TROUBLESHOOTING

This document is designed to help you with some common registration and login issues. Click the links below for more details.

- Did Not Receive an Email
- Forgot Password
- Unlock Account
- Authentication Code Doesn’t Work
- Unable to Sign In Message

Did Not Receive an Email

If you do not receive an email, your email account is not found on the new Community Access Login site. If you have already created your TO/24 account, please contact the City of Thousand Oaks at (805) 449-2518.

Forgot Password

1. On the TO/24, click Login or Register. Enter your email address and click Next.
2. Click Forgot Password.
3. Click Send me an email then check your email. You will have an email from Community Access Identity.

4. Enter the code found in your email and click Verify.

5. Enter a new password, re-enter the new password, and click Reset your password.

6. Your password is now reset. You will return to TO/24 and be logged into your account.
Unlock Account

1. On the TO/24, click Login or Register, then click Unlock Account

2. Enter your email address and click Select.

3. Select Send me an email.

4. Check your email then enter the code in your email and click Verify.

NOTE: If your account is not locked, you will receive an email stating that your account is not locked and to try resetting your password.
Authentication Code Doesn’t Work

When you receive the emailed authentication code, it does expire. If you enter the code and are not redirected to the final registration screens, you will need to restart the registration process.

Unable to Sign in Message

- If this is your first time logging in after May 29, 2024, return to TO/24, click Login or Register then click **Create an Account**. For more information on how to re-register your account, visit [www.toaks.org/to24](http://www.toaks.org/to24) or click to view the re-registration instructions.

- If you’ve already re-registered, click Forgot Password and follow the steps listed in this document.