




How to change an accounts email address

Unfortunately there is no quick way to update your email address. If you need to change your email address please follow the below step-by-step instructions to help you. If you have any questions please contact the office prior to completing the final steps.

1. You will need to register the new email address with the population portal. [Click here to register](#)
 - a. Complete your personal individual information

Your password must be at least 6 characters long and include: an uppercase letter; a lowercase letter; a number; and a special character like: !@#E%\$^&*

- b. Click "Register"

 Information and public services
for the Island of Guernsey

Register

Create a new account

Name

This should be your real name - it is the name that will appear on screens when you are logged in

Email

If you have changed your email address, please log in using your old one and update it, rather than registering a new email address

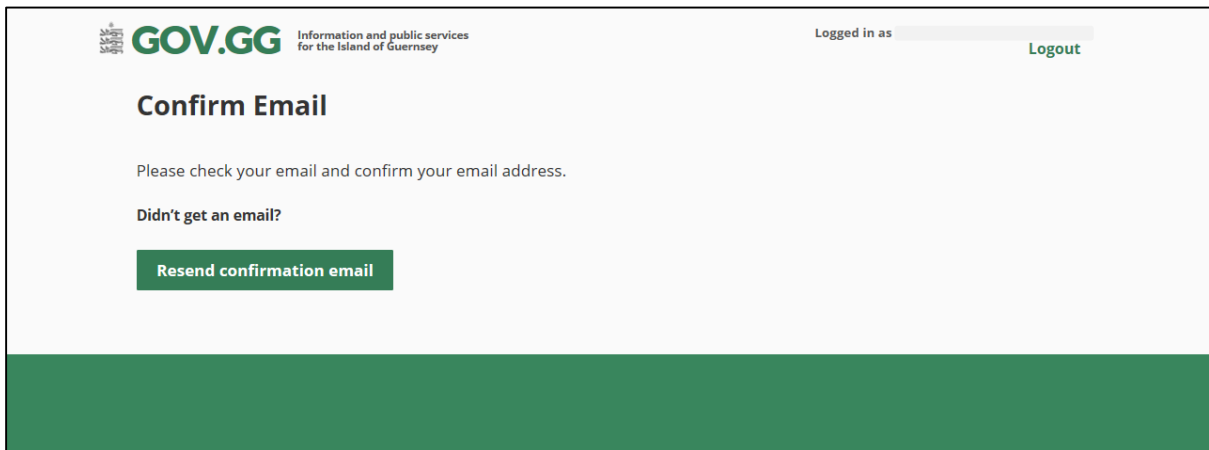
Password

Your password must be at least 6 characters long and include: an uppercase letter; a lowercase letter; a number; and a special character like !@#E%\$^&*

Confirm password

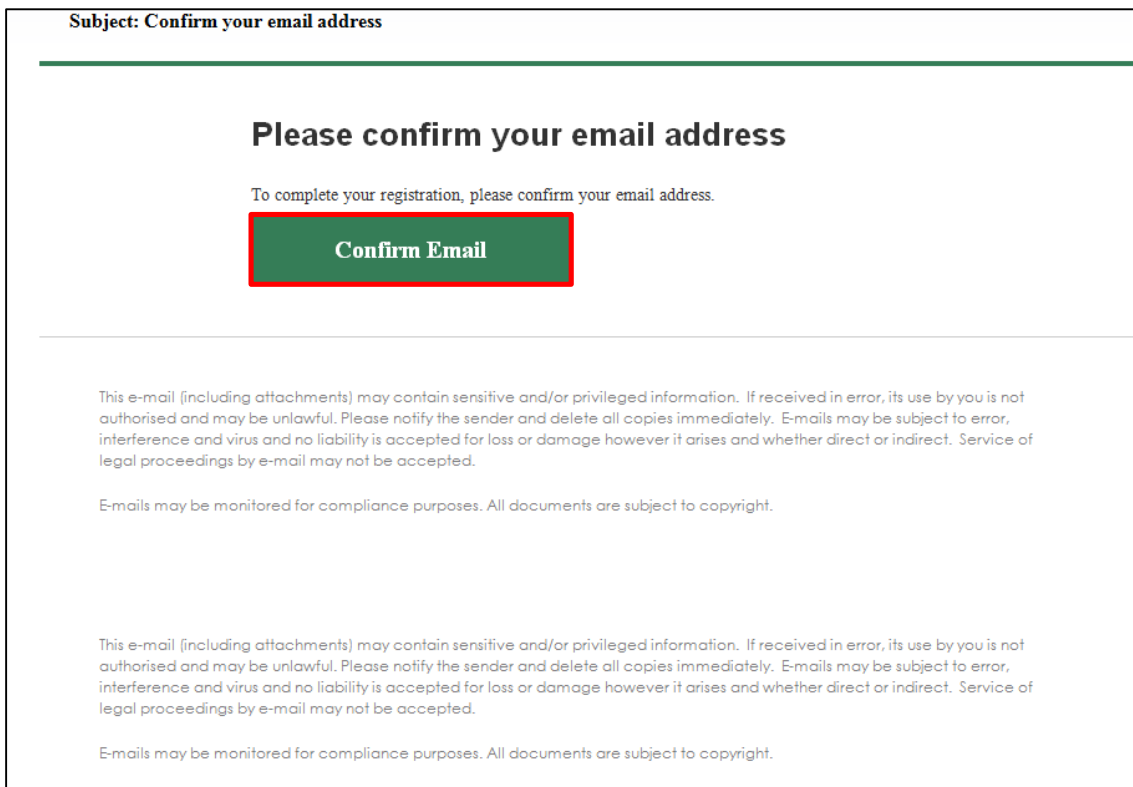
The details you provide on this screen will be used to create an online account, which you can use to log in to various States of Guernsey services. They may also be used by those online services to save you from having to enter the information a second time. The information will be stored on SoG servers in Guernsey and will not be passed on to third parties or used for any other purpose. You can update these details yourself at any time or delete your account via the X button located in the top right corner of the screen. Please note that the States of Guernsey offers a number of online services, each with its own data protection or confidentiality statement, since the data you provide to each is specific to that service. For more information about how your information is handled, please refer to the relevant data protection or confidentiality statements or see www.gov.gg/DP.

You will now see this screen

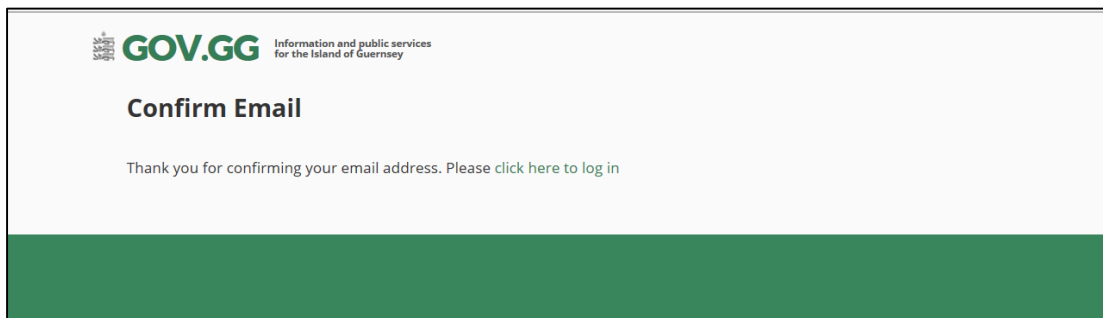


2. You will be sent an email with a link to follow from “donotreply.login@gov.gg”. Please ensure you check your junk/spam folders and the email address provided is correct.

a. Click the link “Confirm Email”

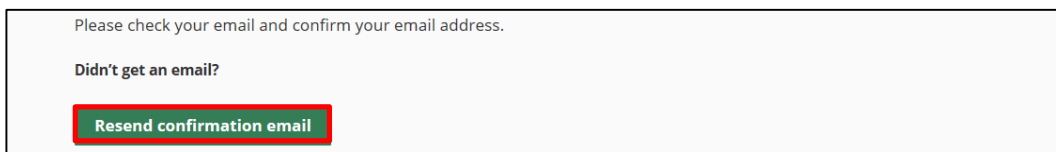


Your browser will open. Click on the “please click here to log in” green text

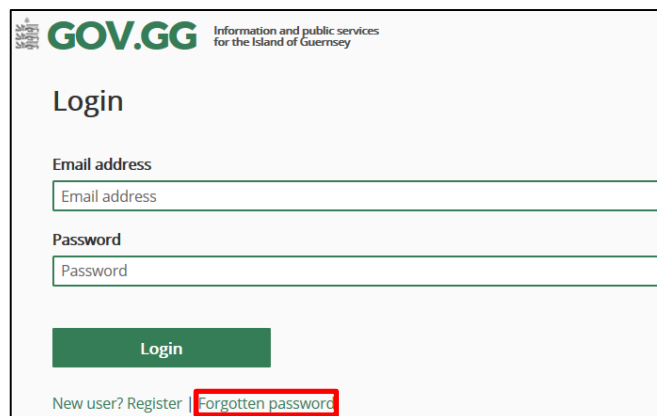


Troubleshooting: If you did not receive an email from donotreply.login@gov.gg

- I. Check your Junk/Spam folders
- II. Click “resend confirmation email”



- III. If that fails try to login to the portal [here](#) and select resend confirmation email again
- IV. If that fails try to reset your password [here](#) as this will force an email to be sent



- V. If this fails please contact the population management office +44 (0) 1481 715790

3. Once your email is confirmed, Login to the portal using the same email address and password you used to create the account.
4. Select "I am an individual..."
 - a. Complete your personal information to create your 'User agency'
 - b. Click "Save"

States of Guernsey
Population Management

Logout

About you

Your role

I am an employer applying for Employment Permits and/or for keeping employee records
You can also select this if you are acting on behalf of the employer.

I am an individual applying for Resident Certificates or Permits, or an individual with a change in circumstances
You can also select this if you are acting on behalf of an individual.

Basic details A

Title

First name/s

Surname

Job title

Birth date
day month year

Social Security number

Contact number
Code and number

Correspondence address

Address

Postcode

save