CARTS Helpdesk

CARTS External Users Password Reset Instructions

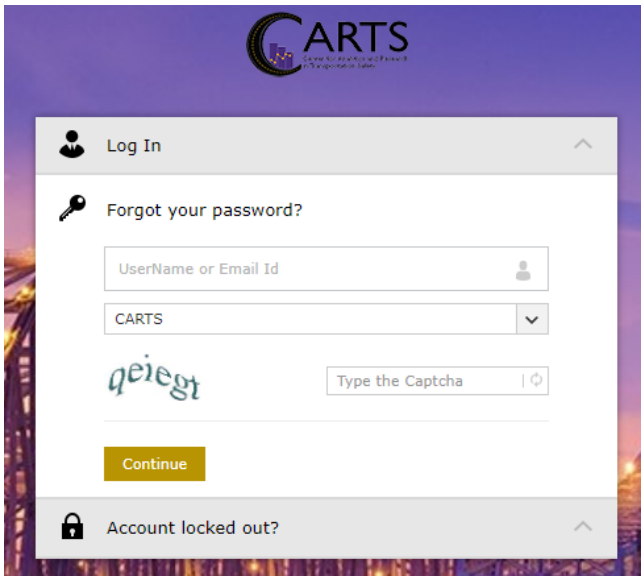
CARTSAdmin - 2023-05-02 - General

CARTS External Users Password Reset Instructions.

The below steps will guide you to set\reset your CARTS account password. You can only reset your password if you have access to the registered email account associated with the CARTS account, as the reset link will be emailed to the registered email.

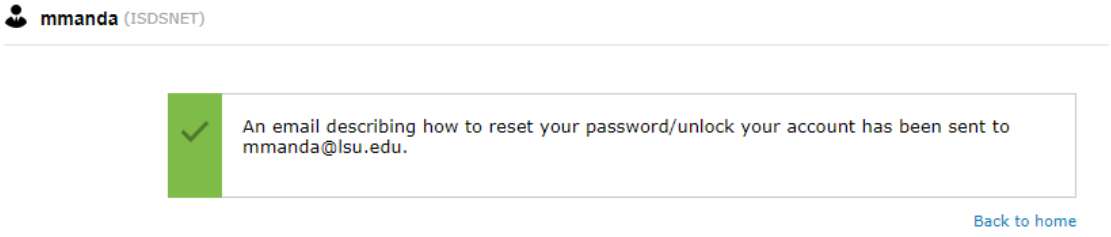
1. Open any browser and navigate to https://cartsselfservice.lsu.edu , This is CARTS Password self-service web application

2. On the home page, click **"Forgot your password?"**

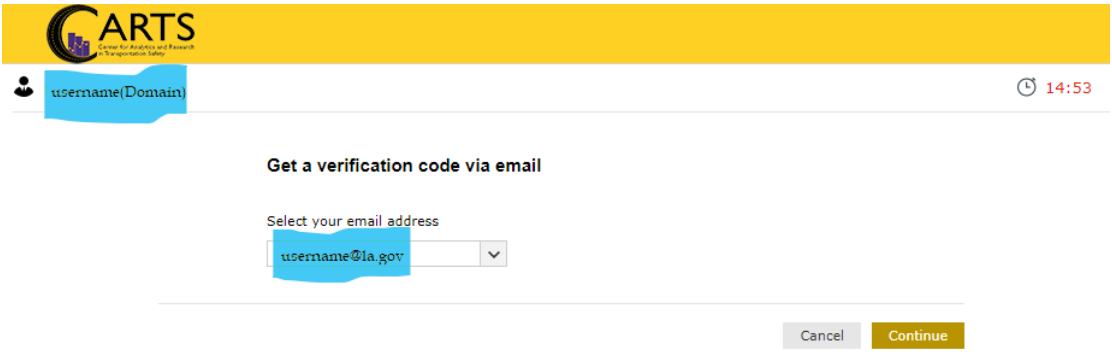


3. Enter your user id or email id associated with the CARTS account (mostly likely your work email id), captcha and click **"Continue"**

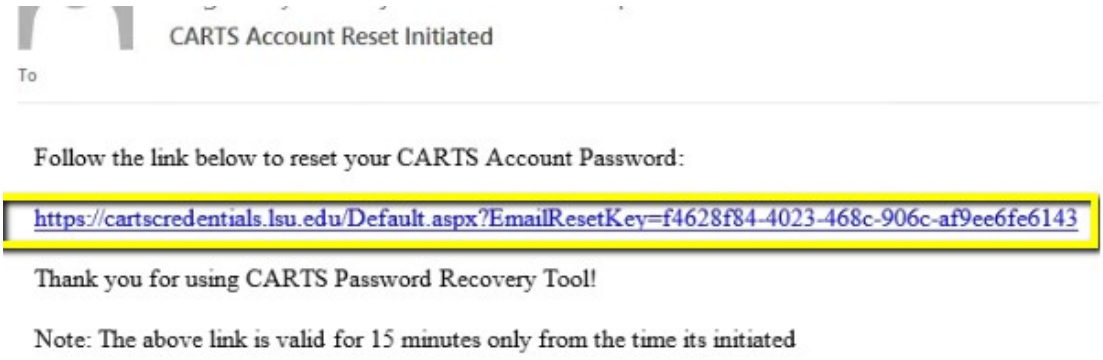
4. Verify your user id and email as shown below and click **"continue"** and you will see below message



Note: If you can't find, then either your email Id is wrong or you do not have CARTS account

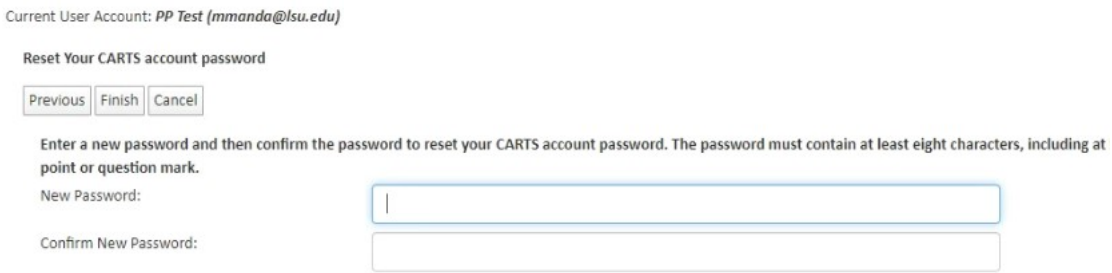


5. An email will be sent with a link to the above email ID as shown below, check your email for the password reset link and click on the link. The link is only valid for 15 minutes. (if you cannot see the email in your inbox, please check spam. Also please add hsrg@lsu.edu and carts@lsu.edu to safe senders list)



6. Enter your new password and click **"Finish".**

Note: The password must contain at least eight characters, including at least four of the following characters: an upper case letter, a lower case letter, a number, and a special character like an exclamation point or question mark. Also when resetting the password, it will not accept last 3 passwords(History) used



Also note that you cannot reset the password multiple times in a day.

If you have any issues resetting your password, please email us at carts@lsu.edu with the details like Name, associated email ID , Phone Number and any other information that might be helpful like error screenshot etc. We will get back to you ASAP.