

CARTS Helpdesk

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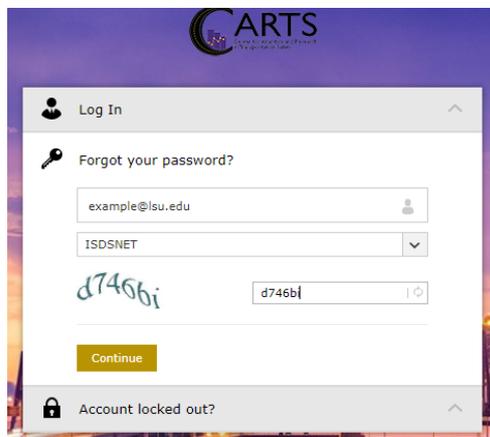
Manoj Manda - 2022-08-11 - [Internal Users](#)

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.

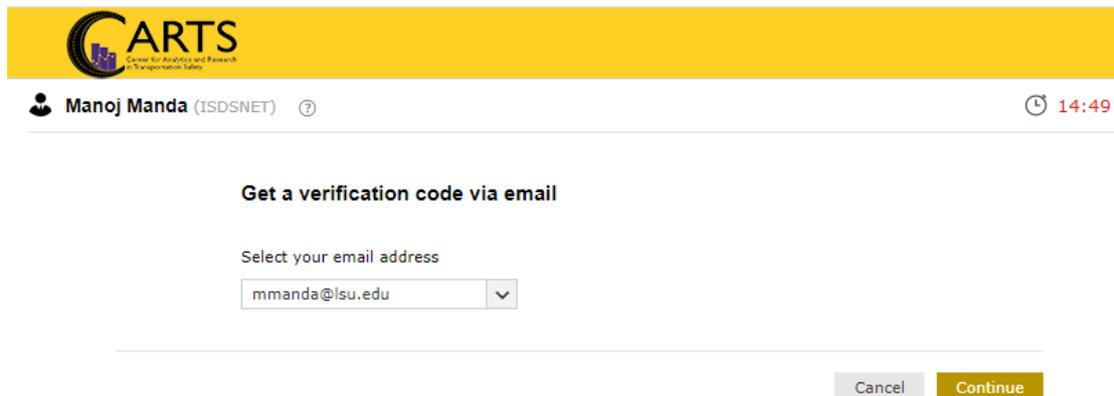
If you have enrolled with CARTS Self-service please follow the below steps

1. Navigate to <https://cartsselfservice.lsu.edu>
2. Click on forgot your password and enter your email and choose ISDSNET from the dropdown field and then enter the captcha, Click Continue



The screenshot shows a web form titled 'Log In' with a sub-section 'Forgot your password?'. It contains an email input field with 'example@lsu.edu', a dropdown menu set to 'ISDSNET', a captcha image showing 'd746bi' and an input field with 'd746bi'. A 'Continue' button is at the bottom. A footer link says 'Account locked out?'.

3. You will be shown your email id associated with your CARTS account, click continue to receive a link to the email id shown



The screenshot shows a yellow header with the CARTS logo. Below it, the user is identified as 'Manoj Manda (ISDSNET)' with a clock icon showing '14:49'. The main heading is 'Get a verification code via email'. Below this is the instruction 'Select your email address' and a dropdown menu with 'mmanda@lsu.edu' selected. At the bottom right are 'Cancel' and 'Continue' buttons.

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



An email describing how to reset your password/unlock your account has been sent to mmanda@lsu.edu.

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

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

Please do not reply to this email

Dear Manoj Manda,

We understand that you want to reset your password/unlock account. Please click the link below to proceed: <https://cartsselfservice.lsu.edu:443/accounts/secureLink?operation=reset&Token=c2456a672fd74a75b6dc5edabe246ef5e5e891c471181fecfd11524f2e10715d25ed2dd37ae395ec7a6c561bf3700e0314c4cf84f055602fce667f19aa1066e76>

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

Regards,
Administrator

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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