



LAA Online Quick Guides

Forgotten Password

Request a New Password

If you forget your **LAA Online Portal** password or are locked out of your account, you can request a new password from the sign in screen.

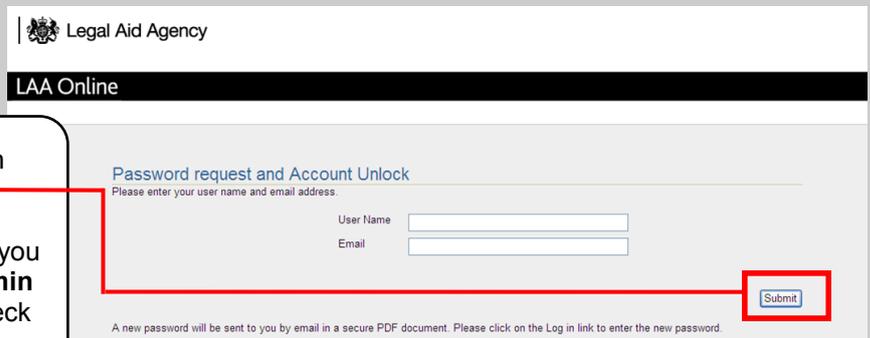
Click the 'To request a new password or to unlock your account - Click here?' link.



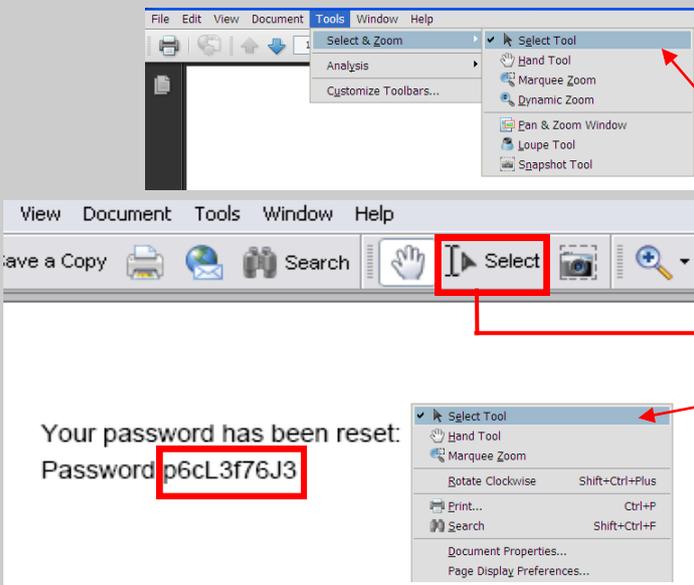
Enter your Username and Email

Enter your username and email address then click 'Submit'.

If LAA Online does not recognise the details you enter, please contact the **CWA Firm Sysadmin** in your organisation. They will be able to check your details.



Copy and Paste your Password



You will be sent an email with a PDF attachment containing the password.

We recommend that you copy and paste the password from the PDF document to avoid typing errors.

Copy the password by clicking the 'Select' tool at the top of the PDF document or via **Tools** on the menu bar or the right mouse click button anywhere on the PDF document, a menu will appear with 'Select' tool as an option.

You can then copy and paste as normal.

Changing your Password

Legal Aid Agency

LAA Online

Information: Please change your password.

Password Policy: Your password must be at least nine characters long, must contain at least one numeric character and be different from one used recently.

Change Password

Enter your current password and a new password. Confirm your new password to make sure you entered it correctly.

User Name: testinguser

Current Password: [password field]

New Password: [password field]

Confirm New Password: [password field]

OK

When you log in for the first time with your new password, you will need to change it.

Current Password—Enter the password from the email again.

New Password—This is made up by yourself, it should be:

- *Minimum of 9 characters*
- *Letters and numbers*
- *A password that **has not** been used before*

Confirm Password—Enter your new password again.

Sign in

Error: You must enter your logon password.

To sign in to the Online Portal please enter your User Name and Password. By logging in to this Portal you accept the [Terms & Conditions](#).

User Name: [text field]

Password: [password field]

OK

[To request a new password or to unlock your account - Click here.](#)

You will then be asked to enter your password again to sign in.

Enter the new password you have just made up. This will then take you into **LAA Online**.

This process will only happen the first time you use your new password.

Authentication Error Message!!

Error: Authentication failed. Please try again.

To sign in to the Online Portal please enter your User Name and Password. By logging in to this Portal you accept the [Terms & Conditions](#).

User Name: [text field]

Password: [password field]

OK

[To request a new password or to unlock your account - Click here.](#)

You may get an authentication error message after you enter your new password.

IGNORE this error message and Enter the new password you have just made up. This will then take you into **LAA Online**.

This process will only happen the first time you use your new password.