

How to change or reset your password for Modern.Gov

- 1) Visit the EFDC webpage from any device on any browser – www.eppingforestdc.gov.uk
- 2) At the bottom of the page click on Members portal (as shown below)

The screenshot shows the Epping Forest District Council website. At the top left is the council logo and name. At the top right are links for Home, Contact us, and News. Below this is a search bar and a row of service buttons: Pay (Pay a bill, fine or invoice), Report (Report a problem), Apply (Apply for a service), and Book (Book an activity or event). Below these are more service buttons: Coronavirus, RideLondon 2022, Epping Community Hub, Manage your Council Tax online, Subscribe to District Matters, and Check your bin day. The footer contains a list of services, social media icons, contact information, and a 'Members portal' link which is circled in yellow.

Epping Forest District Council

Home Contact us News

Search our website Go

£ Pay Pay a bill, fine or invoice

Report Report a problem

Apply Apply for a service

Book Book an activity or event

Coronavirus

RideLondon 2022

Epping Community Hub

Manage your Council Tax online

Subscribe to District Matters

Check your bin day

Activities and events
Benefits
Business rates
Community
Council Tax

Crime and safety
Elections and voting
Environment
Housing
Jobs
Leisure

Licensing
Local Plan Examination
Parking and travel
Planning and building
Recycling and rubbish
Your council

Epping Forest District Council
Civic Offices
323 High Street
Epping
CM16 4BZ

Contact us

Members portal

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- 3) The following page will open: Under ExtraNet, you should click on “Login to Mod Gov” (shown circled in red).

Members portal

This page is for use for by councillors at Epping Forest District Council.

Residents and public should use the search bar at the top of this page to search for what you are looking for.

Report something to us

For Example:

- an Absence at a Council Meeting
- a complaint about a service
- an ICT issue
- an incident for the first time – such as Fly Tipping or a missed collection
- notification of COVID 19 Symptoms
- notification of a Positive PCR COVID 19 Test result

[> Member contact form](#)

General enquiry form

For all enquiries or issues not covered within the member contact form use our general enquiry form to contact us

- [General enquiry form](#)

ExtraNet

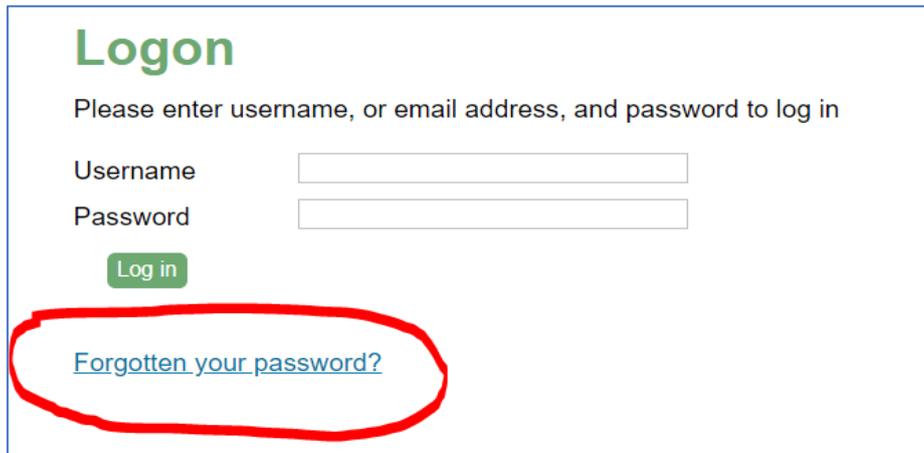
[ExtraNet](#) allows you to download and view agendas, reports, decisions and meeting minutes.

- You will need your Mod.Gov username and password (as used to access Mod.Gov on iPad)
- Example: APerson District587
- [Login to Modern.Gov](#)

You must be logged in to access the links in the below table to the Modern.Gov Extranet:

Meetings calendar	Committee structure	Committees and panels
District Councillors	County Councillors	MPs

- 4) The following Screen will appear: If you do not know your password click on forgotten password, " (shown circled in red).



Logon

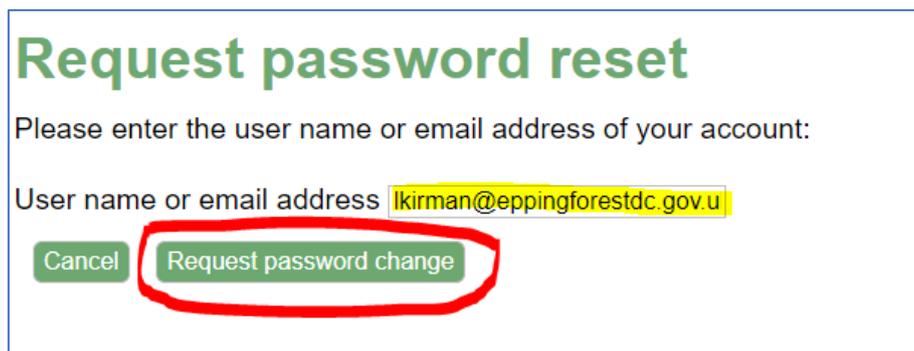
Please enter username, or email address, and password to log in

Username

Password

[Forgotten your password?](#)

- 5) The following Screen will appear: enter your username or email address (this must be your eppingforestdc.gov.uk email address) and click on "request password change" (shown circled in red).

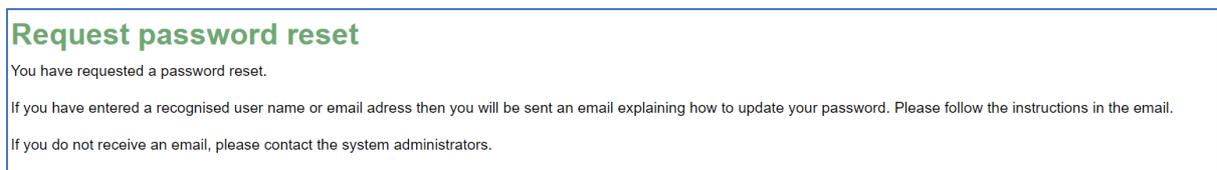


Request password reset

Please enter the user name or email address of your account:

User name or email address

- 6) An automated message will appear.



Request password reset

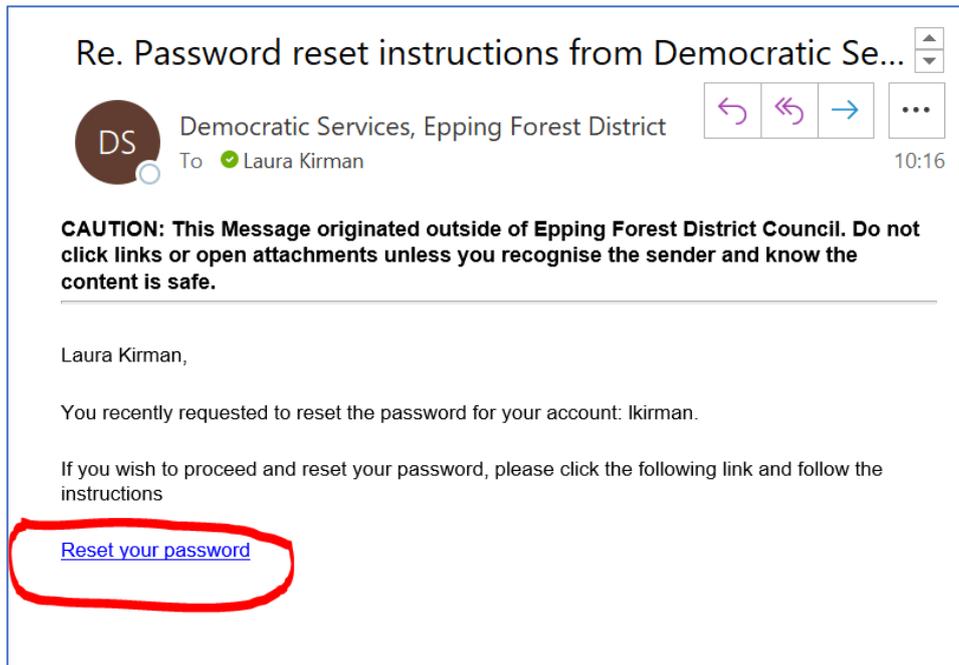
You have requested a password reset.

If you have entered a recognised user name or email address then you will be sent an email explaining how to update your password. Please follow the instructions in the email.

If you do not receive an email, please contact the system administrators.

- 7) You will receive an automated email from Democratic Services: with the subject password reset instructions.

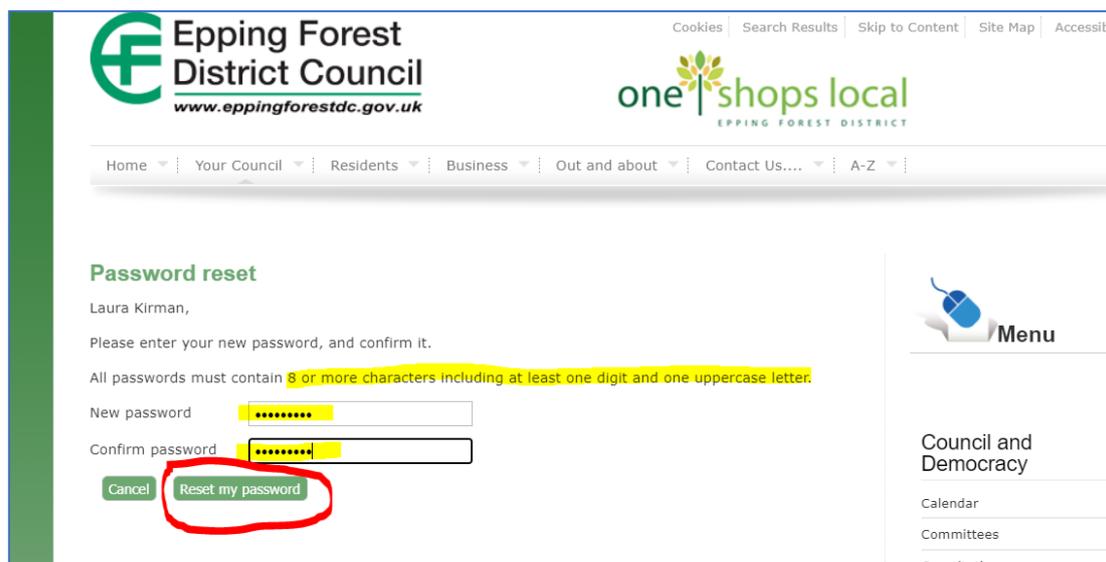
- 8) Open the email and click on the “Reset your password” link at the bottom of the screen.



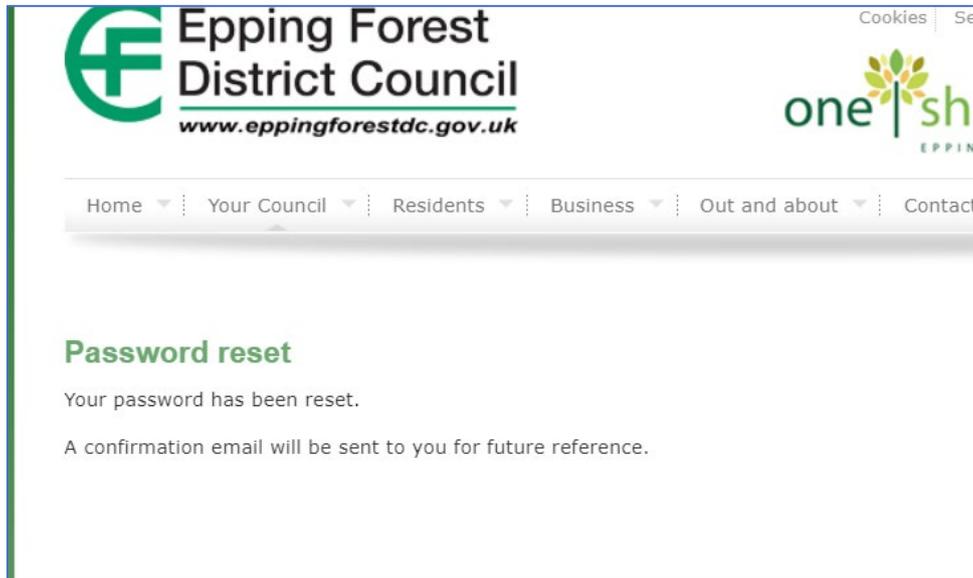
- 9) At the next screen enter and confirm your new password then click on “reset my Password” (shown below circled in red).

NOTE the password must have 8 or more characters and at least one digit and one uppercase letter.

IF YOU DO NOT SEE THE SCREEN SHOWN BELOW, MIMICAST WILL NEED YOU TO VERIFY THE SITE- GO TO STEP 12



10) A confirmation screen, shown below, will appear.

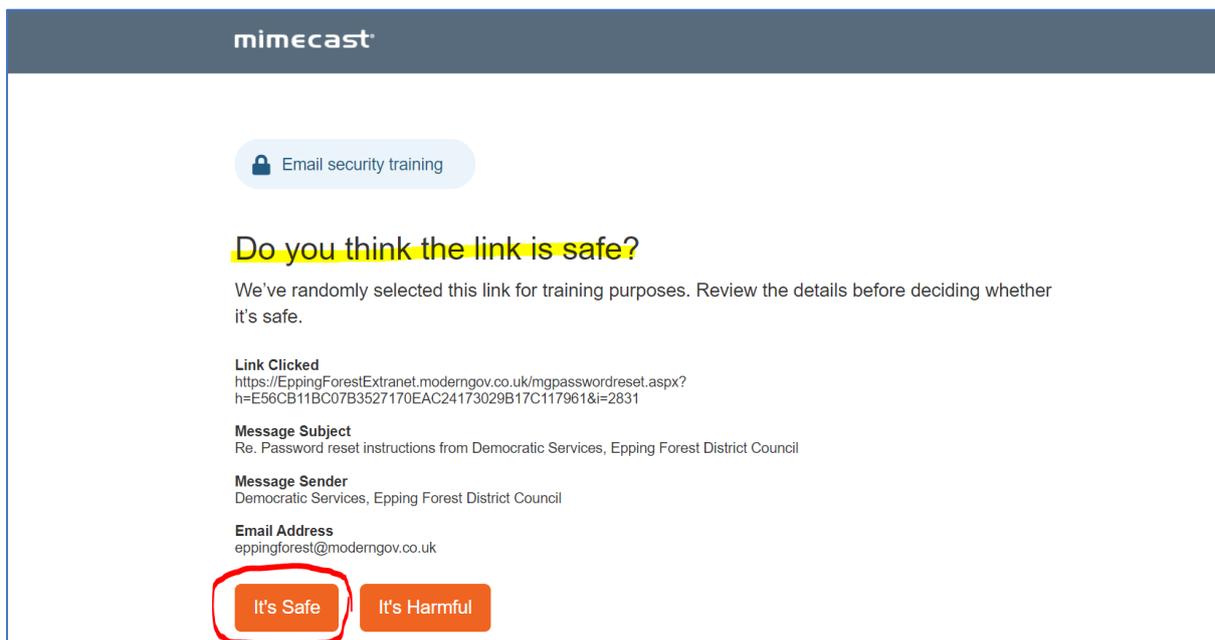


11) An email will also be sent to confirm the change of password.

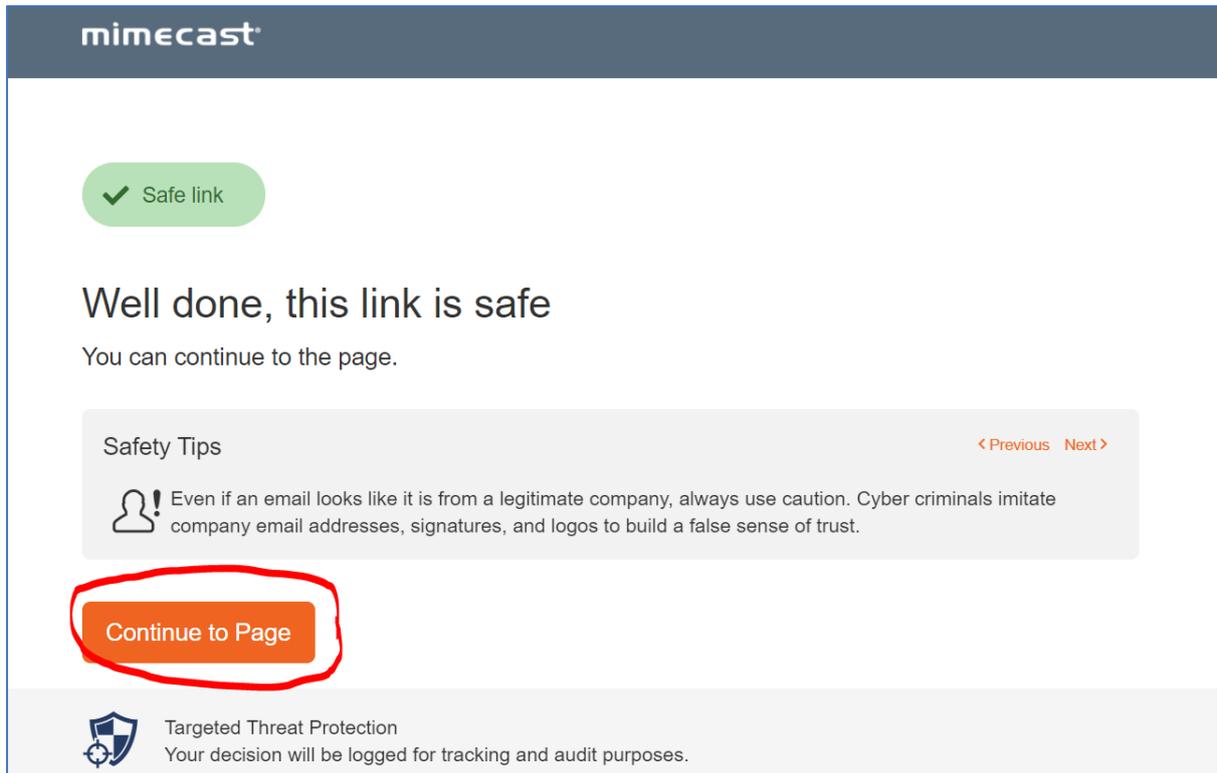


12) IF YOU HAVE NOT SEEN THE CHANGE PASSWORD SCREEN

You should see a screen like below: click "it's safe".



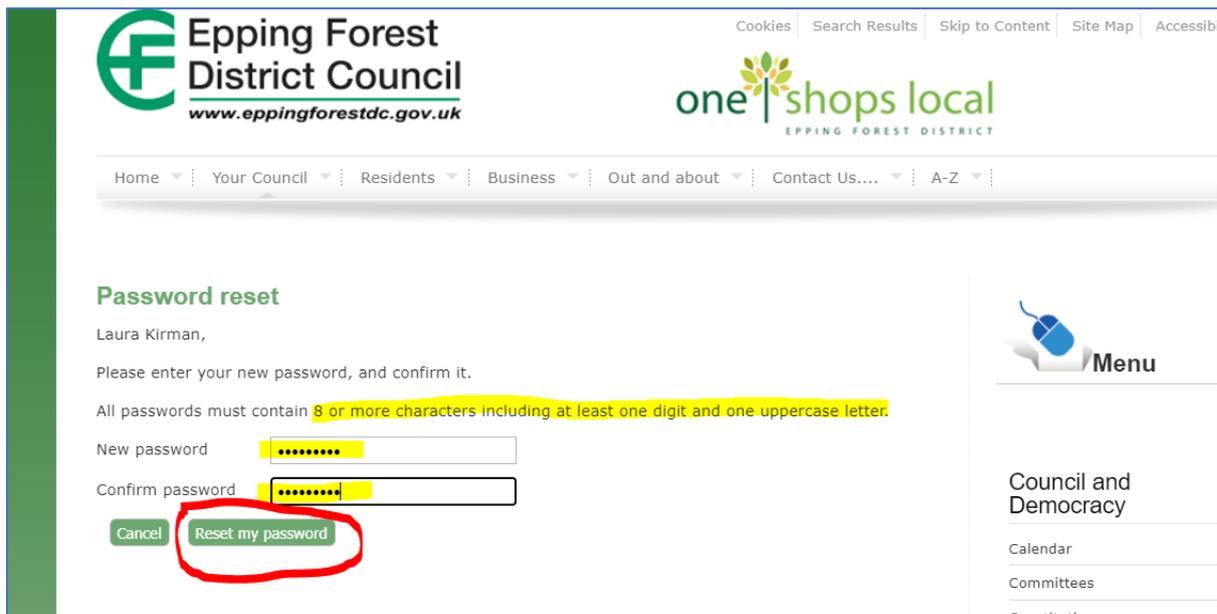
12) There is a verification screen: as below: Click on the “Continue to page”.



13) You have now reached the change password screen and you can set your new password.

Enter and confirm your new password then click “Reset my Password”.

NOTE the password must have 8 or more characters and at least one digit and one uppercase letter.



14) You will see a confirmation screen, shown below.

Password reset

Your password has been reset.

A confirmation email will be sent to you for future reference.

15) An email will also be sent to confirm the change of password.

Re. Password update confirmation from Democratic Services, Epping Forest District Council



Democratic Services, Epping Forest District Council <EppingForest@modern.gov.co.uk>
To

CAUTION: This Message originated outside of Epping Forest District Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Laura Kirman,

The password for your account lkirman has been changed.

If you did not make this change please contact us.