

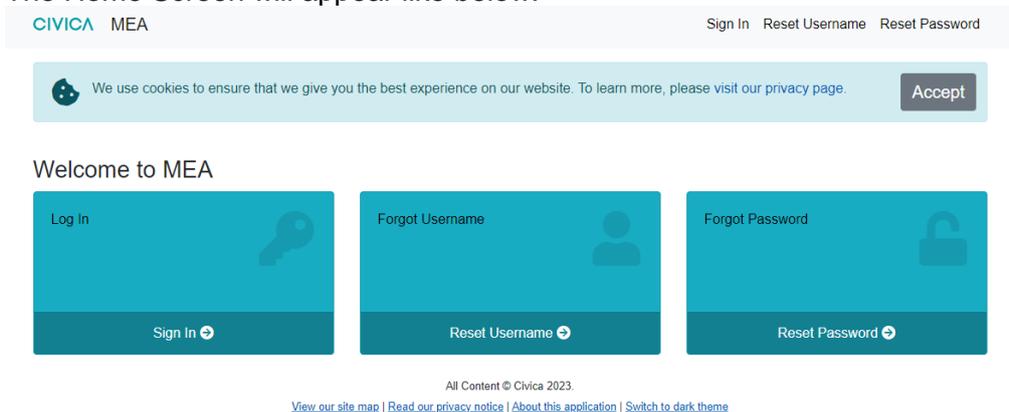
Mobile Election App.

How to reset your username and password



Link to the portal: [Welcome To MEA \(civica-xpress.co.uk\)](http://civica-xpress.co.uk)

The Home Screen will appear like below:



- Click **Forgot/Reset Username**.
- Enter the requested details (First Name, Last Name, Postcode and email) and select **Confirm Details**.
- A link to reset your password will then be emailed through to you. Click the link **Reset username**. The below page will appear for you to enter and confirm your new username.

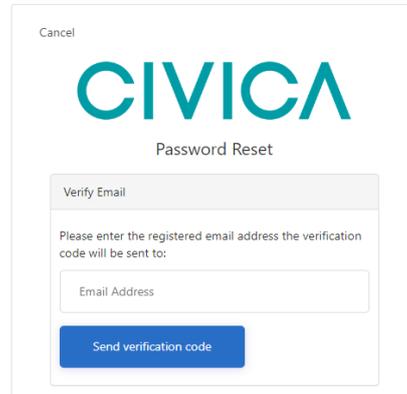
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- Please note if you click the “i” symbol to the right of the username box, you can view the characters allowed and any username restrictions.

- Once you have entered your new username, please click **Update Username**.
- Providing you have fulfilled the username requirements; the screen will display a message saying Username Updated.

You can now reset your password.

- From the Home screen, select **Forgot/Reset Password**.
- The screen to the right will appear and you will need to enter your email address and select **Send verification code**.
- A code will then be sent to your email address.
- Please note, this code will need to be actioned quickly as it is time restricted, however, if you do not input the code in time then you are able to select **Send New Code**.
- Enter the Code and then select **Verify code**.



Cancel

CIVICA

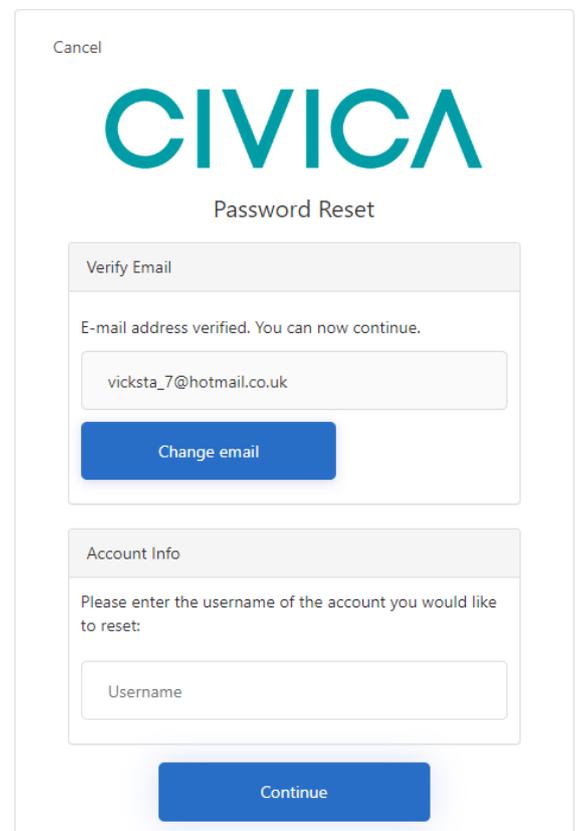
Password Reset

Verify Email

Please enter the registered email address the verification code will be sent to:

Send verification code

- Once verified the right side screen will appear.
- Enter your username and select **Continue**.
- The below right screen will then appear for you to enter and confirm a new password. Select **Password Requirements** to view requirements and restrictions.
- Enter your chosen password in both boxes and select **Continue**.



Cancel

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Password Reset

Verify Email

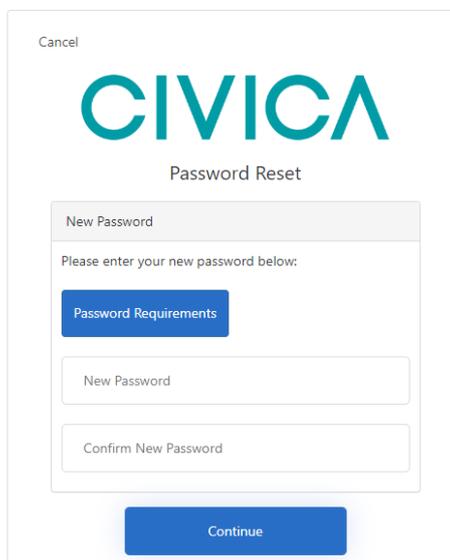
E-mail address verified. You can now continue.

Change email

Account Info

Please enter the username of the account you would like to reset:

Continue



Cancel

CIVICA

Password Reset

New Password

Please enter your new password below:

Password Requirements

Continue

- If you have not met the password requirements, the page will show you the requirements again and you will need to input a new matching password. If your password has passed the requirements, then you will be taken to the home screen of your account.

Browsers compatible:

- Desktop: Chrome, Firefox, Edge (Chromium), Safari.
- Mobile: IOS – Safari, IOS - Chrome, ISO – Firefox, Android – Chrome, Android – Firefox
- Not compatible: Internet Explorer, Edge Legacy

Gmail

When accessing Gmail accounts on a mobile device, it may open the website within Gmail meaning you have to close out of the site in order to read the verification code email. To get around this, copy and paste the website URL to another browser such as Safari before you click on the Send Verification Code button.

If you encounter any issues when resetting your username and/or password and can't resolve these yourself by checking the detailed user guide, please contact Electoral Services either by email electoral.services@ipswich.gov.uk or by telephone (01473 432000).

MEA is hosted within Microsoft Azure, a PaaS cloud environment offering security and scalability. All MEA services are hosted over a secure HTTPS connection, via CloudFlare which offers real-time protection against common internet attacks such as Denial of Service. Data exchange between Xpress Management and MEA is secured via a unique access token that ensures complete data confidentiality and security over the internet. All data is stored and encrypted at rest within the Azure PaaS environment within a private network that is only accessible to MEA services. Authentication to the MEA is done via OpenID Connect, an industry-standard authentication protocol ensuring secure login and session management.