

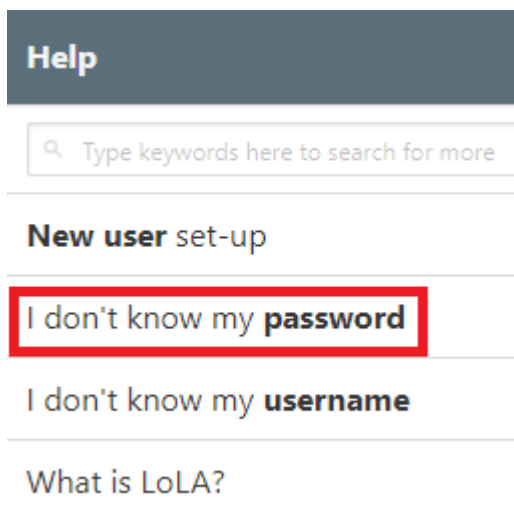
# I'm locked out of my LoLA account

After several failed login attempts, LoLA will lock your account. It will not alert you that your account is locked. It will continue to give you an "invalid username/password" error.

To unlock either wait at least 15-20 minutes or follow the unlock account guide.

1.) 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.



The screenshot shows a web interface with a dark grey header bar containing the word "Help" in white. Below the header is a search bar with a magnifying glass icon and the placeholder text "Type keywords here to search for more". Underneath the search bar is a section titled "New user set-up". Below this title are three menu items: "I don't know my password", "I don't know my username", and "What is LoLA?". The first item, "I don't know my password", is highlighted with a red rectangular border.

2.) 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

3.) 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

4.) 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.) The next screen will ask if you want to unlock account or reset password. Choose unlock account.

Your account is currently **locked out**

You may either wait until after **3/26/2024, 12:44:53 PM** to try again logging in again, **unlock your account** or **reset your password** now.

☐ Unlock Account

☐ Reset Password

Start Over

Next

8.) Click **Next**. Then **Return to LoLA**.

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