

CARTS Helpdesk

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Crash Query Tool Users Forgot Password Reset Instructions

Manoj Manda - 2022-10-03 - Crash Query Tool

Crash Query Tool Users Password Reset Instructions.

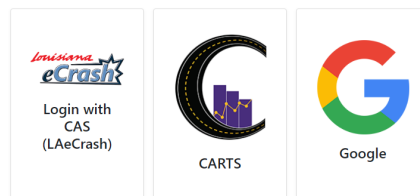
The below steps will guide you to set/reset your CARTS account password. You can only reset your password if you have access to the email account associated with the CARTS account, as the reset link will be emailed.

- Navigate or browse to Crash Query Tool at <https://crashquerytool.lsu.edu> and accept disclaimer
- Now click on the icon that relates to the type of account



Login

Choose how to login



- On the login page click on "**Forgot Password**" to be directed to CARTS Password Recovery tool

Login

Please login below using your CARTS account credentials.

CARTS Account

Username or Email Address

Password

Remember My Login

- On the welcome page, click **“Next”**



Manage your CARTS Account password with this CARTS Password Recovery Center

Follow the instructions to reset or change your CARTS account password or unlock your CARTS account.

Welcome to the CARTS Account Password Recovery Center

Use the CARTS Password Recovery Center to reset your CARTS Account password if you forget it. You can also use the CARTS Password Recovery Center to change your CARTS Account password or unlock your CARTS account if you are locked out. And you can do all of this on your own without calling your CARTS help desk!

Click the Next button to start using the Recovery Center.

- In the box, enter your email id associated with the CARTS account (mostly likely your work email id) and click **“Next”** to search



Manage your CARTS Account password with this CARTS Password Recovery Center

Follow the instructions to reset or change your CARTS account password or unlock your CARTS account.

Find Your CARTS account

Enter your work email address or CARTS account name and click Next to find your CARTS account.

Account name or email address :

abc@la.gov

- Verify your email id account as shown below and click **“Next”** or if multiple accounts are shown, please select your account and click **“Next”** Or Refresh the page to redo from step 3-5 to continue. Note: If you can't find, then either your email Id is wrong or you do not have CARTS account

Manage your CARTS Account password with this CARTS Password Recovery Center

Follow the instructions to reset or change your CARTS account password or unlock your CARTS account.

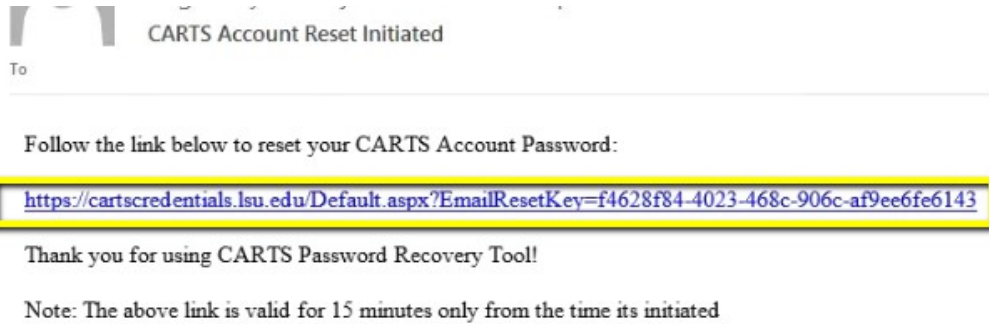
Current User Account **PP Test (abc@la.gov)**

What Do You Need to Do?

Select the action you want to accomplish.

- I need to unlock my CARTS account: email response required (mmanda@lsu.edu)
- I forgot my CARTS account password: email response required (mmanda@lsu.edu)

- 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)



- 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

Current User Account: *PP Test (mmanda@lsu.edu)*

Reset Your CARTS account password

Enter a new password and then confirm the password to reset your CARTS account password. The password must contain at least eight characters, including at point or question mark.

New Password:

Confirm New Password:

If you have any issues resetting your password, please email us at carts@lsu.edu with the details like email ID you are trying to reset, any screenshots with the error etc.