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.

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

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.
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.

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.
**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.

If the password policy has been met, you will receive a successful message.
● **Password Reset**

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

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

Enter your new password following the password policy restrictions. Enter the supplied security code and click the Reset Password button.
You will receive a successful message if the password policy has been met.

The password reset has been done successfully.
● 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.

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

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