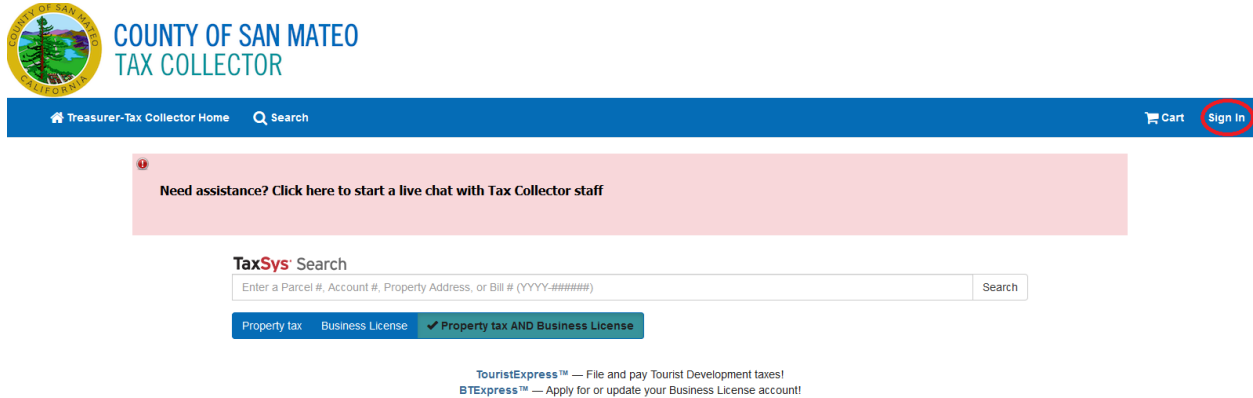


RESETING YOUR PASSWORD ON THE PAYMENT SYSTEM

*Please note that you do NOT need an account to use the tax payment system

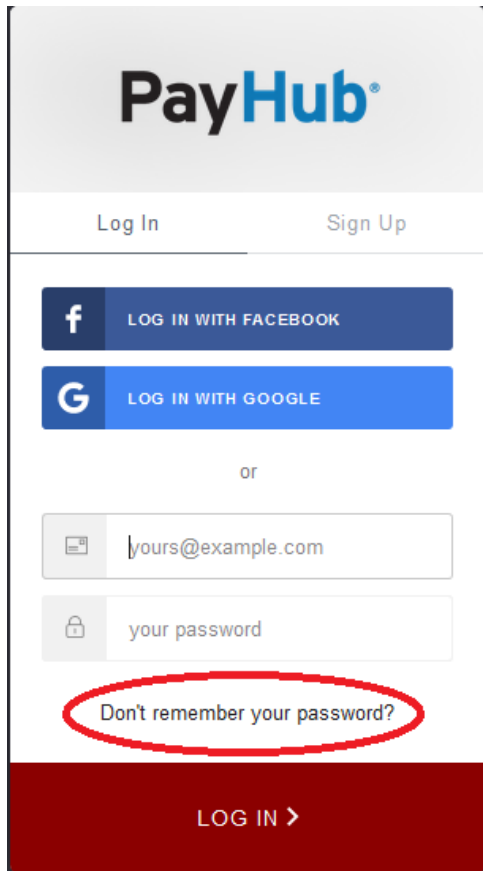
*Tax staff are unable to reset your password.

To reset your password, you'll first have to click "sign in"

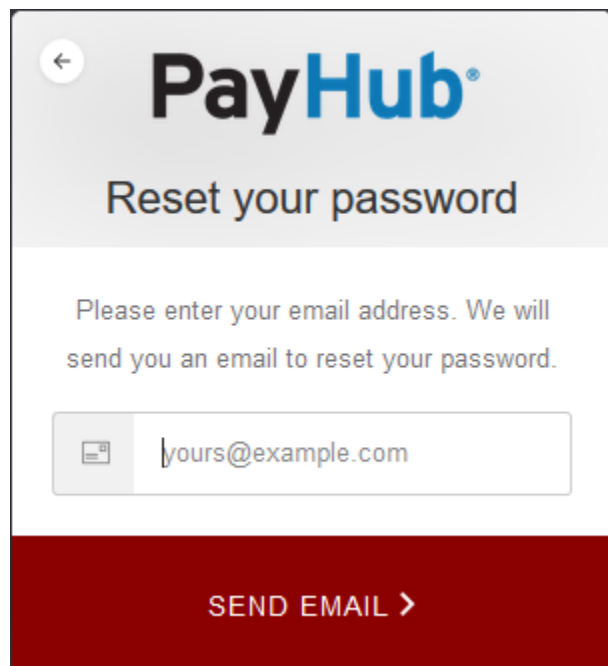


The screenshot shows the County of San Mateo Tax Collector website. The header includes the County of San Mateo logo and the text "COUNTY OF SAN MATEO TAX COLLECTOR". Below the header is a navigation bar with "Treasurer-Tax Collector Home", a search bar, a "Cart" icon, and a "Sign In" button circled in red. A pink banner below the navigation bar reads "Need assistance? Click here to start a live chat with Tax Collector staff". Below the banner is a "TaxSys Search" section with a search input field and a "Search" button. Below the search field are three tabs: "Property tax", "Business License", and "Property tax AND Business License" (which is selected). Below the tabs are two links: "TouristExpress™ — File and pay Tourist Development taxes!" and "BTEExpress™ — Apply for or update your Business License account!"

From here click "Don't remember your password?" and enter your email you registered with.

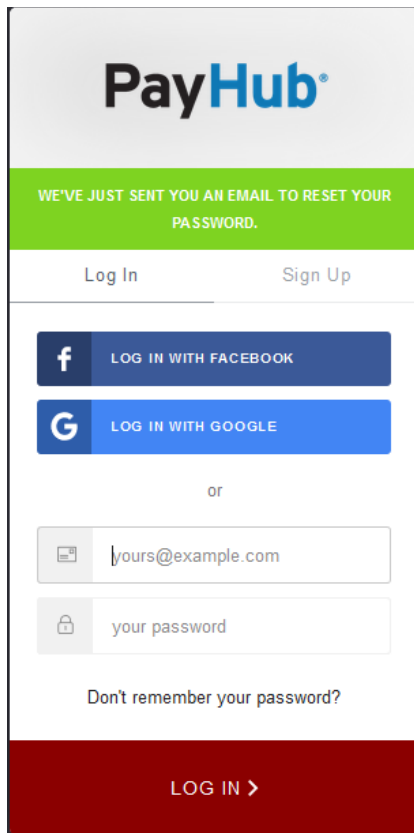


The screenshot shows the PayHub login page. The header features the PayHub logo. Below the logo are "Log In" and "Sign Up" links. There are two social login buttons: "LOG IN WITH FACEBOOK" and "LOG IN WITH GOOGLE". Below these is an "or" separator. There are two input fields: one for an email address (containing "yours@example.com") and one for a password (containing "your password"). Below the password field is a link "Don't remember your password?" circled in red. At the bottom of the page is a red button labeled "LOG IN >".



The screenshot shows the PayHub password reset page. The header features the PayHub logo and a back arrow. Below the logo is the heading "Reset your password". Below the heading is a text prompt: "Please enter your email address. We will send you an email to reset your password." Below the prompt is an input field for an email address (containing "yours@example.com"). At the bottom of the page is a red button labeled "SEND EMAIL >".

You will receive this message.



The image shows a mobile-style login page for PayHub. At the top is the PayHub logo. Below it is a green banner with the text "WE'VE JUST SENT YOU AN EMAIL TO RESET YOUR PASSWORD." Underneath the banner are two links: "Log In" and "Sign Up". There are two social login buttons: "LOG IN WITH FACEBOOK" and "LOG IN WITH GOOGLE". Below these is the word "or". There are two input fields: one for an email address with the placeholder "yours@example.com" and one for a password with the placeholder "your password". Below the password field is a link that says "Don't remember your password?". At the bottom is a red button that says "LOG IN >".

Check your email and your spam folder for the email from no-reply@grantstreet.com It will look like this:

Password Reset Request

We have received your request to reset your password for PayHub. You can reset your password by clicking the following link:

[Reset Password](#)

If you did not request to reset your password, please verify that you can still log in to your account. If so, you can ignore this email.

Thank you,

The PayHub Team

If you receive an unexpected password recovery email, it's likely that someone accidentally entered your email or username when attempting to log in to their own account.

Click “reset password” and you will be able to reset your password from here.

PayHub®

Change Password

Enter a new password for
test@email.com

[➤](#)