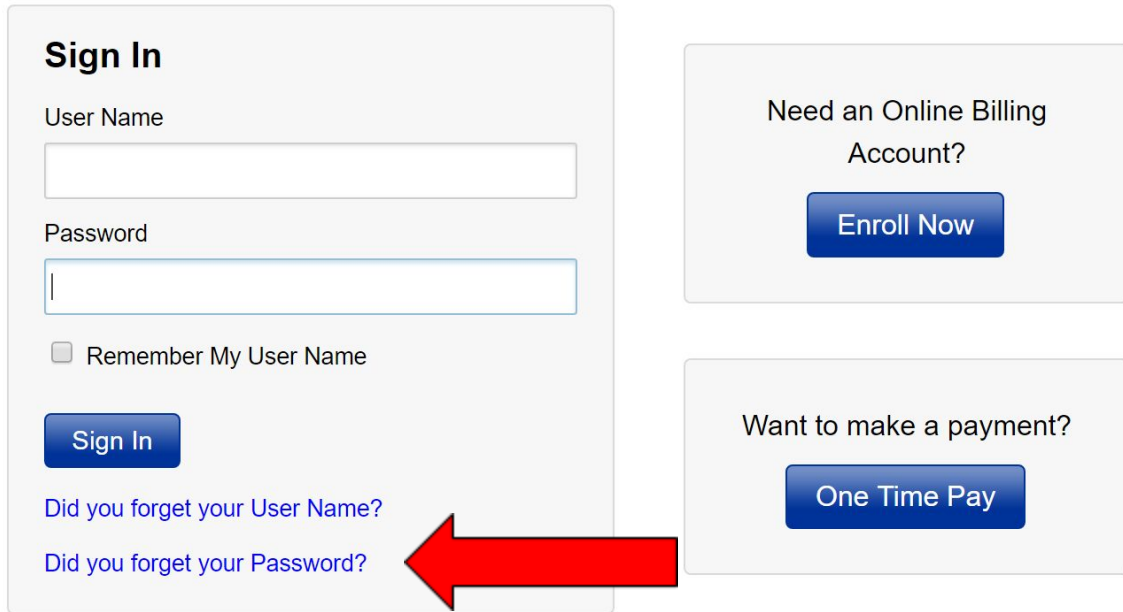


I forgot my Billtrust password

1. Visit <http://wspringfieldma.billtrust.com>
2. Click on "Did you forget your password?"



Sign In

User Name

Password

Remember My User Name

Sign In

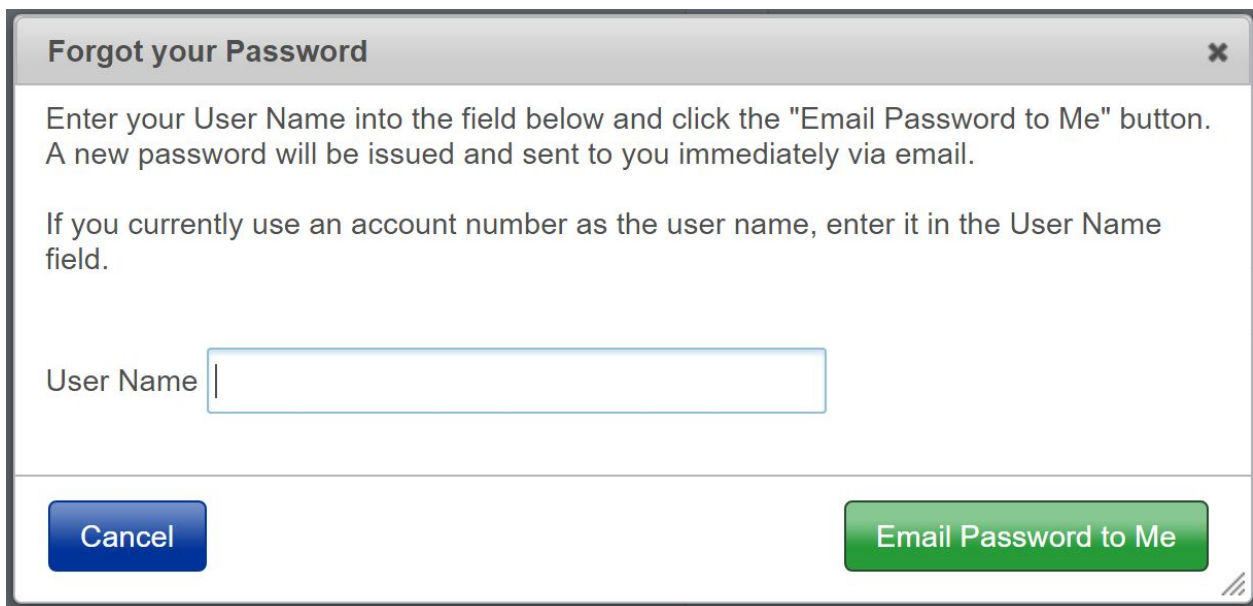
[Did you forget your User Name?](#)

[Did you forget your Password?](#)

Need an Online Billing Account?
Enroll Now

Want to make a payment?
One Time Pay

3. Enter your username and click on Email Password to me



Forgot your Password ✕

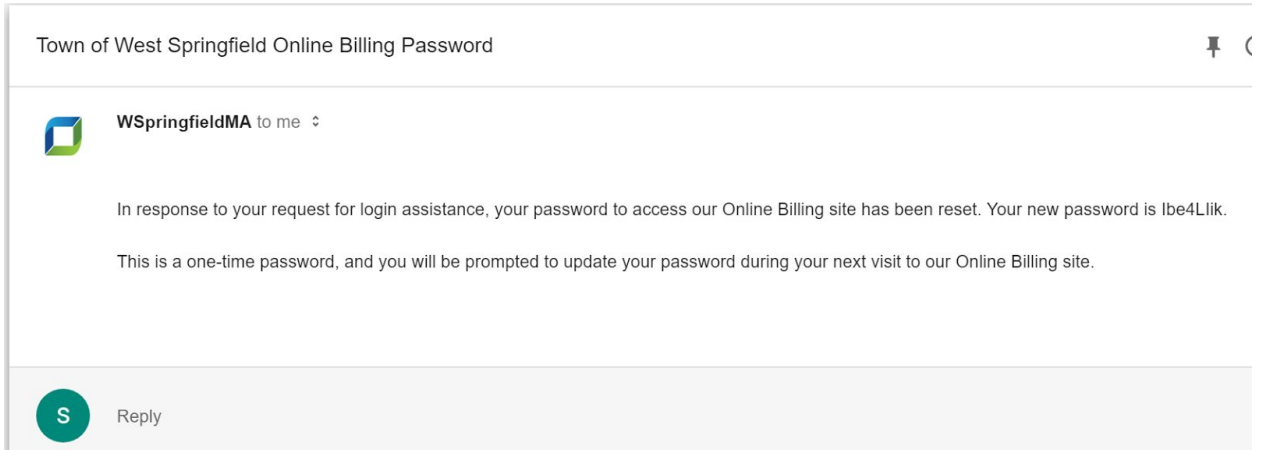
Enter your User Name into the field below and click the "Email Password to Me" button. A new password will be issued and sent to you immediately via email.

If you currently use an account number as the user name, enter it in the User Name field.

User Name

Cancel **Email Password to Me**

4. Login to your email and check for an email from WSpringfieldMA@billtrust.com with a temporary password. If you do not receive an email, check your spam/junk folder.
5. The email will contain a temporary password.



6. Visit <http://wspringfieldma.billtrust.com>, enter your username and temporary password.
7. Type in your temporary password again and create a new password

There are new requirements for passwords. Password must be at least 7 characters in length and include at least one upper case letter, one lower case letter, and a number.

For example: Jsmith1

Temporary Password

Password [Password Guidelines](#)

Retype Password

8. You will see the following message

Your password has been updated.
Please [Sign In](#) now with your Account Number and new password information.

9. Click on the Sign In link to sign in with your new password. Sometimes it takes a few minutes for your new password to work. If it doesn't work the first time, wait a few minutes a try again.