## How to troubleshoot internet issues and reset your account password

To ensure you can use the <u>Fish and Wildlife Licensing Service</u> with ease, we recommend using your internet browser's most recent version with the default settings. For the best experience, we recommend using one of the browsers listed below.

What is a browser? A browser is a program that displays websites (such as Google Chrome) and is often confused with a search engine, which is a website that provides you with search results (such as google, yahoo, bing).

You may also use the latest version of the following browsers:

	Google Chrome	Mozilla Firefox	Safari
Computer		$\checkmark$	$\checkmark$
Tablet	<ul> <li>✓</li> </ul>	<b>\</b>	<b>\</b>
Smartphone			

**Note:** changes to the browsers default settings can affect the user experience and how your documents are presented to you on your device. We recommend using the browser's default settings.

You may be able to use other browsers and browser versions without encountering errors. If you do encounter difficulties, check your browser settings, download the latest browser version or switch to one of the browsers listed above and try again before contacting NRISC for support.





## Resetting your account password:





## Forgot your password?

Enter your email address or your Outdoors Card number. If you have not accessed this site after November 25th 2018 you will not receive the password reset email; please return to the home page and create an online account with your existing Outdoors Card. To go back to the home page click on the Ontario logo.

Email or Outdoors Card Number (Required):

FISH and WILDLIFE Reset password				
Email or Outdoors Card Number (Required): New Password (Required): Password must contain: At least 8 characters At least 1 toper case At least 1 toper case				
At least 1 number Confirm Passiword (Required):	Submit			

If you can't remember your password, select **"Forgot your password?"** on the login page. Enter the email address that is on your Outdoors Card account. A reset password email will be sent to the email address you have on file. Click the link in the email to reset your password.

If the link in the email doesn't open in a new browser tab, copy and paste it into your web browser.

**Note:** if you don't receive an email from no-reply@huntandfishontario.com, check your email junk folder and add the email to your safe senders list.

If you can't locate an email in your inbox or junk folder, check the email address, to make sure it's the one associated with your Outdoors Card account.

For help call the Natural Resources Information and Support Centre (NRISC) at 1-800-387-7011.

Email Link



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