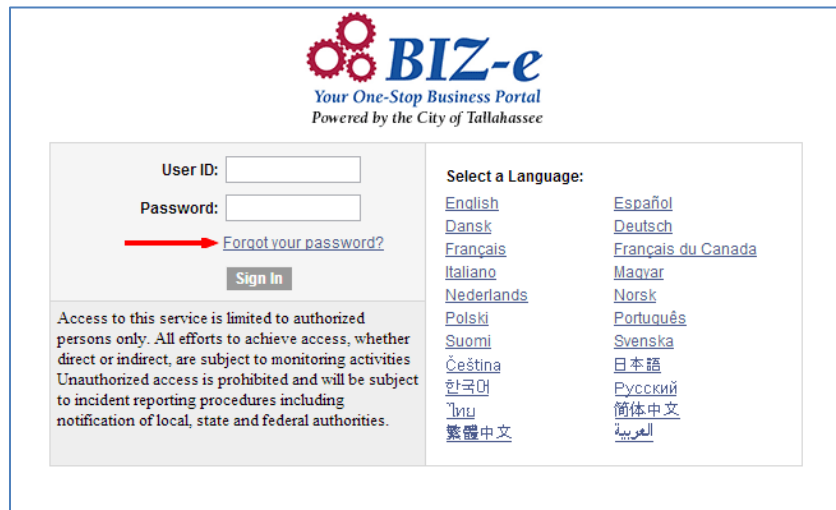


# Forgotten Password

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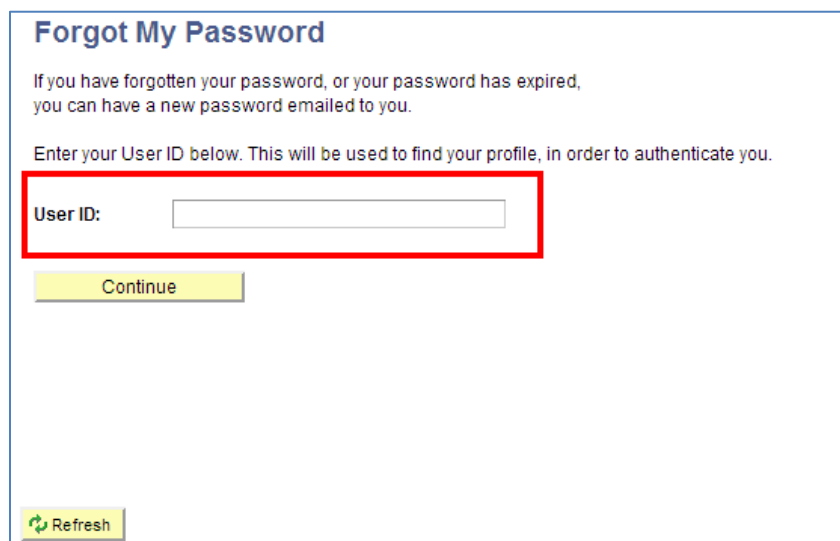
Should you forget your password, the BIZ-e system contains a feature that allows you to enter your user ID and answer a security question so that a new password will be emailed to the email address you provided during your registration.

Click on [Forgot your password?](#)



The screenshot shows the BIZ-e login interface. At the top is the logo and text: "BIZ-e Your One-Stop Business Portal Powered by the City of Tallahassee". Below this are two input fields: "User ID:" and "Password:". A red arrow points from the "Forgot your password?" link to the "Sign In" button. To the right, under "Select a Language:", there are two columns of language links: English, Dansk, Français, Italiano, Nederlands, Polski, Suomi, Čeština, 한국어, ไทย, 繁體中文, Español, Deutsch, Français du Canada, Магар, Norsk, Português, Svenska, 日本語, Русский, 简体中文, العربية. At the bottom left, there is a disclaimer: "Access to this service is limited to authorized persons only. All efforts to achieve access, whether direct or indirect, are subject to monitoring activities. Unauthorized access is prohibited and will be subject to incident reporting procedures including notification of local, state and federal authorities."

You will be forwarded to a new page where you can enter your user ID. Enter your user ID and Click Continue.



The screenshot shows the "Forgot My Password" page. It has a title "Forgot My Password" and a sub-header "Forgot My Password". The text reads: "If you have forgotten your password, or your password has expired, you can have a new password emailed to you." Below this is the instruction: "Enter your User ID below. This will be used to find your profile, in order to authenticate you." There is a red box around the "User ID:" label and the input field. Below the input field is a yellow "Continue" button. At the bottom left, there is a "Refresh" button with a circular arrow icon.

A new page will open requesting an answer to one of your security questions. Provide a response and click **Email New Password**.

### Forgot My Password

User ID: administrator

Email ID:

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Please answer the following question below for user validation.

**Question:** What was your first car?

**Response:**

[Email New Password](#)

The following message will appear. The new password will be emailed to the address you provided during registration. Once you receive the new password, you will be able to log in.

### Password Emailed

✓ Your password has been emailed.

[Previous tab](#) [Next tab](#) [Refresh](#)