# Log-In Issues – Paducah Online Services Portal

If you are experiencing issues with logging into your account

1. Access the Online Services Portal website at https://onlineportal.paducahky.gov.

2. Click the "**Login or Register"** tile located in the first position on the first rows of tiles.

3. If you attempt to log in and receive one of the following Warning Messages, here are the potential meanings behind these error messages:

   a. **User Name Not Found** – If you receive this message, it means one of two things:

      i. The email entered was incorrect.

      ii. The account was not entirely
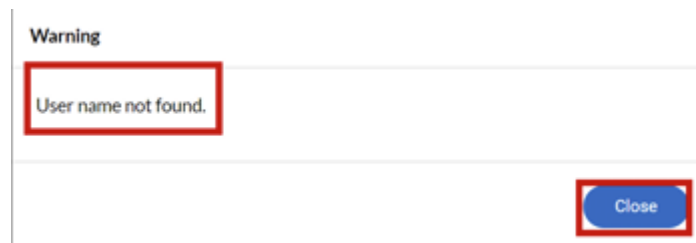
      created/validated.

   b. **Invalid Username and Password** – If you receive this message, it means one of two things:

      i. Password entered was incorrect.

ii. The account was not entirely created/validated
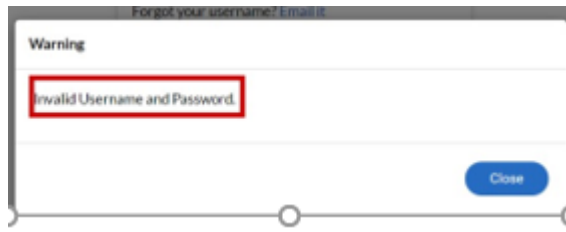
4. After receiving the warning statement, click **"Close."**

5. Click one of the following options based on the warning message received:

   a. Click "**Forgot your password? Reset It,"** enter your email address, and click **"Submit."**

   b. Click **Forgot your username? Email It,"** enter your email address, and click **"Submit."**

6. If you do not receive an email to reset your password or an email with your username, this means one of two things:

   a. You did not complete the process of setting up a new account on a portal.

   b. You did not complete the process of validating your account.

   These items are addressed in other how-to documents linked on the portal's help page.

End of How-To Document