## 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.

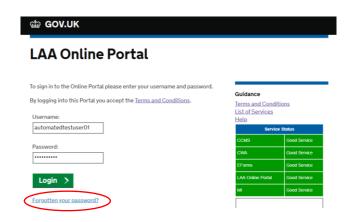
## User password and security questions/answers reset

Below are the steps you will need to complete:

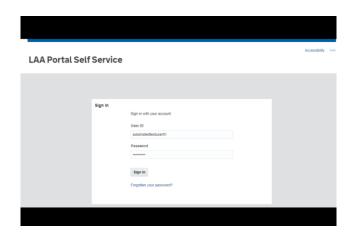
1. Log in using your existing username and password

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

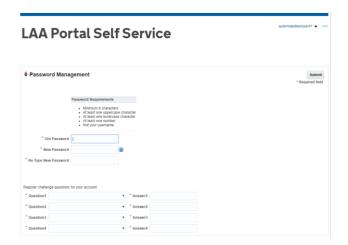
If you have forgotten your password, please click on the link below the Login button (circled)



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



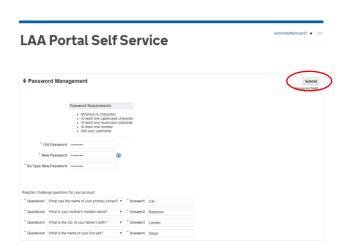
 Next, you will be directed to update your password and security questions and answers



4. 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

5. 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

