

LAA Online Portal – Quick Guide to user password and security questions/answers reset

LAA Services moving to Cloud hosting

The LAA has changed the way their systems are hosted by moving their applications into the Amazon Web Services (AWS) Cloud.

LAA Online Portal location change

From **Monday 24 September 2018** you will need to reset your password and security answers when logging on for the first time. This quick guide will help you to do that.

User password and security questions/answers reset

Below are the steps you will need to complete:

1. Log in using your existing username and password

Note: If you cannot remember your username, please contact your System Administrator

If you have forgotten your password, please click on the link below the Login button (circled)

| Service Status | |
|-------------------|--------------|
| CCMS | Good Service |
| CWA | Good Service |
| EForms | Good Service |
| LAA Online Portal | Good Service |
| MI | Good Service |

2. You will be directed to online self-service where you will need to re-input your username and password

Sign in with your account

User ID
automatedtestuser01

Password
.....

Sign In

Forgotten your password?

- Next, you will be directed to update your password and security questions and answers

- Enter your old and new passwords and then choose and answer four security questions; your answers will be required for self-service password reset

Note: You may choose and reapply the same security questions and answers as you currently use

- Click on the “submit” button (circled)

- You will now be logged into the LAA Online Portal system and can continue to use it as normal