MyGovScot MyAccount
Basic Information

1. How do I set up a MyGovScot account?

Visit [myaccount for Scotland | Smart. Simple. Secure | mygovscot](#) and follow the instructions. If at any time you experience difficulties within the site, please click on the 'chat bot' icon at the bottom right of the screen.

2. How do I reset a forgotten password?

[Visit this page to reset your password](#). Complete the form and submit. A new, temporary password will be generated and sent to your registered email address. If you don't see the email with the temporary password in your inbox, please check your spam mail folder as it may have been automatically filed here by the email service provider.

3. How do I reset a forgotten username?

[Visit this page to reset your username](#). Complete the form and submit. An email with a username reminder will be sent to your registered email address. If you don't see the email with the username reminder in your inbox, please check your spam mail folder as it may have been automatically filed here by the email service provider.

4. What if mygovscot myaccount is locked?

Your account will be locked for 30 minutes if too many unsuccessful attempts to log in have been made. Once the account unlocks, you could reset your username or your password - see 1 and 2.

5. What should I do if temporary password is not working?

The temporary password is case sensitive and must be entered exactly as shown. You should try and enter the temporary password manually but if you are copying and pasting it, please take care not to accidentally copy an extra space.

Tick the **show characters** box on the sign in page, which will show all the password characters being entered.

If you are still unsuccessful, you could request a new temporary password - see question 2.

> **Once a new, temporary password is generated, all previous temporary passwords will expire and will not be accepted.**

6. What are the requirements for creating a new password?

Password should:

- have minimum 8 characters
- have at least one lower case letter (a-z)
- have at least one number (0-9)
- have at least one special character out of these acceptable characters ($ & ( ) * , @ [ ] ^ _ { } ~ £) or a space
- may contain a space but this cannot be at the start or the end

> **Do not use any other special characters not included on this list, (for example, ! " % or +) and also please make sure you don't accidentally leave a space at the beginning or end of the password**