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Portal User Account Troubleshoot Guide

Issues Logging In:

1. Make sure you are using Microsoft Edge or Google Chrome as an internet browser.
2. Make sure you are using your username and not your email address to log in. In some cases your email address may be your username so please verify.
3. If you have forgotten you're your username or password, please click the [Email it](#) or [Reset it](#) link on the Log In screen. Make sure you are entering your email address for both.

Issues Resetting Password:

1. Make sure you are using Microsoft Edge or Google Chrome as an internet browser. If you are trying to reset your password from a phone, you may get an "Invalid Token" error.
2. If you have forgotten you're your password, please click the [Reset it](#) link on the Log In screen. Make sure you are entering the correct email address.
3. If you are not receiving your reset email or getting an error, please call 954-572-2375 for assistance.