



# Password Reset Instructions

Georgia 811

7/23/2020

1. Click [here](#) to access the Online Georgia 811 Ticketing System.
2. Select **Login** from the top panel.
3. Select **Forgot password?** from the login dialog box.

By logging in, you are agreeing to the terms and conditions [here](#)

User:

Password:

Remember Me:

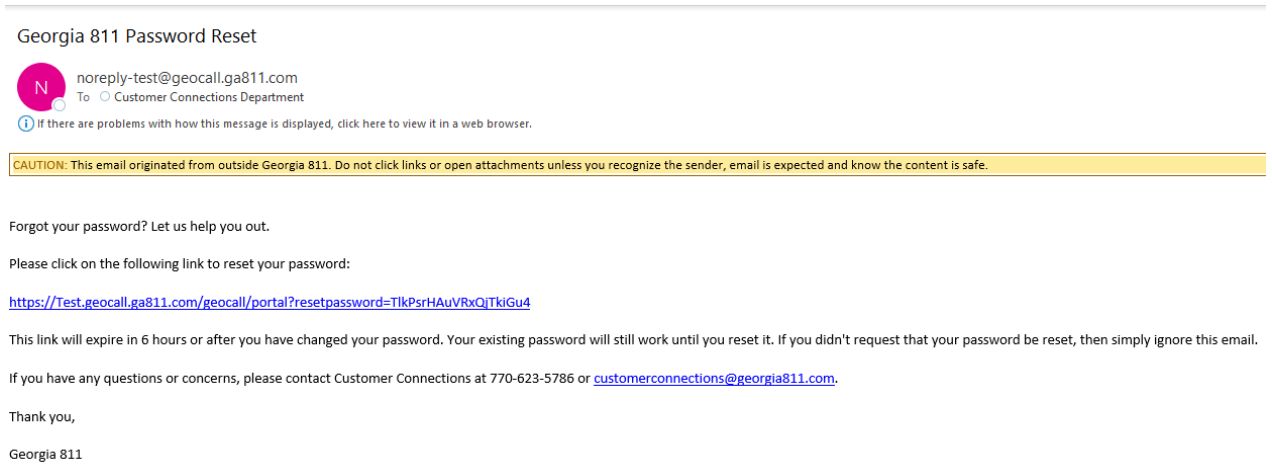
[Forgot password?](#)

4. Enter your **Username** in the **Email** field and select **Submit**.

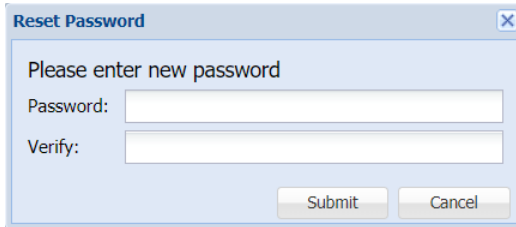
Reset Password Request

Username:

5. You will receive an email notification like the one shown below.  
*Note: Check your Spam / Junk folder if you do not receive the email in your inbox.*
6. Click the **link** in the email to create your password.

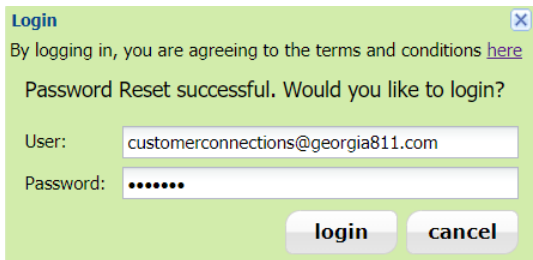


7. Enter a **Password** for your account and select **Submit**. Passwords are case sensitive and must be at least 5 characters, containing either a number or a valid special character (!@#\$\$%^&\*()-\_+=).



The image shows a 'Reset Password' dialog box with a light blue background. At the top, it says 'Please enter new password'. Below this are two text input fields: the first is labeled 'Password:' and the second is labeled 'Verify:'. At the bottom right, there are two buttons: 'Submit' and 'Cancel'.

8. You will then receive the following dialog box notifying you that your password reset was successful and will ask you to login.



The image shows a 'Login' dialog box with a light green background. At the top, it says 'By logging in, you are agreeing to the terms and conditions [here](#)'. Below this is the message 'Password Reset successful. Would you like to login?'. There are two text input fields: the first is labeled 'User:' and contains the text 'customerconnections@georgia811.com'; the second is labeled 'Password:' and contains six dots. At the bottom, there are two buttons: 'login' and 'cancel'.

If you need assistance please contact the Customer Connections Department at [customerconnections@georgia811.com](mailto:customerconnections@georgia811.com) or 770-623.5786.