

# Louisiana Department of Transportation and Development

## Domain User Account Self-Management

LA DOTD now has available the option for users to self-manage common issues for their domain account. This feature is available for DOTD staff and vendors that have an account used to access DOTD's environment directly. For staff, these are the credentials used to log into your computer. For vendors, these are the credentials commonly used to log into DOTD's Citrix portal or DOTD's AASHTOWare Project™ application.

The self-management initiative will require users to securely register their accounts. Once registered, they will have the options to unlock their accounts and/or reset their account password.

Please note that the security codes referenced in the reset and unlock procedures will change each time a page is loaded or if the  button is pressed.

### ● Topics

[Registration](#)

[Expired Password Reset](#)

[Forgotten Password Reset](#)

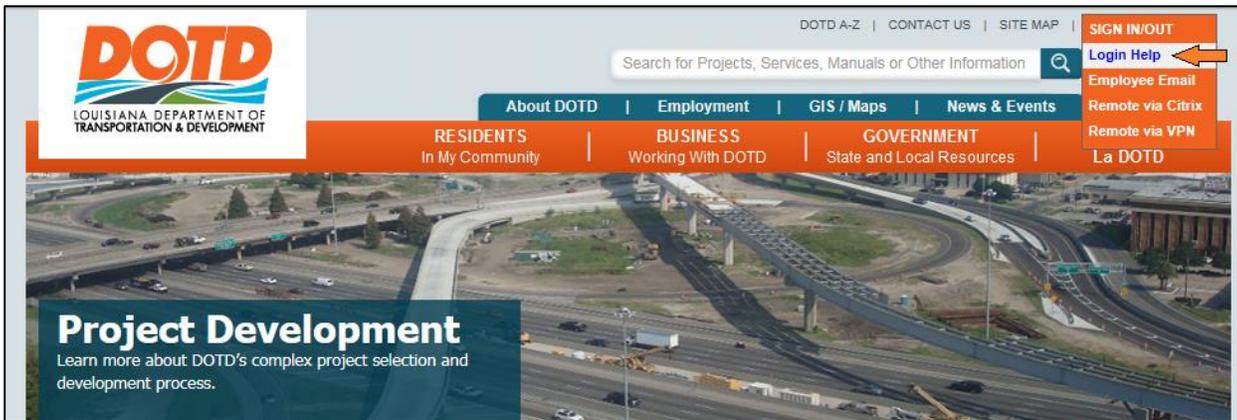
[Unlock Account](#)

● **Registration**

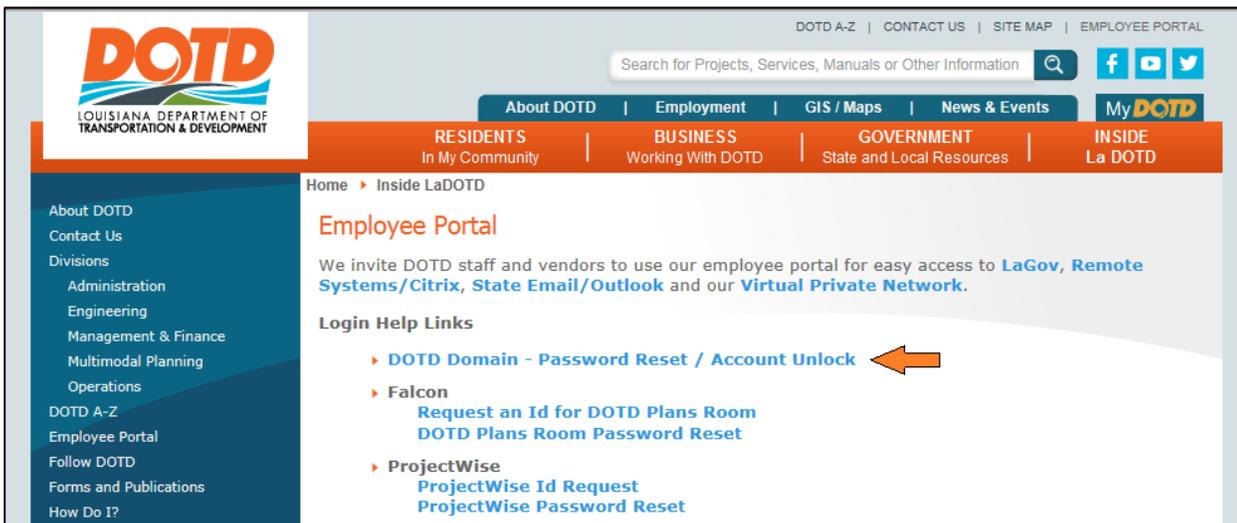
The features can be accessed from the DOTD internet web page at:

<http://wwwsp.dotd.la.gov>

From the EMPLOYEE PORTAL menu at the top right, choose the [Login Help](#) option.



Select the [DOTD Domain – Password Reset / Account Unlock](#) link.



Login using your DOTD supplied user ID and password.

**DOTD** User ID/Password Maintenance  
LOUISIANA DEPARTMENT OF TRANSPORTATION & DEVELOPMENT

**Update Your Profile Efficiently :**

- [User Registration](#)  
Establish your identity via registration
- [Self Update](#)  
Update your contact information
- [Change Password](#)  
Change your password using current password
- [DOTD Login Help](#)  
Links to create accounts or access to other DOTD systems.

**Sign in**

User Name:

Password:

**Reset Password**  
Reset your forgotten password

**Unlock Account**  
Unlock your locked out account

English

You will be greeted with welcome screen. Click the link to continue

**Welcome! This portal offers you the power of password self-service!**

- Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!
- Self-service Account Unlock: Unlock the computer, when you are locked out of it.
- Self-service Directory Update: Update the changes in contact details yourself! And more..

**Enroll now to enjoy these benefits!** [Click Here](#)

Registration requires the selection of three security questions and the entry of your choice of corresponding answers. You must select/enter all three question/answers pairs. Once complete, click the Enroll button.

**DOTD** User ID/Password Maintenance  
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Welcome, cUser0001  
[Sign Out](#) / [Personalize](#)

My Info | Change Password | **Enrollment**

**User Registration**

The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

[Mobile Access](#) [Help](#)

**Security Questions**

**Length Specification**

- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters

**Register Your Security Que & Ans**

Que:

Answer:

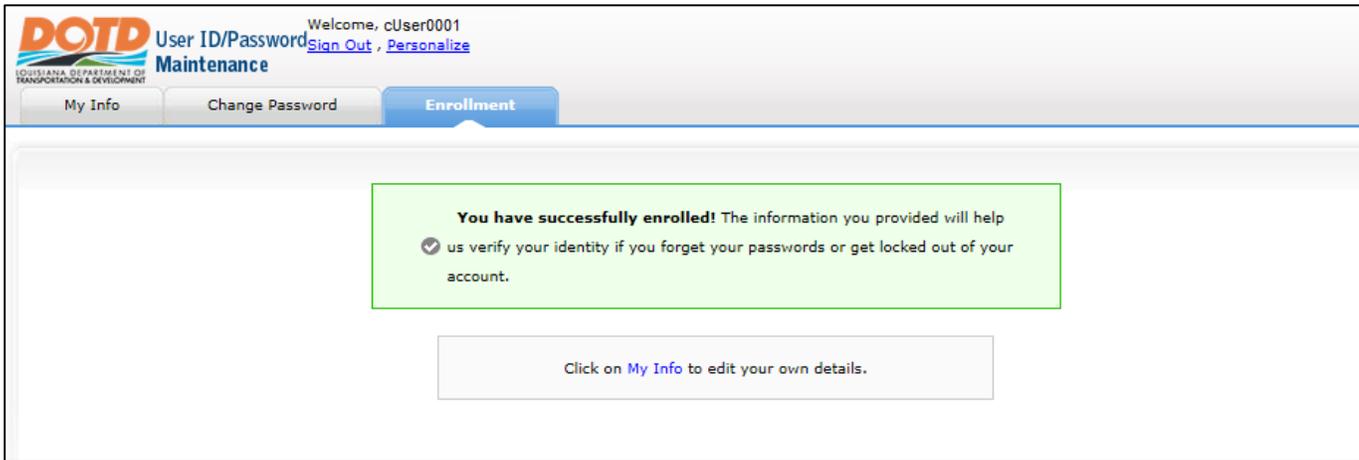
Que:

Answer:

Que:

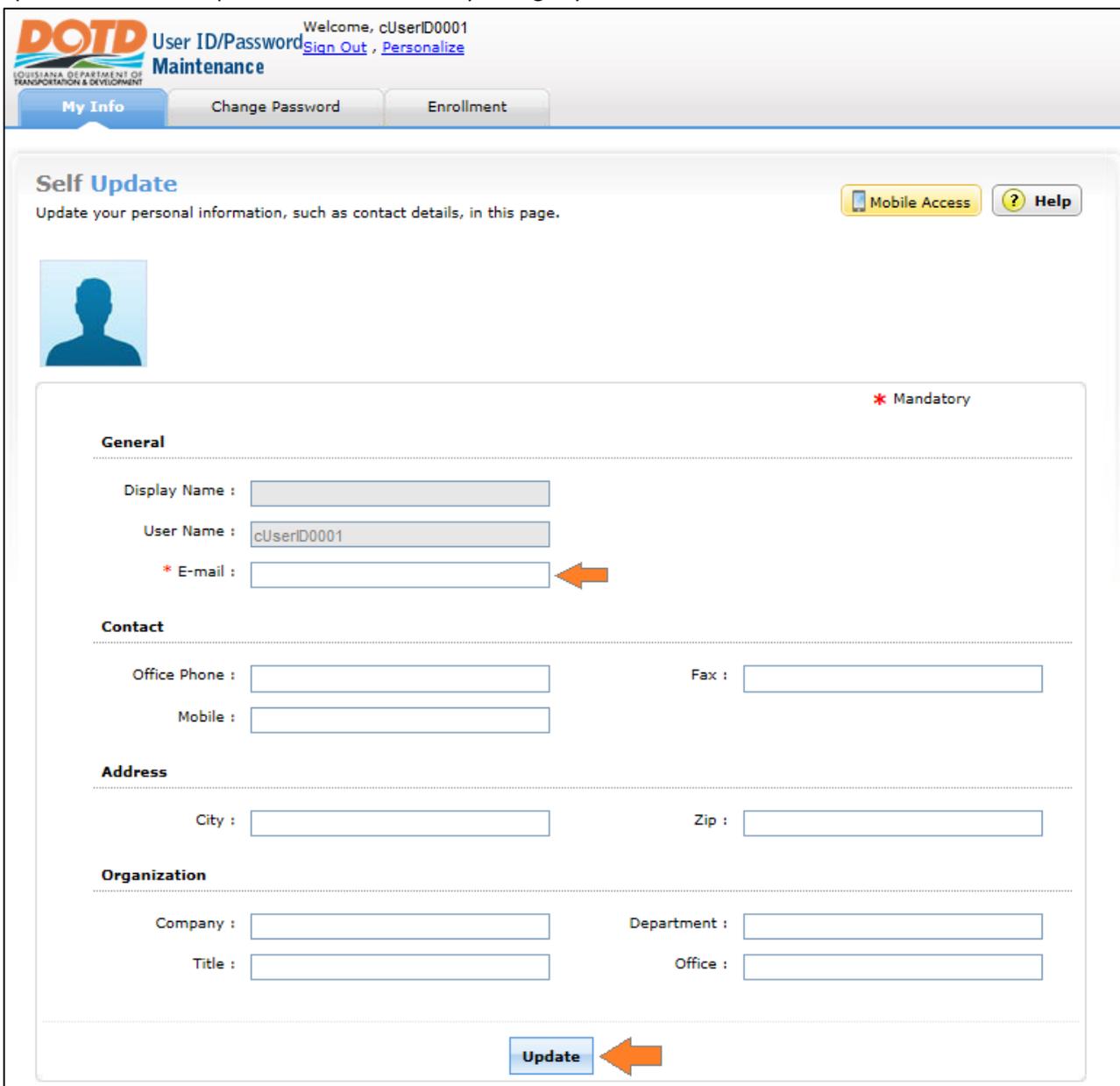
Answer:

You will receive a message if you were successful or if you must revise your question/answer entries. Once successfully registered you can click on the My Info link to make modifications to your account information.



The screenshot shows the DOTD User ID/Password Maintenance interface. At the top, there is a navigation bar with 'My Info', 'Change Password', and 'Enrollment' tabs. The 'Enrollment' tab is active. A green message box in the center states: 'You have successfully enrolled! The information you provided will help us verify your identity if you forget your passwords or get locked out of your account.' Below the message is a button that says 'Click on My Info to edit your own details.'

If your account does not have an associated e-mail address, you will be required to enter one. All other information is optional. Click the Update button to save any changes you have made.



The screenshot shows the 'Self Update' page in the DOTD User ID/Password Maintenance system. The page title is 'Self Update' and it includes a sub-header: 'Update your personal information, such as contact details, in this page.' There are links for 'Mobile Access' and 'Help'. A user profile picture placeholder is shown. The form is divided into sections: 'General', 'Contact', 'Address', and 'Organization'. The 'General' section includes fields for 'Display Name', 'User Name' (pre-filled with 'cUserD0001'), and '\* E-mail' (marked as mandatory with a red asterisk and an orange arrow pointing to it). The 'Contact' section has fields for 'Office Phone', 'Mobile', 'Fax', and 'Office'. The 'Address' section has fields for 'City' and 'Zip'. The 'Organization' section has fields for 'Company', 'Department', 'Title', and 'Office'. At the bottom of the form is an 'Update' button with an orange arrow pointing to it.

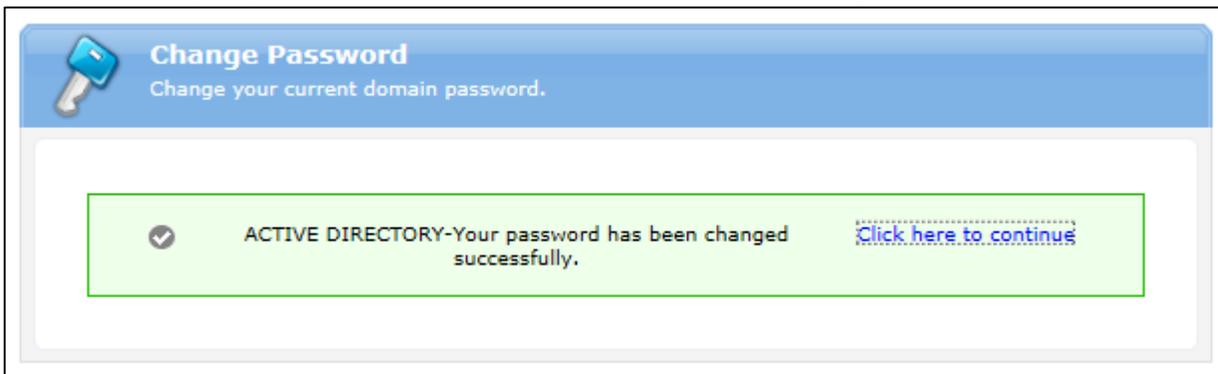
## ● Password Expiration

DOTD's current password policy has passwords expire every thirty days. If your password has expired, you can follow the same login steps as used for the initial registration. Once you click the Login button the Change Password window will appear. Enter your current (expired) password in the box labeled "Old" and your choice of password in the "New" and "Confirm" boxes. The password complexity rule required at least one lower case letter, one upper case letter, and one numeric character. Click the OK button to complete the change.



The screenshot shows a 'Change Password' dialog box with a blue header bar containing a key icon and the text 'Change Password' and 'Change your current domain password.'. Below the header, there is a section titled 'Domain Password Policy Requirements' with a list of five bullet points: 'The minimum password age is 0', 'The maximum password age is 30', 'The minimum password length is 8', 'No. of Passwords Remembered is 12', and 'The password complexity property is Enabled'. Below this list, there are three input fields labeled 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom of the dialog, there are two buttons: 'OK' and 'Cancel'.

If the password policy has been met, you will receive a successful message.



The screenshot shows the same 'Change Password' dialog box, but now it displays a green message box with a checkmark icon. The message text is 'ACTIVE DIRECTORY-Your password has been changed successfully.' and there is a blue link that says 'Click here to continue'.

## ● Password Reset

The utility provides you a method to regain access your account if you have forgotten your current password. Click the Reset Password link on the Login page.

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**Sign in**

User Name:

Password:

 **Reset Password** ←  
Reset your forgotten password

 **Unlock Account**  
Unlock your locked out account

English

Enter your user ID and the provided security code. Click the Continue button.

**DOTD** User ID/Password Maintenance  
LOUISIANA DEPARTMENT OF TRANSPORTATION & DEVELOPMENT

 **Reset Your Password**  
Please provide your user name and domain name.

Domain User Name  (Example : Jsmith)

Type the characters you see in the picture below.

gp7tpα

Letters are not case-sensitive

English

You will be prompted with one of your supplied security questions. Enter the answer that was provided during registration. Enter the provided security code and click the Continue button.

The screenshot shows the DOTD User ID/Password Maintenance interface. At the top left is the DOTD logo and the text "User ID/Password Maintenance". On the top right are "Mobile Access" and "Help" buttons. A timer indicates "Time left for this operation : 04:47". The main content area is titled "Security Questions" and contains the instruction: "Please answer the following question(s) as per your enrollment profile to reset your password". Below this, it says "Answer the below question(s)" and provides a question: "Que: What is your favourite colour?". There is an empty text box for the answer. A CAPTCHA image shows the characters "gnof66" in green. Below the CAPTCHA is another empty text box and the text "Letters are not case-sensitive". At the bottom are "Continue" and "Cancel" buttons.

Enter your new password following the password policy restrictions. Enter the supplied security code and click the Reset Password button.

The screenshot shows the DOTD User ID/Password Maintenance interface for the "Reset Password" step. At the top left is the DOTD logo and the text "User ID/Password Maintenance". On the top right are "Mobile Access" and "Help" buttons. A timer indicates "Time left for this operation : 04:10". The main content area is titled "Reset Password" and contains the instruction: "Please enter a new password in the boxes below:". Below this, it lists "Domain Password Policy Requirements":

- The minimum password age is 0
- The maximum password age is 30
- The minimum password length is 8
- No. of Passwords Remembered is 12
- The password complexity property is Enabled

Below the requirements, it says "Reset Password" and provides two empty text boxes for "New Password" and "Confirm New Password". A CAPTCHA image shows the characters "e7hhc4" in green. Below the CAPTCHA is another empty text box and the text "Letters are not case-sensitive". At the bottom are "Reset Password" and "Cancel" buttons.

You will receive a successful message if the password policy has been met.



**DOTD** User ID/Password  
Maintenance  
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TRANSPORTATION & DEVELOPMENT

[Mobile Access](#)

[? Help](#)

✔ The password reset has been done successfully.

[Back to home](#)

## ●Unlock Account

The utility provides you a method to regain access your account if your account has been locked from access. Click the Unlock Account link on the Login page.

**DOTD** User ID/Password Maintenance  
LOUISIANA DEPARTMENT OF TRANSPORTATION & DEVELOPMENT

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**Sign in**

User Name:

Password:

**Login**

 **Reset Password**  
Reset your forgotten password

 **Unlock Account** ←  
Unlock your locked out account

English ▾

Enter your user ID and the provided security code. Click the Continue button.

**DOTD** User ID/Password Maintenance  
LOUISIANA DEPARTMENT OF TRANSPORTATION & DEVELOPMENT

Mobile Access ? Help

**Unlock Your Account**  
Please provide your user name and domain name.

Domain User Name  (Example : Jsmith)

Type the characters you see in the picture below.

**348fdk**

Letters are not case-sensitive

**Continue** **Cancel**

English ▾

You will be prompted with one of your supplied security questions. Enter the answer that was provided during registration. Enter the provided security code and click the Continue button.

The screenshot shows the DOTD User ID/Password Maintenance interface. At the top left is the DOTD logo and the text "User ID/Password Maintenance". At the top right are "Mobile Access" and "Help" buttons. A clock icon indicates "Time left for this operation : 04:28". The main content area is titled "Security Questions" with a sub-header "Please answer the following question(s) as per your enrollment profile to unlock your account". Below this, it says "Answer the below question(s)" and "Que: What was the name of your elementary / primary school ?". There is an "Ans:" label followed by an empty text input field. A horizontal line separates this from the next section, which says "Type the characters you see in the picture below." Below this is a distorted image of the characters "thspsg" in green. Underneath the image is another empty text input field with a green refresh icon to its right. Below the input field, it says "Letters are not case-sensitive". At the bottom of the form are "Continue" and "Cancel" buttons.

Enter the provided security code and click the Unlock Account button. You will receive a successful message if your account is unlocked.

The screenshot shows the DOTD User ID/Password Maintenance interface. At the top left is the DOTD logo and the text "User ID/Password Maintenance". At the top right are "Mobile Access" and "Help" buttons. A clock icon indicates "Time left for this operation : 04:52". The main content area is titled "Unlock Account" with a sub-header "Unlock your locked out account". Below this, it says "Unlock Account". A horizontal line separates this from the next section, which says "Type the characters you see in the picture below." Below this is a distorted image of the characters "mk57ff" in green. Underneath the image is an empty text input field with a green refresh icon to its right. Below the input field, it says "Letters are not case-sensitive". At the bottom of the form are "Unlock Account" and "Cancel" buttons.