

CARTS Helpdesk

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External Users - Forgot Your CARTS Account Password?

Manoj Manda - 2022-09-02 - External Users

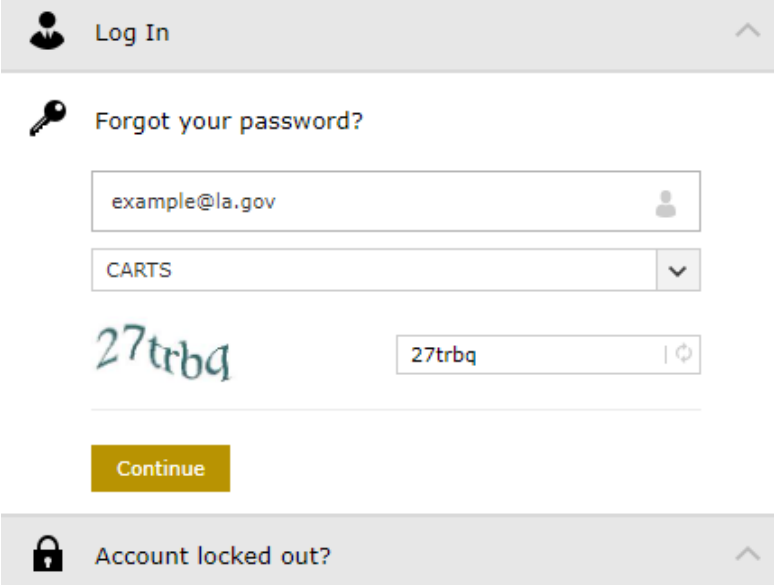
Forgot Your CARTS Account Password?

You can easily recover your CARTS account password as long as you have access to your registered email tied to your CARTS account.

If you have enrolled with CARTS Self-service please follow the below steps

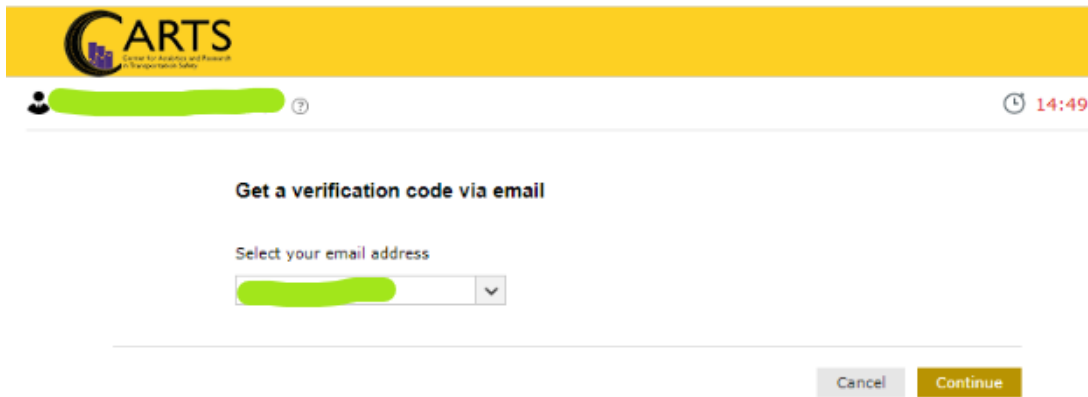
1. Open this link <https://cartsselfservice.lsu.edu> in a new tab or window

2. Click on forgot your password and enter your email ID (mostly likely your work email ID like "example@la.gov") and choose CARTS from the dropdown field and then enter the captcha, Click Continue

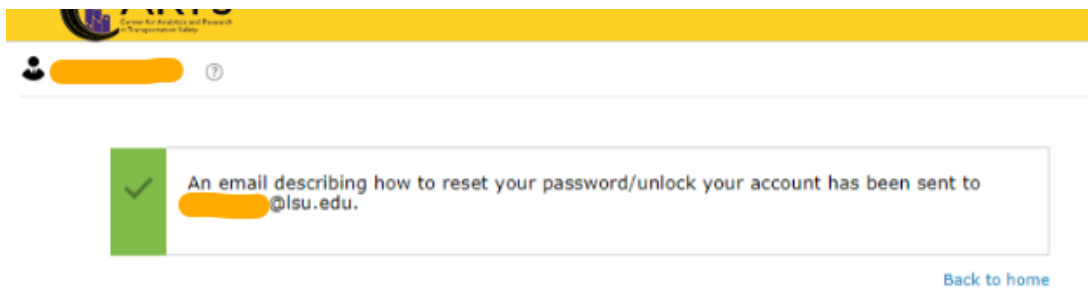


The screenshot shows a web interface for password recovery. At the top, there is a 'Log In' button with a user icon. Below it is a 'Forgot your password?' link with a key icon. The form contains three input fields: an email address field with 'example@la.gov' and a user icon, a dropdown menu with 'CARTS' selected, and a captcha field with the image '27trbq' and the text '27trbq'. A yellow 'Continue' button is positioned below the captcha. At the bottom, there is an 'Account locked out?' message with a lock icon.

3. If its a valid account, then you will be shown your email ID associated with your CARTS account, click continue to receive a link to the email ID shown



4. Once the email is sent you, you will be shown the below screen



5. Check your email, once received click on the link.

Note: Link will expire in 30 minutes, if the link expires you will need to repeat the process

We understand that you want to reset your password/unlock account. Please click the link below to proceed: <https://cartselfservice.lsu.edu:443/accounts/secureLink?operation=reset&Token=c2456a672fd74a75b6dc5edabe246ef5e5e891c471181fed11524f2e10715d25ed2dd37ae395ec7a6c561bf3700e0314c4c84f055602fce667f19aa1066e76>

If you need to contact us please email carts@lsu.edu with details.

Regards,
Administrator

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)

6. You will be presented with your enrolled questions, answer and click continue

Please answer the following question(s) to reset your password

Question: What is your mother's maiden name?

Question: Who is your childhood hero?

Cancel

Continue


7. Once your answers are verified and if they are correct then you will be presented with the page to set your new password as per the policy

Reset Password

* New Password

* Confirm New Password

8. On Success, you will be shown as below

 Password reset successful for the following account(s)

- DemoUser -

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