

# CARTS Helpdesk

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## Internal Users - Forgot Your CARTS Account Password?

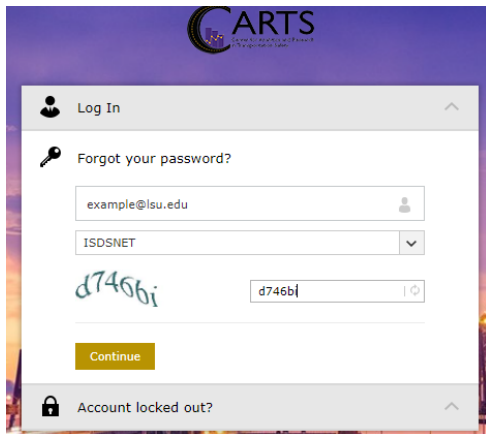
Manoj Manda - 2022-08-11 - Internal Users

### **Forgot Your CARTS Account Password?**

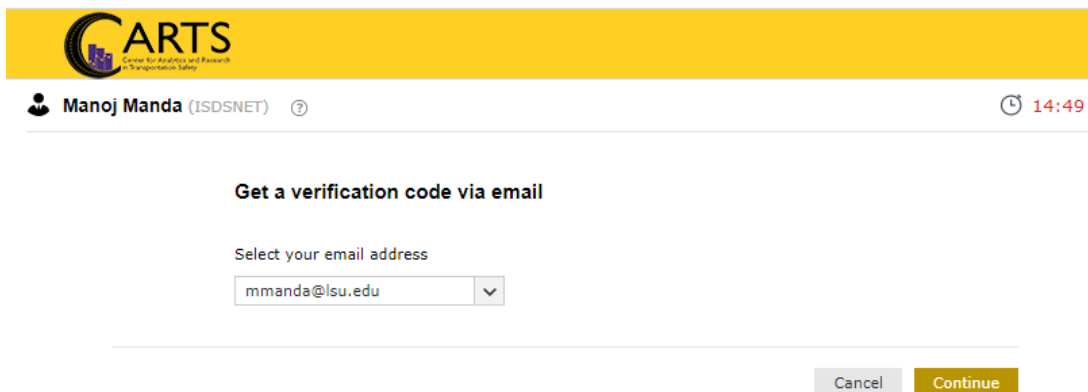
You can easily recover your CARTS account password as long as you have access to your registered email tied to your CARTS account.

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


1. Navigate to <https://cartselfservice.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



3. 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

 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://cartsservice.lsu.edu:443/accounts/secureLink?operation=reset&Token=c2456a672fd74a75b6dc5edabe246ef5e5e891c471181fecdd11524f2e10715d25ed2dd37ae395ec7a6c561bf3700e0314c4cf84f055602fce667f19aa1066e76>

If you need to contact us please email [carts@lsu.edu](mailto: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?

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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