

New System Password Reset and Login Tutorial

WaterCAN has upgraded to a new system. All old accounts and sample data have been transferred to the new platform. To access your existing information, you must use the same email address you used on the old system.

[Watch the video tutorial](#) ▶

Or follow the written steps below to set your new password and log in.

Step 1 Go to WaterCAN Website

1. Open your **browser**.
2. Go to: **https://watercan.org.za**.
3. Click on the menu button **“Map My Water.”**



Step 2 Click “Log in”

On the Map My Water page:

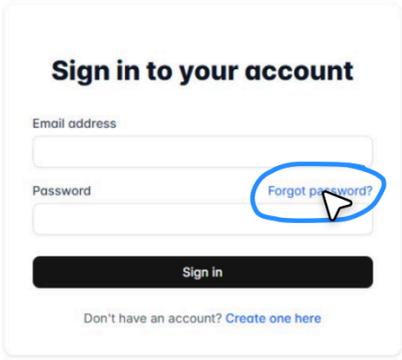
1. You may see both “Sign Up” and “Log In” buttons.
2. Since your account has already been transferred, **click “Log In.”**



Step 3 Reset Your Password

Because this is a new system, you do not yet have a password.

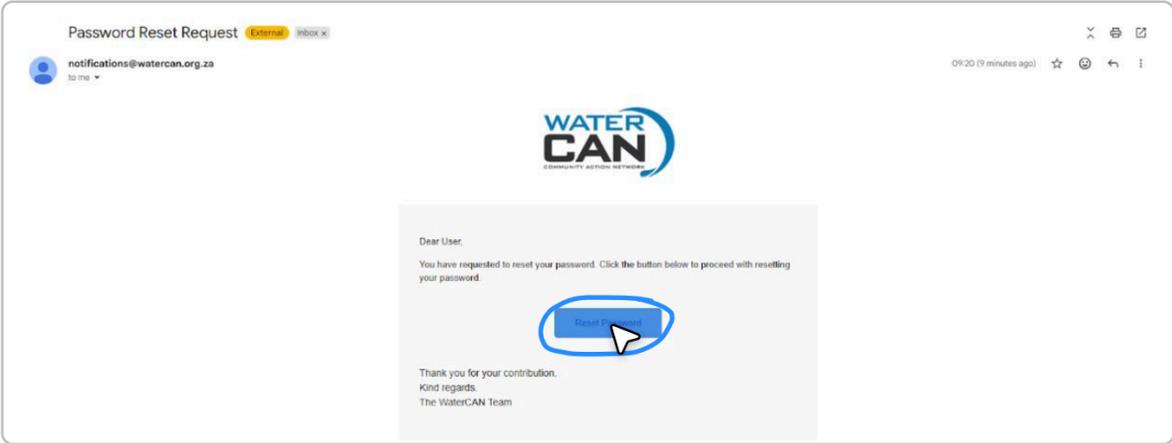
1. Click **“Forgot Password.”**
2. **Enter the same email address** you used on your old WaterCAN account.
3. Click **“Send Reset Link.”**



Step 4 Check Your Email

On the Map My Water page:

1. Open your **email inbox**.
2. Look for an email titled something like: **“Password Reset Request”** with the WaterCAN logo.
3. Open the email.
4. Click the **“Reset Password”** button in the email.



Step 5 Create a New Password

Because this is a new system, you do not yet have a password.

1. **Enter your new password.**
2. **Confirm** your new password.
3. Click **“Reset Password.”**

Step 6 Access Your Dashboard

After logging in:

1. You will see your dashboard.
2. All your previous tests and sample data should be available.
3. You are now successfully logged into the new WaterCAN system using your existing account details.

Optional Report Any Issues You Experience

If you do not see your previous data, double-check that you used the same email address as your old account. If this is correct or you have any other issues resetting your password or logging in, please contact nomsa.daele@watercan.org.za for support.