



# Citizens Portal -- FAQ


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## I am unable to register an account

**Unfortunately we are unable to process your registration** ✕

We are unable to continue with your registration. Please contact our Call Centre or request a call me back.

[Call me back](#) [Done](#) 

### Solution

Send an e-mail to [accountsconfirmation@plett.gov.za](mailto:accountsconfirmation@plett.gov.za) with the following details:

Name:	
Surname:	
ID Number:	
Mobile Number:	
E-Mail:	
Account Number:	

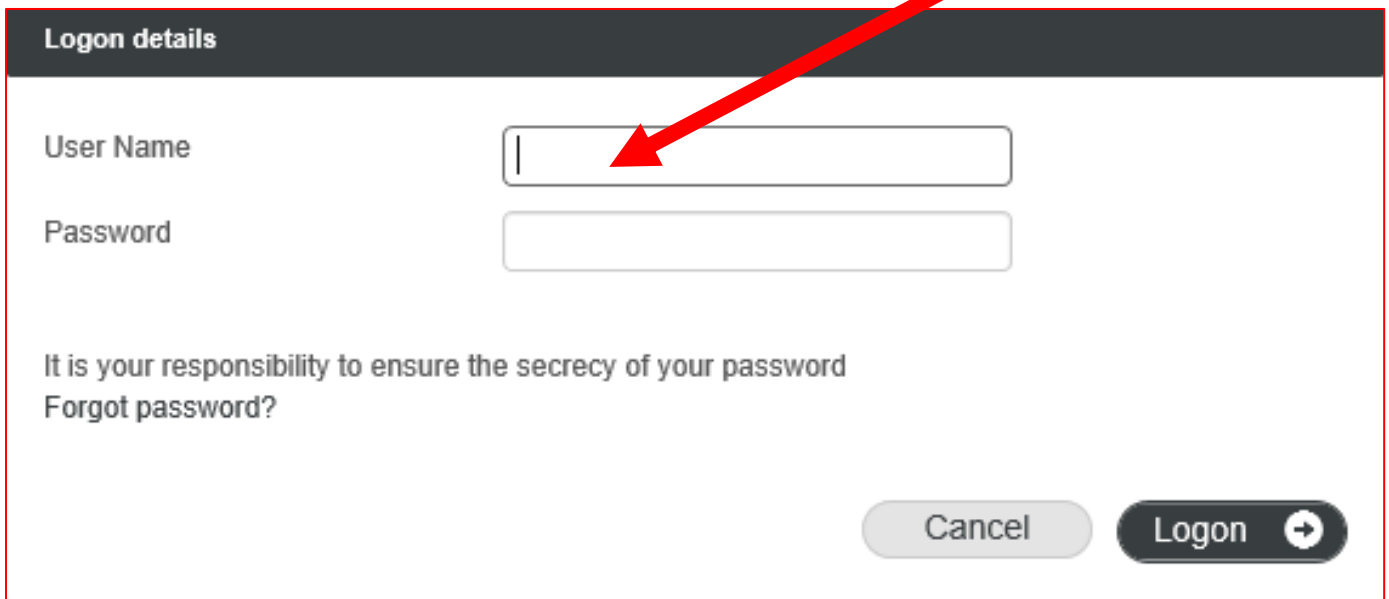
Once your details has been confirmed, you will be notified and you can try to re-register.

## How do I reset my password?

### Solution 1

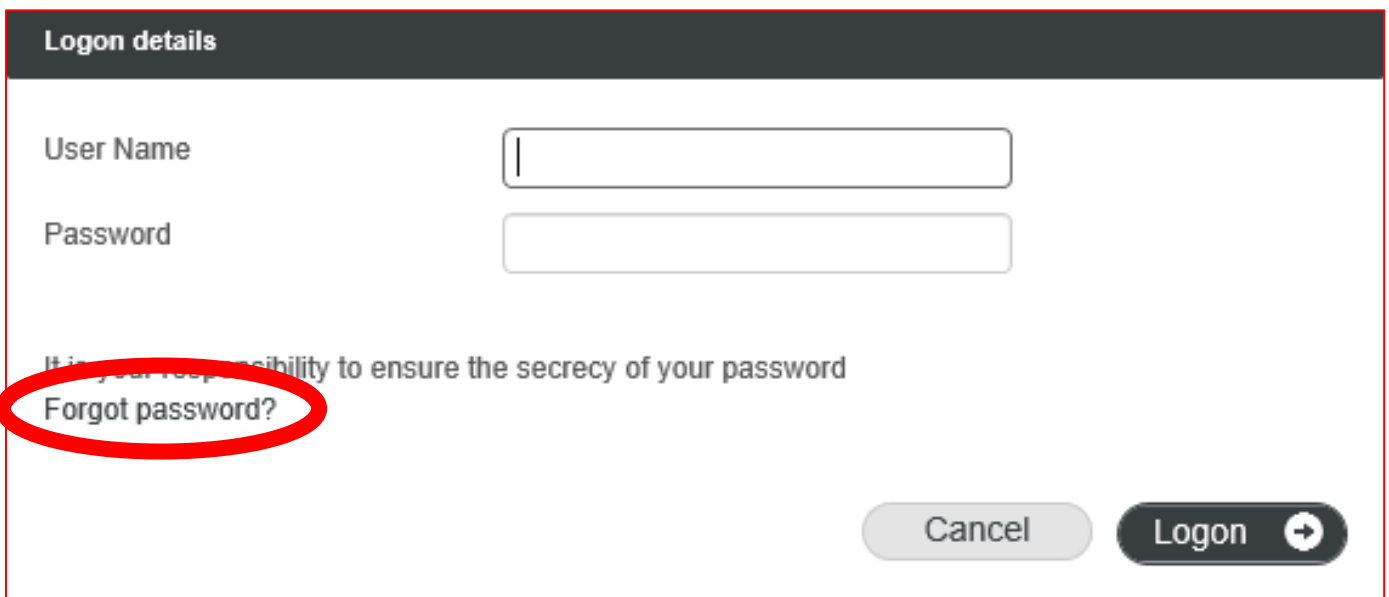
Enter your username into the username box:

**Enter Username**



The screenshot shows a login form titled "Logon details". It contains two input fields: "User Name" and "Password". A red arrow points from the text "Enter Username" to the "User Name" input field. Below the input fields, there is a message: "It is your responsibility to ensure the security of your password" followed by a link "Forgot password?". At the bottom right, there are two buttons: "Cancel" and "Logon" with a right-pointing arrow.

Select Forgot Password link:



The screenshot shows the same login form as above. In this version, the "Forgot password?" link is circled in red. The rest of the form, including the "User Name" and "Password" fields and the "Logon" button, remains the same.

Enter your security answers:

## Enter your security answers

Mother's maiden name

Place of birth

Month of birth

Name of first school

Name of first employer

Cancel

Reset

Next



You will receive an e-mail from [samras@bitou.gov.za](mailto:samras@bitou.gov.za) with a temporary password. You will be requested to change your password upon logon with the temporary password.

### Solution 2

Contact Bitou Municipality Revenue Section to request a manual password reset.