

## UPDATE ACCOUNT Step 1: Update your Portal Account

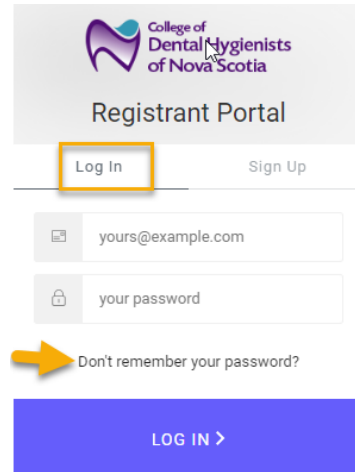
As an existing registrant, **the email that the College has on file for you** is already entered to the system. Please ensure you use this email address to update your account.

**Note: If you have forgotten your password, please follow these instructions.**

If you have forgotten your email address, please contact the College.

A login screen displaying the email address and password will appear.

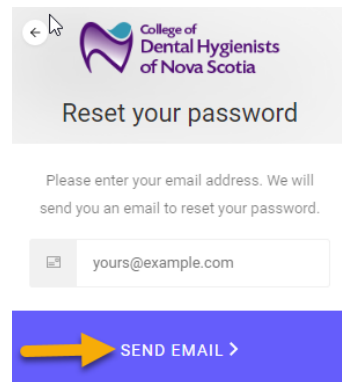
Click **“Don’t remember your password?”**



Enter your email address\*

Click **“Send Email”**

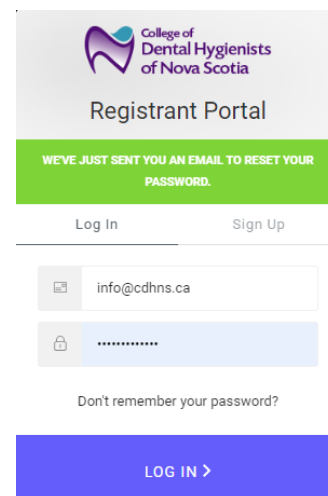
*\*Please note: This email address is the one the College has on file for you. If you need to change your email address, please contact the College.*



A screen will display instructing you to check your email. An email entitled *Reset your password* will be sent to you from [portal@cdhns.ca](mailto:portal@cdhns.ca).

*\*If you do not see the email, please check your junk mail. Some email filters will cause this to happen and can also delay the receipt of the email for 2-3 hours.*

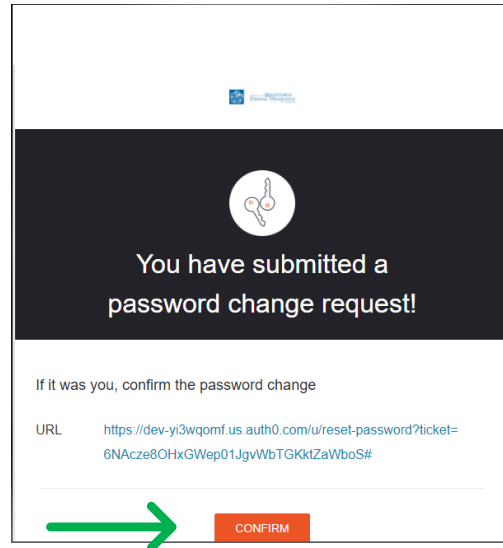
*If you have not received the password change email after 3 hours, please contact the College.*



## UPDATE ACCOUNT: Step 2: Verify your email address

An email will be sent to your email address requesting you to confirm that you requested the password change.

Click "**Confirm**"



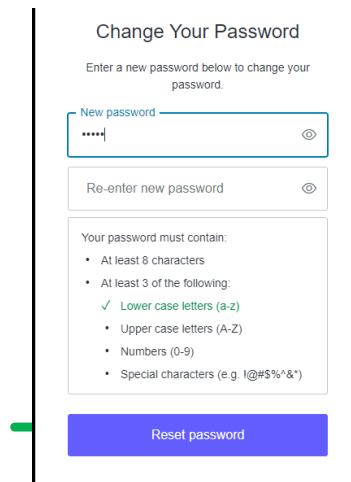
The screenshot shows a confirmation page with a dark header containing a key icon and the text "You have submitted a password change request!". Below the header, it says "If it was you, confirm the password change". A URL is provided: <https://dev-yf3wqmf.us.auth0.com/u/reset-password?ticket=6NAcze8OHxGWep01JgvWbTGKktZaWboS#>. At the bottom, there is a red "CONFIRM" button, which is pointed to by a green arrow.

## UPDATE ACCOUNT Step 3: Change your password

When you click on confirm your screen will open to the Change Your Password page.

Enter and re-enter your password.

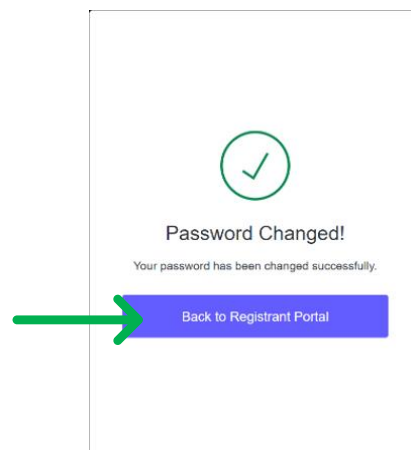
Click "**Reset password**"



The screenshot shows the "Change Your Password" page. It has a title "Change Your Password" and a subtitle "Enter a new password below to change your password.". There are two input fields: "New password" and "Re-enter new password", both with masked characters and eye icons. Below the fields is a list of requirements: "Your password must contain:" followed by a bulleted list: "At least 8 characters", "At least 3 of the following:", "Lower case letters (a-z)" (with a green checkmark), "Upper case letters (A-Z)", "Numbers (0-9)", and "Special characters (e.g. !@#%&'\*)". At the bottom is a blue "Reset password" button, which is pointed to by a green arrow.

When successful, the screen will indicate that you have successfully changed the password.

Click on "**Back to Registrant Portal**"



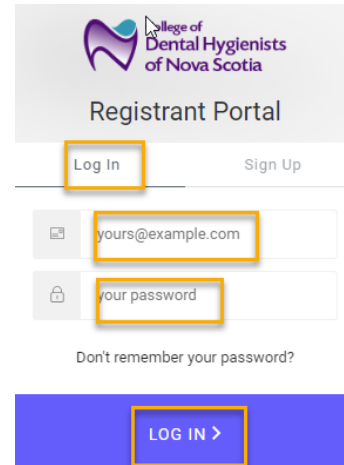
The screenshot shows a confirmation page with a green checkmark icon and the text "Password Changed!". Below it, it says "Your password has been changed successfully.". At the bottom, there is a blue "Back to Registrant Portal" button, which is pointed to by a green arrow.

## UPDATE ACCOUNT Step 4: Log into the Registrant Portal

Return to the login page.

Enter your email address and password.

Click the *Log In* button.



College of  
Dental Hygienists  
of Nova Scotia

Registrant Portal

Log In Sign Up

[Don't remember your password?](#)

LOG IN >