CARTS Helpdesk

How do I reset my eCrash password?

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All eCrash and eCrash website users can reset their passwords at any time.

Steps to reset your password:

1. Open the MOVELA application or visit ecrash.la.gov.
2. On the sign-in screen, click “Forgot password?”.
3. Enter your email address or username.
4. Click “Send Reset Password Link.”

You will receive an email with a reset link. You can click the link directly or copy and paste it into your browser. Follow the on-screen instructions to set your new password.

Notes:

- The email may take up to 10 minutes to arrive.
- Be sure to check your junk or spam folder if you don’t see it in your inbox.