

# STEPS TO RESET PASSWORD

1. Go to the LEO or LaGov ERP Login page (*do not enter anything*). Click **“Forgot password? Locked?”**

*\*NOTE: You cannot reset your password until you tell the system which of your email addresses to send your access code and any other notifications to.*

2. If you have a verification email address saved, click **“I know my verification email address”** and enter that address to get an access code. If you do not have a verification email saved, click **“I want to store my verification email address”**. You will be prompted to enter your master data and answer a security question for verification.
3. **Enter an email address** and press **“Submit”**. Make sure it is an email address that you can easily access. It can be work or personal. Click **“Quit”** once you get the message **“Your verification email has been saved and a confirmation email has been sent to this address”**.
4. An email will be sent to your verification email address. Open it and click the **“Confirm Email”** link. If successful, a screen is returned that says **“Your verification email has been confirmed.”** To continue, click the **“Return to Password Maintenance”** link.

*(If the message instead says, **“Verification email address not confirmed. Please try again.”** this link has expired or you entered an email account that is being used already by another user. You must start over, return to Step 1.)*

5. Select the **“I know my verification email address”** link. Type in your email address. (You will have to enter your Master Data and will be asked a previously set up security question for verification.)
6. An access code will be sent to this verification email address.

*\*DO NOT CLOSE THE WINDOW WHERE THE ACCESS CODE NEEDS TO BE ENTERED or you will have to start over and request another code.*

7. Go to your verification email account and find the email that contains your Access Code. Type that value into the **“Access Code”** field.
8. Next, you may be prompted to set up two additional security questions. From this screen click **“Next” to Reset Password**. (*If you do not wish to save a new password, instead select **“Save & Quit”**.*)
9. Type in your new password. Be sure to read the requirements. Also keep in mind that it must be different from your last 5 passwords. Select **“Change Password”** (not Quit).

## HELP

If you encounter any issues or need further assistance, call 225-342-2677 and select Option 1, then 1 again. Be sure to leave your **Name, P #, and contact number**.