

# How to Change or Reset Your LoLA Password

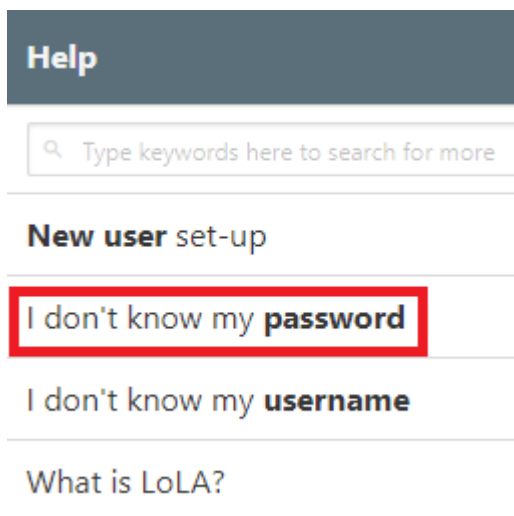
NTCC IT cannot assist with LoLA password issues. Contact the LoLA helpdesk at 844-465-2827 for assistance.

1.) Go to [www.northshorecollege.edu](http://www.northshorecollege.edu) and select the **LOLA** link located on the top menu bar.



2.) Under **Help**: Select “**I don’t know my password**” for your password. This will send you to the look up tool.

Follow all prompts to reset your password.



3.) Click **Start**

# Welcome!

You can use this tool to **lookup your username** and **reset the password** for your LoLA (Log on Louisiana) account.

If you have trouble using this tool, please call the support line at 1 (844) 465-2827.

Start

4.) Enter your information then click **Next**. **Do NOT click Start Over**. This will cause you to return to the beginning and start the process all over again. The email will be the one that is your preferred email choice in LoLA. Usually this is your NTCC email, but it may be a personal email.

## Verify Email Address

Enter your **email** and **date of birth**.

Email

Birthday

Start Over

Next

5.) You will be sent an email with a code.

## Reset your password

You're receiving this e-mail because you requested a password reset for your LoLA account.

Copy the token below and paste it in to the "Token" field in the password reset tool.

This token is valid for 5 minutes.



Random code will  
appear here.

6.) Input that code in the box labeled **Token** then click **Next** once it turns green.

## Verify Email

You should receive an email shortly with a token which you need to copy and paste into the box below.

Please check your inbox, spam and junk folders.

**Token**




Start Over

Next

7.) Follow the instructions to create a new password, then click **Reset Password**. Do NOT click **Start Over**.

# Choose a New Password

Your password must satisfy the following:

Must not contain:   

Must be between 12 and 20 characters in length

Must contain at least one uppercase letter

Must contain at least one number

Must contain at least one of the following: \*=+

Must only contain letters, numbers and one of: \*=+

Passwords must match

Password

Confirmation

Start Over

Reset Password

8.) When you see the **Success** message then you are done. You can return to LoLA.

Success

Your password has successfully been reset.

Return to LoLA

Start Over

**NOTICE: Your LoLA username and password is the same for Canvas, so once you change your password on LoLA it will change it for your Canvas account. Your student email is NOT the same as your LoLA and Canvas accounts.**

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