displays the Manitoba logo and a bison silhouette. Below the logo, the text "User Details" is centered. Below this, a message states: "Verification code has been sent to your inbox. Please copy it to the input box below." There is a text input field for "Email Address *" containing "@gmail.com". Below that, there is a text input field for "Verification Code *". Below the input fields, there are two buttons: "Verify code" (highlighted with a yellow circle) and "Send new code". At the bottom, there is a "Continue" button.

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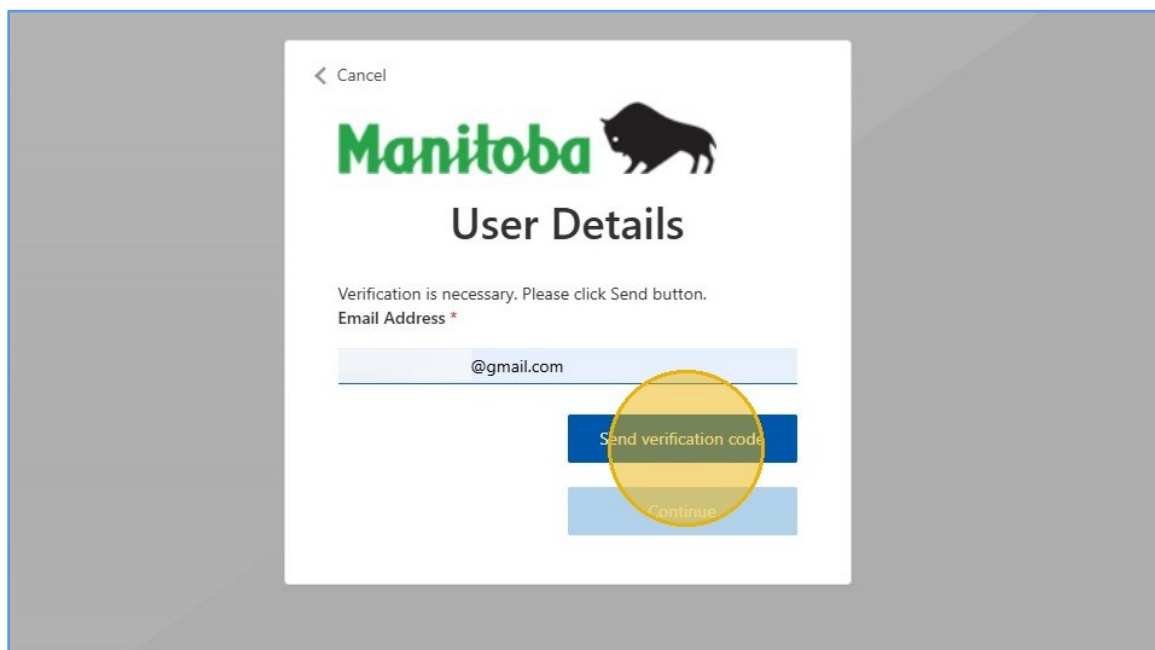


How to reset a Password

7. Your email address is verified. Click "Continue".



8. To authenticate the password change, enter your email in the "Email Address" field. Then click the "Send verification code" button.



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How to reset a Password

9. Enter the verification code sent to your email and click the "Verify code" button.

A screenshot of the Manitoba User Details screen. The screen shows the Manitoba logo and a bison silhouette. Below the logo, it says "User Details". A message states: "Verification code has been sent to your inbox. Please copy it to the input box below." There is a text input field containing "@gmail.com". Below the input field, there are three buttons: "Verify code" (highlighted with a yellow circle), "Send new code", and "Continue".

10. Click "Continue".

A screenshot of the Manitoba User Details screen. The screen shows the Manitoba logo and a bison silhouette. Below the logo, it says "User Details". A message states: "E-mail address verified. You can now continue." There is a text input field containing "@gmail.com". Below the input field, there are two buttons: "Change e-mail" and "Continue" (highlighted with a yellow circle).

11. Click the "New password" field and enter your new password.

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How to reset a Password

A screenshot of the Manitoba User Details form. The form has a white background with a grey border. At the top left is a back arrow and the text '< Cancel'. Below that is the Manitoba logo (the word 'Manitoba' in green and a black bison silhouette) and the title 'User Details'. There are two input fields: 'New Password *' and 'Confirm New Password *'. The 'New Password *' field is highlighted with a yellow circle. A blue 'Continue' button is at the bottom right.

12. Click the "Confirm New Password" field and re-enter the password.

A screenshot of the Manitoba User Details form, similar to the previous one. The 'Confirm New Password *' field is highlighted with a yellow circle. The 'New Password *' field now contains a series of dots, indicating it is masked. The rest of the form, including the logo, title, and 'Continue' button, remains the same.

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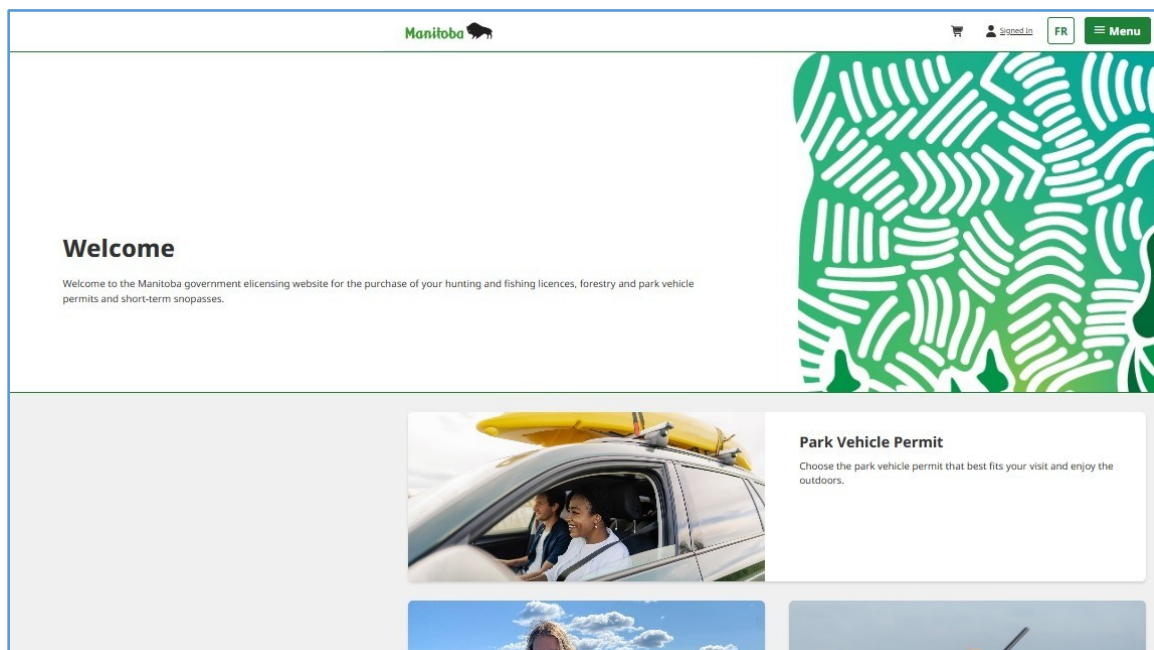


How to reset a Password

13. Click "Continue".

A screenshot of a mobile application form titled "Manitoba User Details". The form has a white background with a blue border. At the top left is a back arrow and the word "Cancel". Below that is the Manitoba logo (a bison silhouette) and the word "Manitoba" in green. The title "User Details" is centered. There are two input fields: "New Password *" and "Confirm New Password *", both with asterisks indicating they are required. The "New Password" field has a password strength indicator (dots). At the bottom right is a blue button with the word "Continue" in white, which is highlighted with a yellow circle.

14. You are now signed in to the customer portal and will be directed to the home screen. You may now purchase the desired permit(s) and/or licence(s).



If you have any further questions, please email elicensing@gov.mb.ca