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SmartGov Public Portal Password Reset

Certain features of the Citizen Portal require logging into an account to access them, such as submitting permit applications, paying fees online, or checking an application status. **If you do not have an Account, you must go through the Registration process first.**

How to Reset your Password

1. Go to the Citizen Portal link:

https://www.co.grays-harbor.wa.us/departments/public_services/building_division/permits.php

Bookmark this page or create a shortcut on your desktop to make it easy to come back to this page later.

2. In the top right corner of the page, click **Log In**.
3. Click the **Forgot your password?** link.
4. Enter your email address and click **Submit**. A window will display informing you that an email has been sent with instructions to reset your password.
5. From the email, click the **Reset Password** button.
6. In the window that displays, enter and re-enter your New Password.
7. Click **Change Password**.

The screenshot shows a web form for resetting a password. At the top, the SMARTGov logo is displayed with the text 'Powered by Paladin'. Below the logo, the form is titled 'Choose your new password'. It contains two text input fields: the first is labeled 'password' and the second is labeled 're-enter password'. Both fields have a small circular icon on the right side. Below the input fields is a blue button with the text 'Change Password'.