**IAM Password Reset Application – User Manual**                    **08/07/2025**

**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:

☐ I'm not a robot
reCAPTCHA
Privacy - Terms

Direct any questions or concerns regarding this issue to the LASC IT Help Desk.
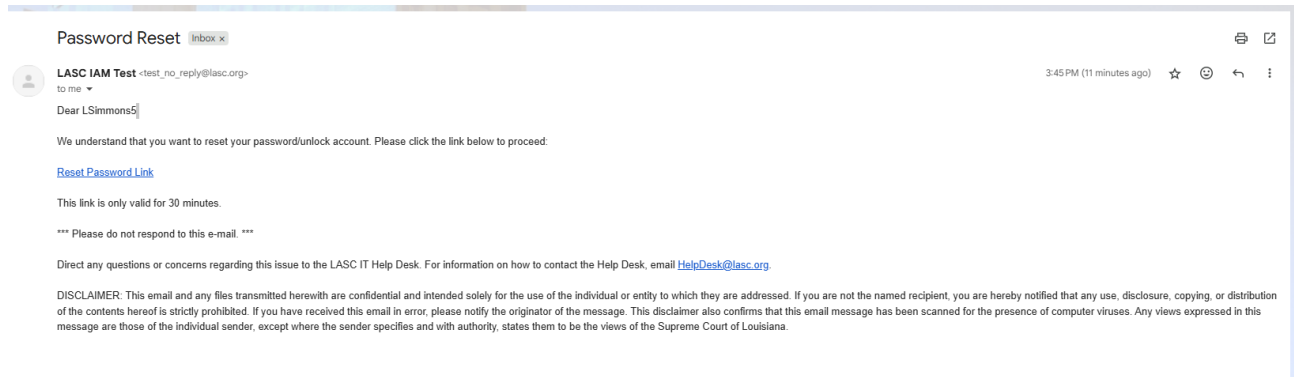For information on how to contact the Help Desk, email HelpDesk@lasc.org

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.

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

Body of the reset email:



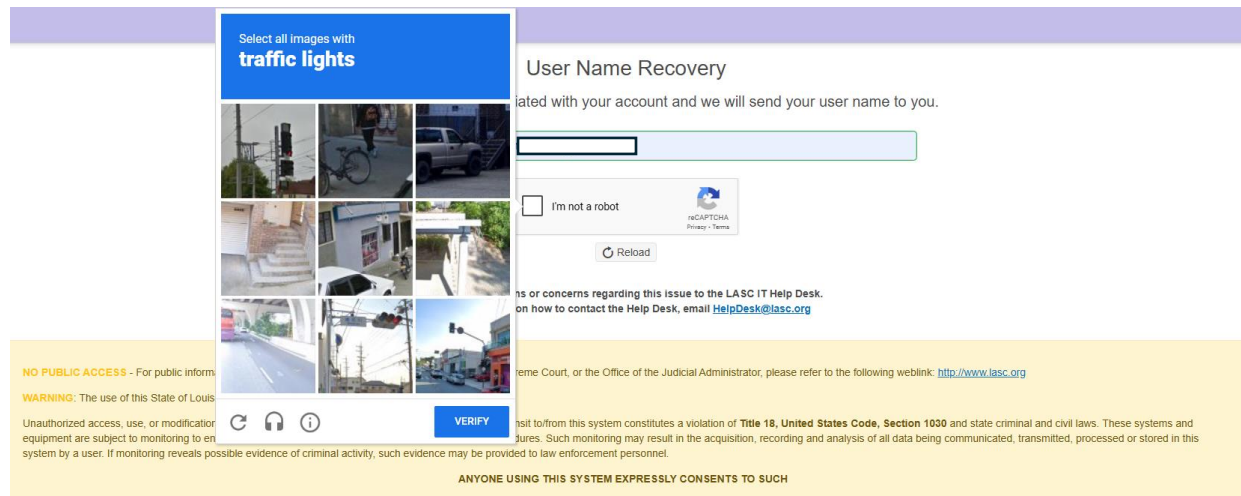Click the reset link and it will bring you back to the application where you can now change reset your password:

## ✅ 2. Username Recovery via Email Address

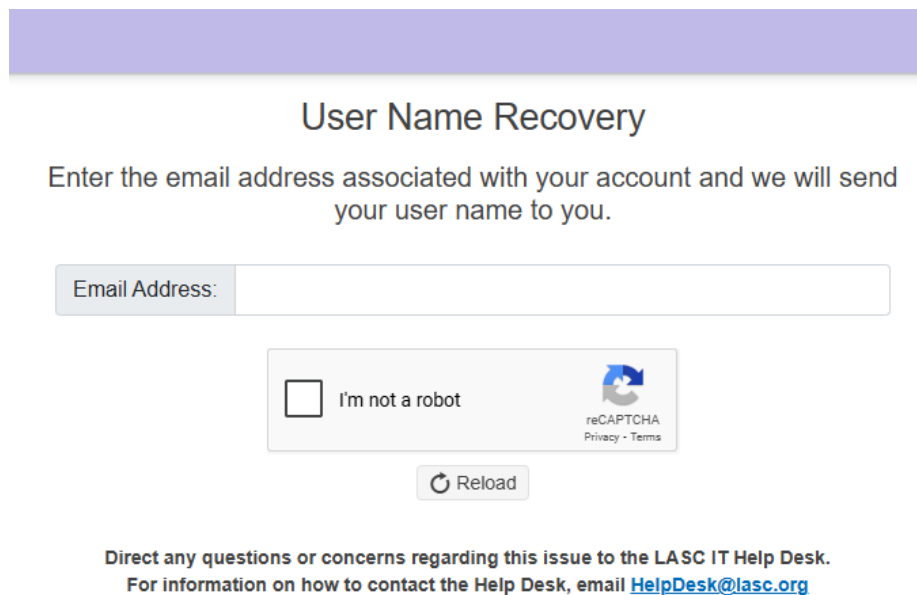**Use this if you forgot your username but remember your email.**

**Steps:**

1. On the Home Screen, click **"Recover Username"**

2. Enter your **registered Email Address**.

3. Verify "I **am not a robot"**.



**4.** Click **"Submit."**

✅ 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

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

**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