

CARTS Helpdesk

Knowledgebase > Password SelfService > External Users > CARTS External Users
Enrollment Instructions for SelfService Password Management

CARTS External Users Enrollment Instructions for SelfService Password Management

Manoj Manda - 2022-09-02 - External Users

CARTS External Users Enrollment Instructions for Self-Service Password Management.

CARTS has deployed a new password self-service tool to help you reset your CARTS account passwords on your own without IT helpdesk assistance. With this tool, you can change password, recover your forgotten password, unlock your account and you will also receive password expiry notification reminder emails.

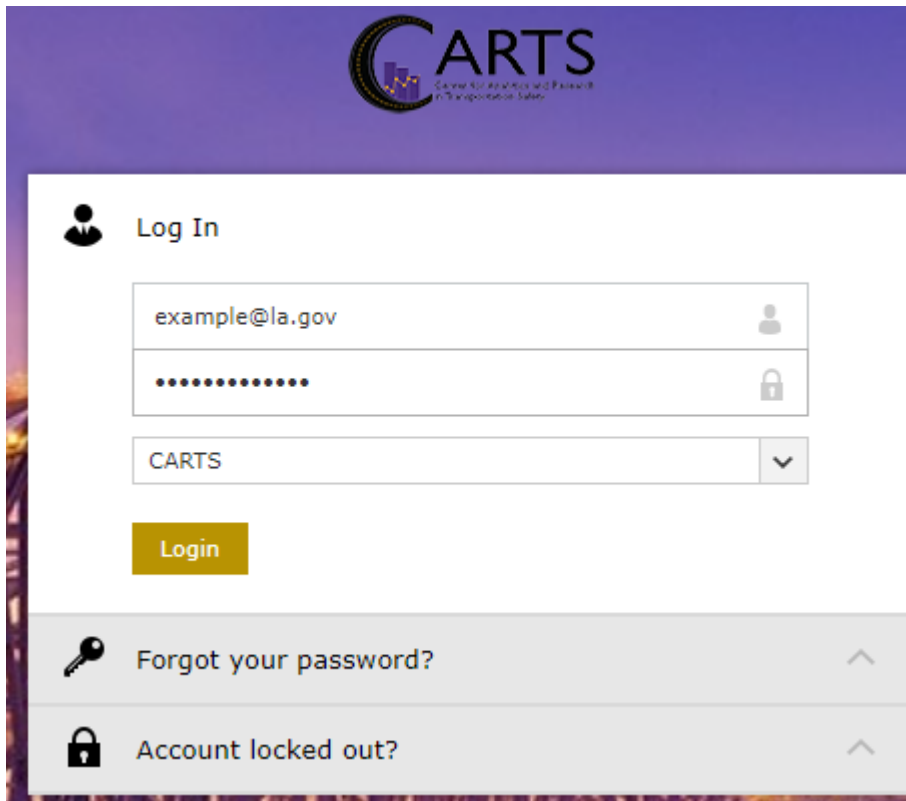
In the past we have provided account password management with email verification only. We are taking this one step further to multi-factor authentication for added security.

It's very easy to use! All you have to do is enroll yourself by clicking on the link given below to make use of this facility.

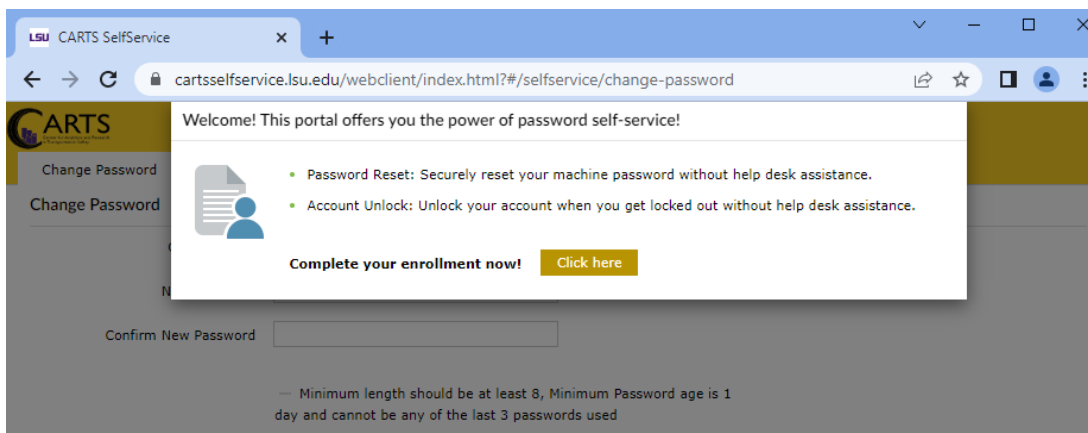
Option 1: Enrollment steps if you know your Username and Password

1. Open <https://cartsselfservice.lsu.edu/> in a new tab or window.
2. On the homepage, enter your **email ID** associated with the CARTS account (mostly likely your work email ID like "example@la.gov") and **Password**, then click **Login** button.

In case if you do not remember your password then please follow the instructions under "Option 2: Enrollment steps if you forgot your password " section in this KB.





3. Once you are logged in for the first time, you will be asked to enroll as shown below. Click on **Click here**




4. You will be presented with security questions choice, choose two questions and set your answer and click **Next**.

Please enroll for the forced verification methods enabled for your account.

 Security Questions

Question : 

Question : 

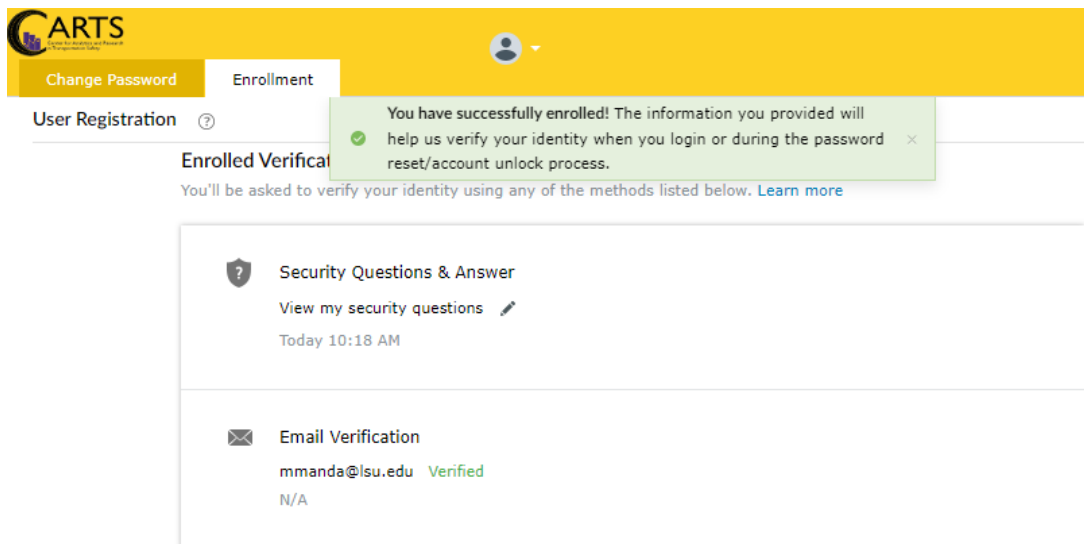
Hide Answer(s)

- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters




Step 1 of 1

[Next](#)

5. Once successful, you will be prompted as below.



The screenshot shows the user registration interface. At the top, there is a yellow header with the ARTS logo and a user profile icon. Below the header, there are two tabs: "Change Password" and "Enrollment". The "Enrollment" tab is active. A green notification box with a checkmark icon says: "You have successfully enrolled! The information you provided will help us verify your identity when you login or during the password reset/account unlock process." Below the notification, there is a section titled "Enrolled Verification" with a sub-header "You'll be asked to verify your identity using any of the methods listed below. [Learn more](#)". The list of verification methods includes:

-  Security Questions & Answer
View my security questions 
Today 10:18 AM
-  Email Verification
mmanda@lsu.edu Verified
N/A

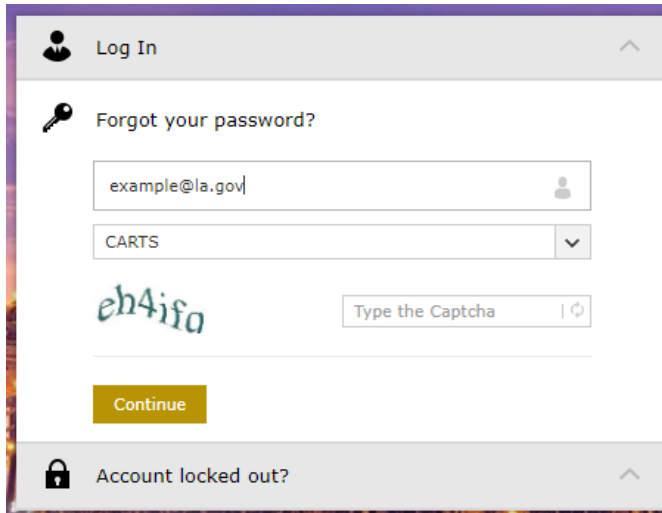
6. Enrollment step is completed, please close your browser or tab.

Option 2: Enrollment steps if you forgot your password

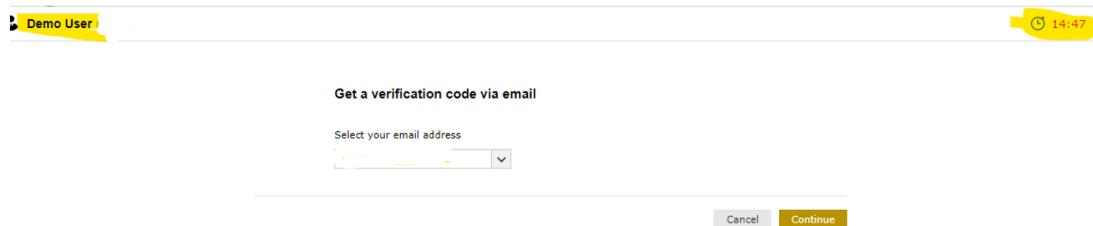
1. Open <https://cartsselfservice.lsu.edu> in a new tab or window.

2. On the login screen click on "**Forgot your password?**" and enter your **email ID** or

username in the first row and in the second row please leave the default at **CARTS**, then type the displayed captcha and click **Continue**.



3. Verify your username, email is correct and click **Continue** to receive an email with the reset link. You will have limited time to finish the process or the link will expire. If your email ID is incorrect please email us at carts@lsu.edu.





4. Once you receive the email, please click on the link to open in the browser.


Note: If you receive any session timeout error when you click on the link in the email, please try to copy the link from the email and paste it in a new private window(Microsoft Edge) or Incognito window(Chrome)

5. You will be presented with security questions choice, choose two questions and set your answer and click **Next**.

Please enroll for the forced verification methods enabled for your account.

 Security Questions

Question : 

Question : 

Hide Answer(s)

- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

Step 1 of 1

[Next](#)

6. Then you will be prompted to set your password. Enter your new password as per the policy displayed and **Submit**.


Note: It will only accept if it satisfies password policy and will show you successful notification.

Reset Password

* New Password

* Confirm New Password

7. On successful submission a password reset success notification as below.

 Password reset successful for the following account(s)

- DemoUser -

[Back to home](#)

8. Enrollment complete, please sign out and close the browser or tab

