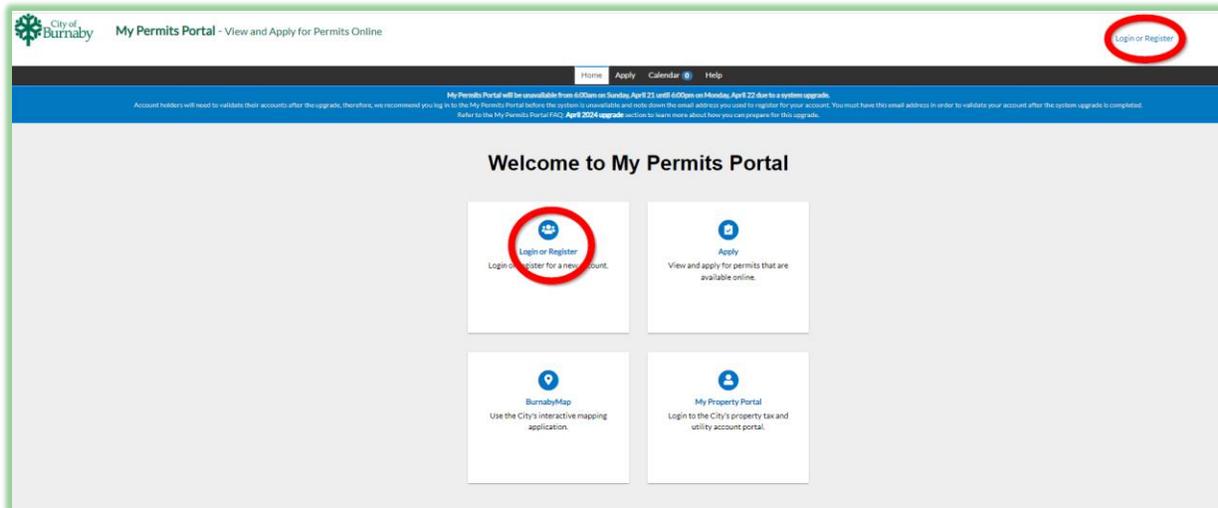


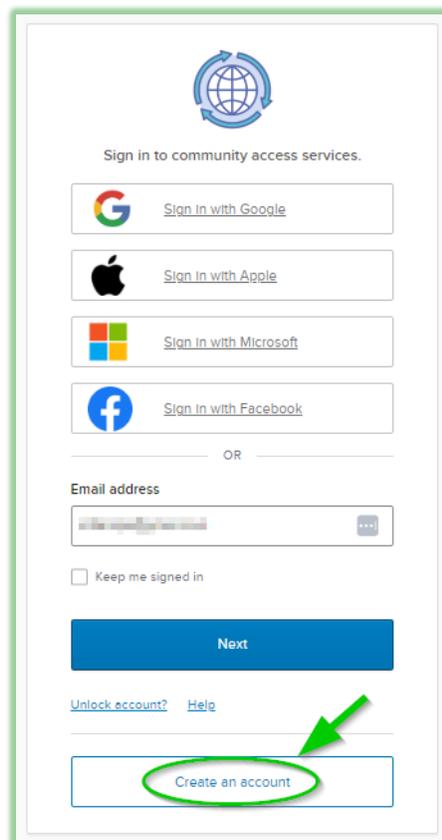
Re-Validate your My Permits Portal (MPP) Account with City of Burnaby

As of April 22, 2024, all existing MPP accounts must be re-validated due to an upgrade of our authentication methods. Please follow the steps below if you are having issues signing in to your existing account.

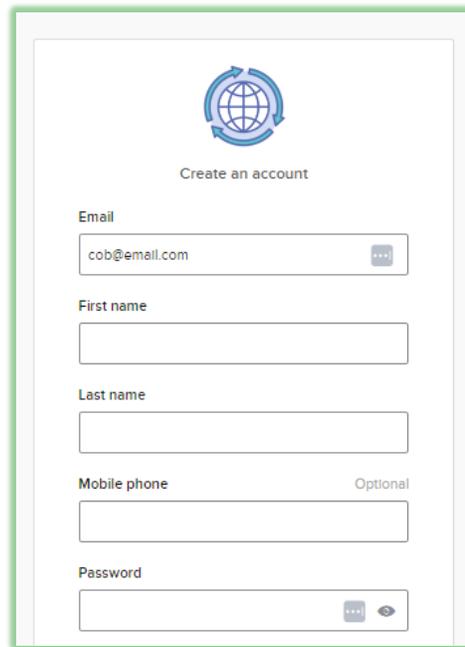
1. On the MPP [website](#), Click “Login or Register”



2. At the bottom of the page, Click “Create an Account”



3. Fill out the Email, Name, and Phone fields, and create a new password.
IMPORTANT: Make sure the email you type in the email field is the **exact same email you registered with for your original account!**

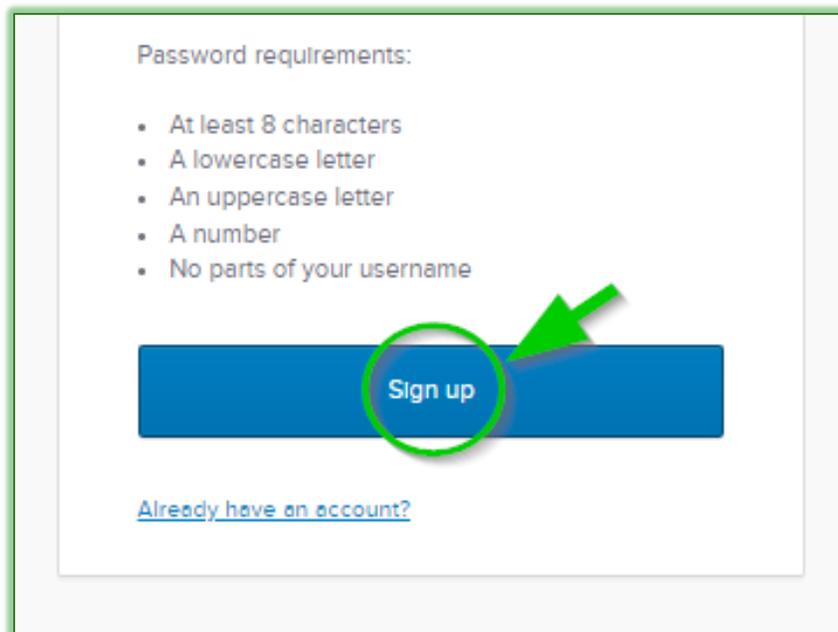


The screenshot shows a 'Create an account' form with a globe icon at the top. The form includes the following fields: 'Email' (with the example 'cob@email.com'), 'First name', 'Last name', 'Mobile phone' (marked as 'Optional'), and 'Password' (with a visibility toggle). The form is enclosed in a green border.

4. Click “Sign Up”

If you entered the same email address as your old account, you will receive an email with a verification code. Once you have confirmed the verification code, your re-validation is complete, and your old account has been linked.

For future login attempts, make sure to use the new password you entered here.



The screenshot shows the 'Password requirements' section with a list of rules: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', and 'No parts of your username'. Below the list is a blue 'Sign up' button, which is circled in green with a green arrow pointing to it. At the bottom, there is a link that says 'Already have an account?'.