

Link: <https://iam.lajudicial.gov>

Purpose

The Password Reset App enables users to securely retrieve access to their accounts by:

- Requesting a password reset link via **username**
 - Recovering a forgotten username using their **registered email address**
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System Requirements

- Internet connection
 - Access to the registered email address
 - Supported on all major browsers and mobile devices
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Main Features

✓ 1. Password Reset via Username

Use this if you remember your username but forgot your password.

Steps:

1. **Open the Password Reset App.**
2. On the **Home Screen**, click **“Reset/Forgot Password”**.




3. Enter your **Username** in the textbox.

Forgot your password?

Enter your user name.

Domain:	LAJUDICIAL	▼
User Name:		

<input type="checkbox"/>	I'm not a robot	 reCAPTCHA Privacy - Terms
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Direct any questions or concerns regarding this issue to the LASC IT Help Desk.
For information on how to contact the Help Desk, email HelpDesk@lasc.org

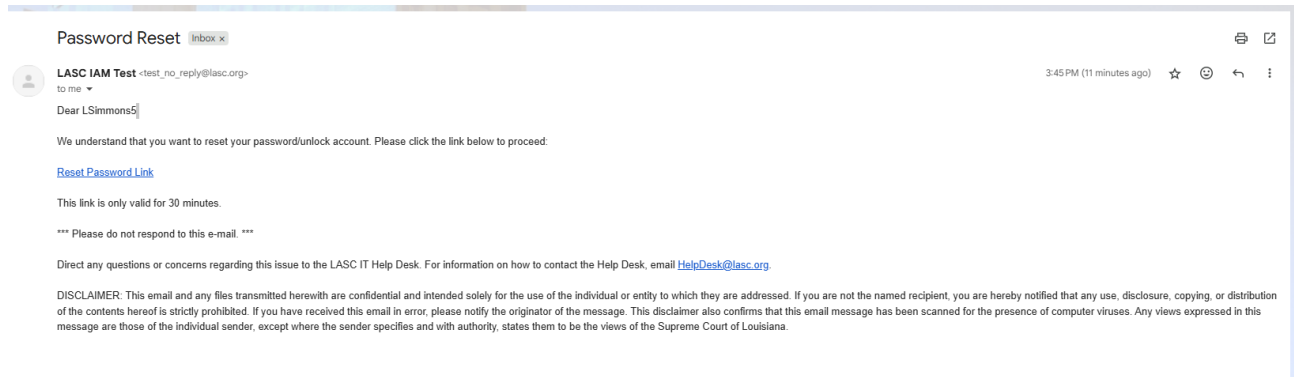
4. Enter a check in the box to verify you are not a robot and click “**Reset Link**”. Once validation is completed, a confirmation page will show with the email address the reset link is being sent to.
- A **secure password reset link** is emailed to the associated email address.
 - The link is **valid for 15–30 minutes**.

Forgot password confirmation

Please check your email **ls*****s@lajudicial.gov** to reset your password.

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Body of the reset email:



Click the reset link and it will bring you back to the application where you can now change reset your password:

Reset password


LAJUDICIAL

User Name: username

Password

Confirm password

☐ I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

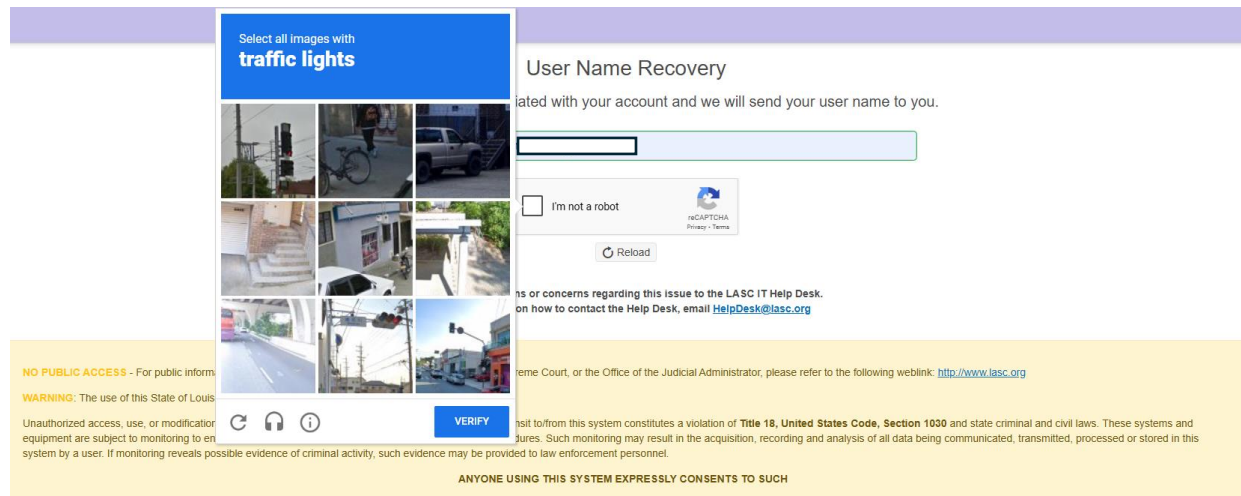
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✓ 2. Username Recovery via Email Address

Use this if you forgot your username but remember your email.

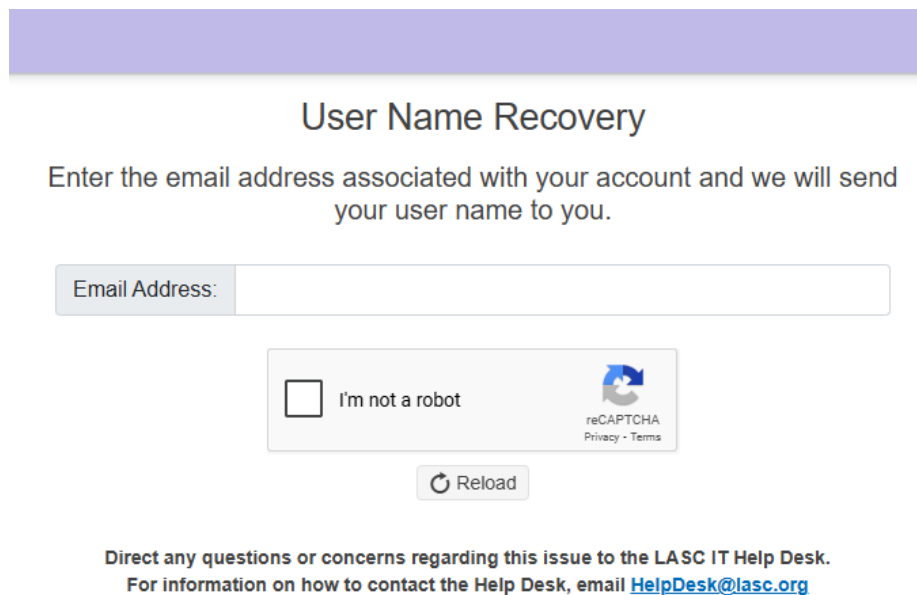
Steps:

1. On the Home Screen, click **“Recover Username”**
2. Enter your **registered Email Address**.
3. Verify **“I am not a robot”**.



The screenshot shows a web form titled "User Name Recovery" with a text input field for an email address. A CAPTCHA overlay is present on the left side of the form, displaying a grid of images with the instruction "Select all images with traffic lights". Below the grid are icons for accessibility (screen reader, headphones, and an information icon) and a "VERIFY" button. To the right of the email field is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo. Below these is a "Reload" button. At the bottom of the form, there is a disclaimer: "If you have any questions or concerns regarding this issue to the LASC IT Help Desk. For information on how to contact the Help Desk, email HelpDesk@lasc.org". A yellow banner at the very bottom states: "NO PUBLIC ACCESS - For public information only. WARNING: The use of this State of Louisiana Judicial System website is subject to monitoring to ensure system security. Unauthorized access, use, or modification of this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to law enforcement personnel. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING."

4. Click **“Submit.”**



The screenshot shows the "User Name Recovery" form without the CAPTCHA overlay. It features a text input field labeled "Email Address:". Below the field is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo. Below these is a "Reload" button. At the bottom of the form, there is a disclaimer: "Direct any questions or concerns regarding this issue to the LASC IT Help Desk. For information on how to contact the Help Desk, email HelpDesk@lasc.org".

✓ If the email exists:

- The system sends an email with the **associated username(s)**.

User Name Recovery

Enter the email address associated with your account and we will send your user name to you.

If you have an account the Username will be sent to your email. Thanks.

↻ Reload

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Security Features

- All reset links are **time-limited** and **single-use**.
- Usernames are only emailed to **verified addresses** in the system.
- Logs are maintained for:
 - Password reset requests
 - Username recovery attempts