

MEA Forgotten Username and Password reset after expiry Instructions

You will be required to know the email address that you used to register your MEA Account in order to reset your username and password. This maybe a different email address to your correspondence email address used to receive this email.

If you are unsure of the correct email address, please contact the elections office at electionstaff@northumberland.gov.uk

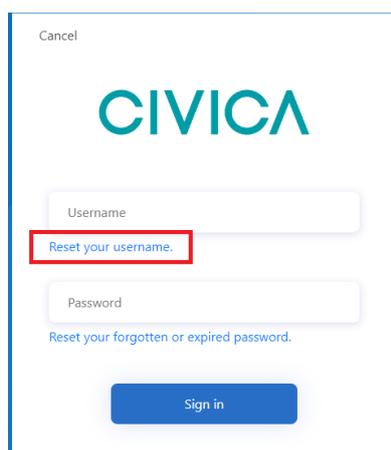
If you use multiple email addresses, we suggest you try these before contacting the elections office.

If you have forgotten your username or password, the MEA sign in screen has menu options allowing these to be reset.

If you have forgotten both your username and password it is advised that you reset your username first followed by your password.

Resetting your Mobile Election Application (MEA) Username

If you require your username to be reset - click on the Reset Username option within the sign in screen as shown below. To sign in use link <https://mea.civica-xpress.co.uk/> to do this.



The image shows a mobile application login screen for CIVICA. At the top left is a 'Cancel' link. The CIVICA logo is centered. Below the logo are two input fields: 'Username' and 'Password'. Under the 'Username' field, there is a red-bordered link that says 'Reset your username.'. Under the 'Password' field, there is a blue link that says 'Reset your forgotten or expired password.'. At the bottom center is a blue 'Sign in' button.

On some devices the 'Reset Username' option may be visible at the top of the home page;



On smaller screen devices, the option may be hidden in a menu at the top right of the screen. Select the menu to access the 'Username Option';



Once you select the option 'Reset Username' it will provide you with a 'Reset Username' form for all fields to be completed.

The email address entered must be the same email address that was used to create the MEA Account. Please email the elections office if you are unsure on the email address that you used to register your MEA Account - electionstaff@northumberland.gov.uk with the email subject as 'MEA Username Query'

Reset Username

Please confirm your details below. We will send you instructions on how to reset the username you use to access your account.

If you would like to reset the password for your account, follow this [link](#).

First Name Required

Last Name Required

Postcode Required

Email Required

Once all fields have been completed - Press the **Confirm Details** button



You will then be notified that an email has been sent to your email address which will have a link to reset your username. This will be sent to the MEA Registered email address that you used to setup your Account.

Email Sent

Please follow the link in the email to reset your username.

Within the email click on the link to reset your username. The link is only valid for 60 minutes and will expire after this time.

If the link has expired, you will need to start the process again.

When you have clicked on the reset username link it will provide you with a form which will need to be completed by entering your new username into the **box** then repeated in the **Confirm Username** box and then click update.

Change Username

Username Required

Confirm Username Required

[Update Username](#)

If the username has already been taken by another person you will be notified of this and will need to select another username and then update.

You will now be able to sign into your MEA Account with your new username.

[Sign In](#) [Reset Username](#) [Reset Password](#)

Resetting your Mobile Election Application (MEA) Password

You can reset your MEA Password from the MEA home page by clicking on 'Reset Password'. **This can be used for forgotten or expired passwords.**

Please use the MEA Sign link <https://mea.civica-xpress.co.uk> to do this.

Cancel

CIVICA

Username

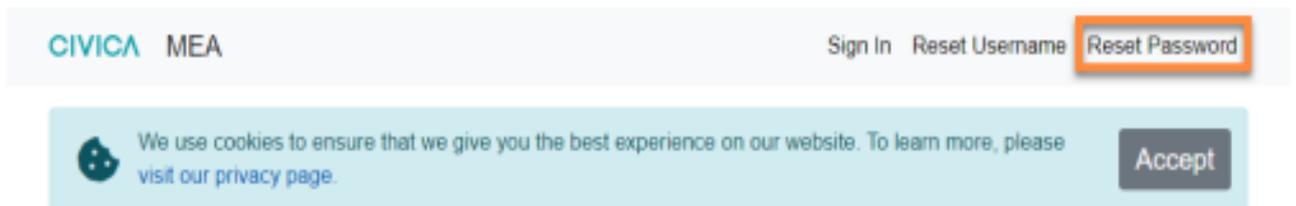
[Reset your username.](#)

Password

[Reset your forgotten or expired password.](#)

Sign in

On some devices the 'Reset Password' option may be visible at the top of the home page;



On smaller screen devices, the option may be hidden in a menu at the top right of the screen. Select the menu to access the Reset Password Option;



After selecting the Reset Password button, you will be presented with a Password Reset screen to which you would need to enter your MEA registered email address (This may be different from your corresponding email address) and click the 'Send Verification Code' button.

< Cancel

CIVICA

Password Reset

Verify Email

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

Send verification code

After you press the 'Send Verification Code' button, this will send a verification code to your MEA registered email address that you have provided.

When you receive your verification code, enter it in the field as shown below with your email address and press 'Verify code'.

You can copy and paste the verification code from your email address into the account creation form to avoid errors.

< Cancel

CIVICA

Account Creation

Verify Email

Verification code has been sent to your inbox. Please copy it to the input box below.

Verify code

Send new code

The verification code can take up to five minutes to arrive in your email inbox. Ensure that you check your junk folder also as it may be there.

If you still have not received your verification code after five minutes, check that your email address is correct (MEA Registered Email Address) on the screen and amend if necessary. Press the 'Send new code' button and check your inbox email address again.

< Cancel

CIVICA

Account Creation

Verify Email

Verification code has been sent to your inbox. Please copy it to the input box below.

james.stanway@civica.co.uk

123456

Verify code

Send new code

Once you have added your MEA Registered email address and the relevant verification code, you will be prompted to enter your username associated with your MEA account in the username field and once completed press the continue button.

< Cancel

CIVICA

Password Reset

Verify Email

E-mail address verified. You can now continue.

james.stanway@civica.co.uk

Change email

Account Info

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

I have forgotten my username

Username

Continue

Once you have clicked the continue button you will be able to create a new password. There are password requirements (Shown below) on the password field. These can be viewed on the screen by pressing the 'Password Requirements' button and shown below.

Password Requirements



Characters Allowed:

- A - Z
- a - z
- 0 - 9
- @ # \$ % ^ & * - _ ! + = [] { } | \ : \ ' , . ? / ~ " () ;
- blank space

Password Restrictions:

- A minimum of 8 characters and a maximum of 16 characters.
 - Requires three out of four of the following:
 - Lowercase characters.
 - Uppercase characters.
 - Numbers (0-9).
 - Symbols.
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