

Louisiana Department of Education

Password Reset System (PRS)

User's Guide

December 2015

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Introduction

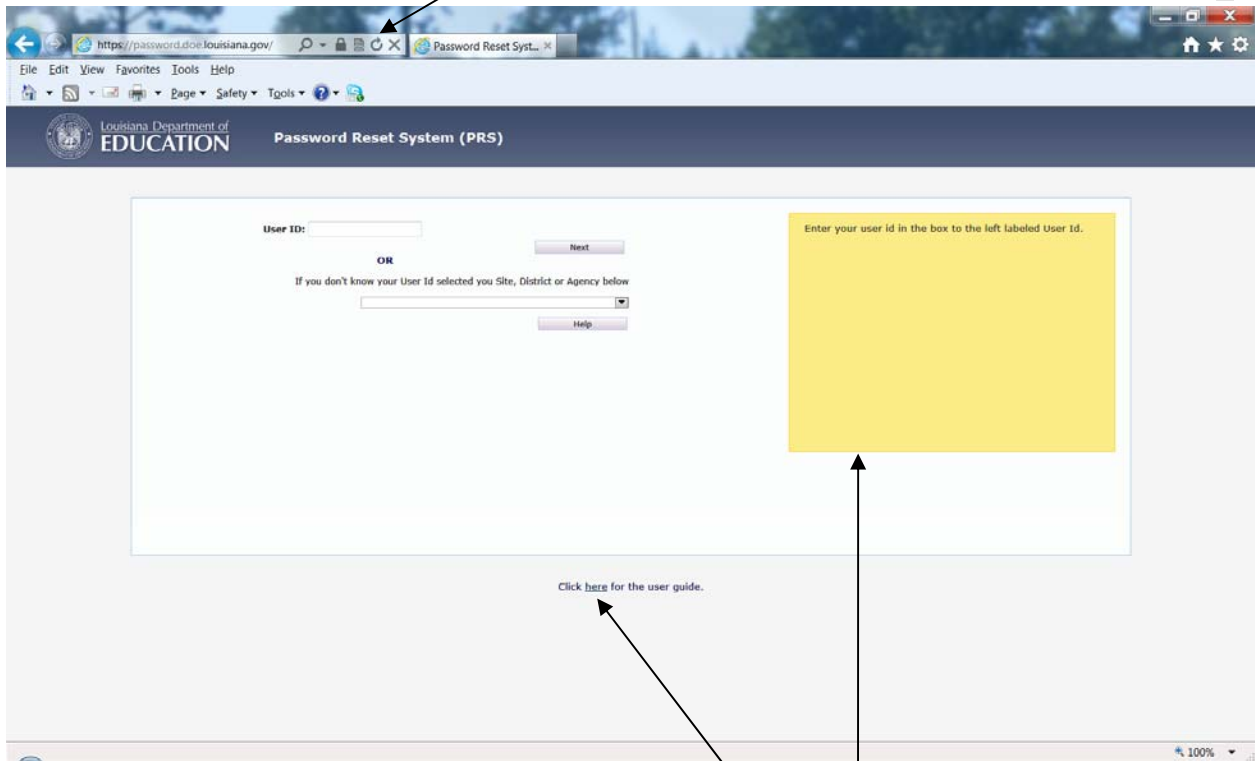
Password Reset System (PRS) is a web interface which allows users to change their password.

The PRS URL is <https://password.doe.louisiana.gov>

Entering this URL in your Internet browser will produce the following web page.

To Logoff or Exit PRS – Close the Window by clicking the red X in the upper right corner.

To reload the PRS page you may click the  reload button at any time.



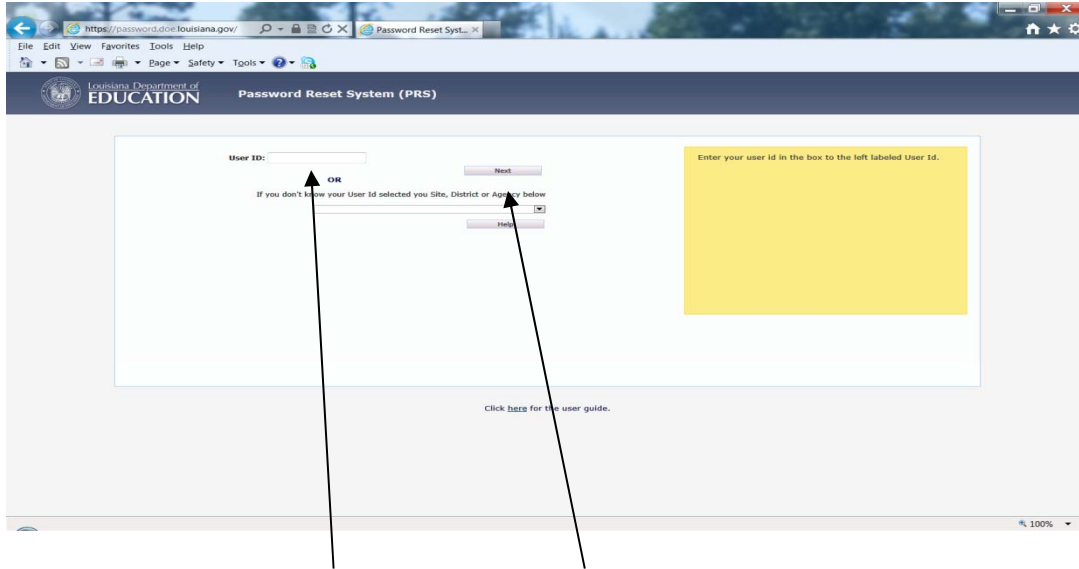
You may obtain the most recent PRS User Guide by clicking 'here'.

On screen instructions will appear to the right of the screen in the yellow box to guide you through the PRS process.

Accessing PRS for the first time

The first time you log onto PRS you will need a valid User ID and password and you will be required to provide the answers to your personal questions.

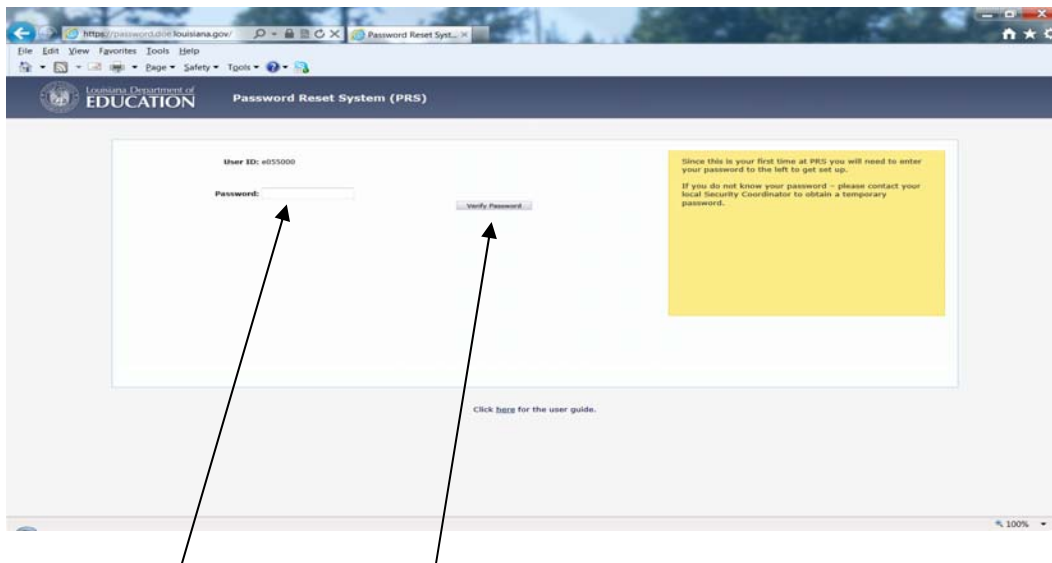
Enter <https://password.doe.louisiana.gov> in your Internet Browser address bar and press enter.



Enter your User ID in the **User ID** field and click '**Next**'.

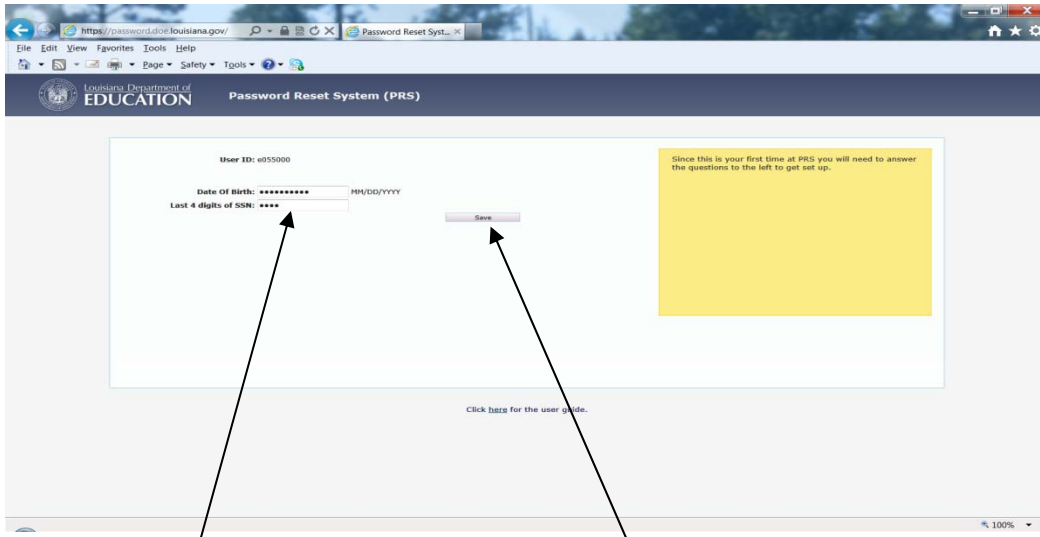
NOTE: If you do not know your User ID, please select your LEA/School from the dropdown and click the Help button. Your local security coordinators contact information will be displayed in the yellow box on the right side of the screen.

The following screen will appear:



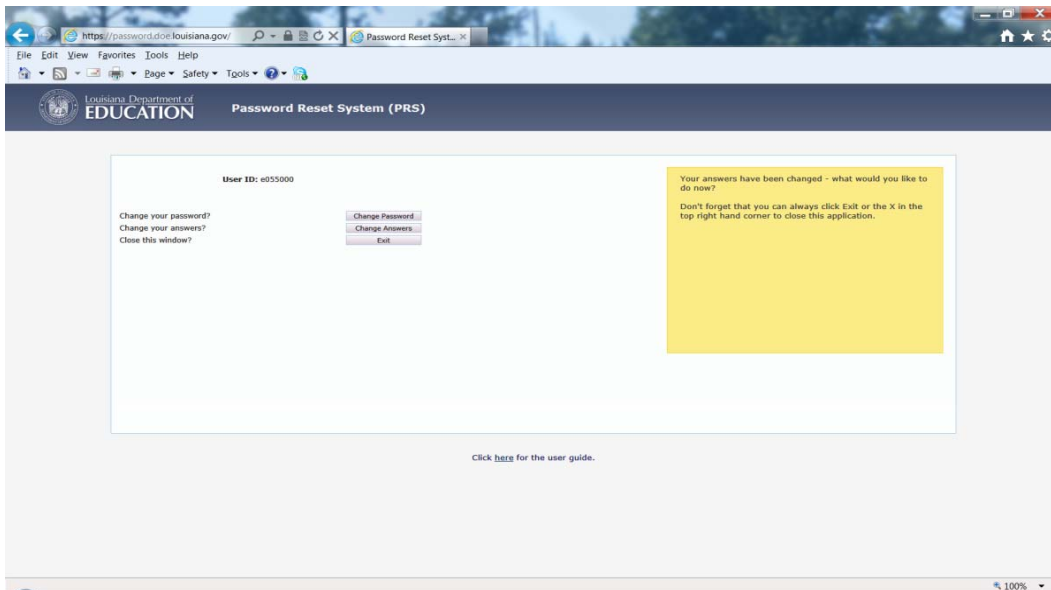
Enter your **password**. Click '**Verify Password**'.

The following screen will appear:



Type the **answers to your personal questions**. Click **'Save'**. NOTE – the Date of Birth should be entered in the following format MM/DD/YYYY - You MUST include the slashes.

The following screen will appear:



Your PRS account is now set up.

You may click **'Exit'** to close PRS.

Resetting your Password

Enter <https://password.doe.louisiana.gov> in your Internet Browser address bar and press enter.

The following screen will appear:

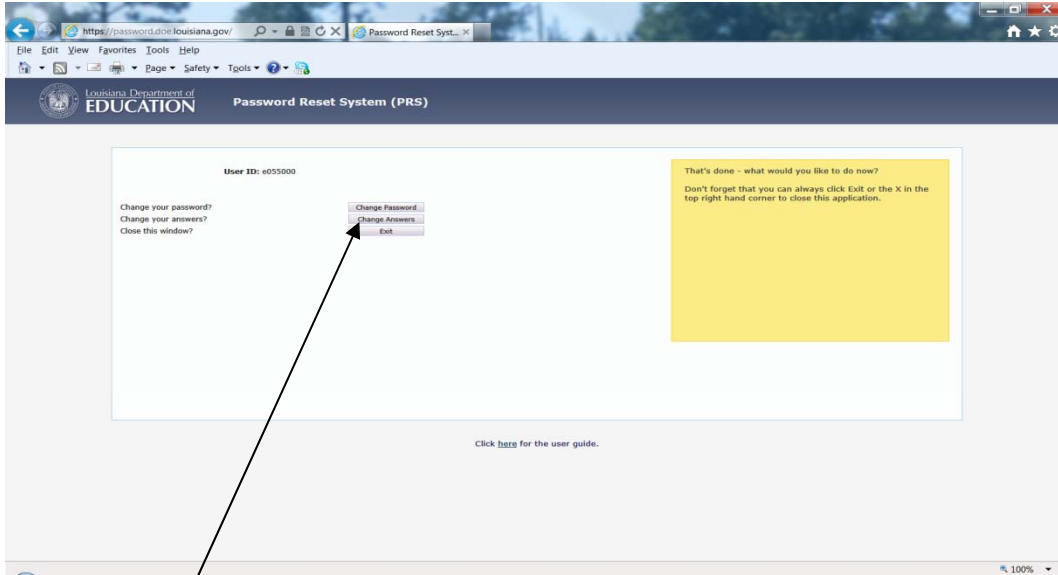
Enter your User ID in the **User ID** field and click **'Next'**.

The following screen will appear:

To verify your identity:

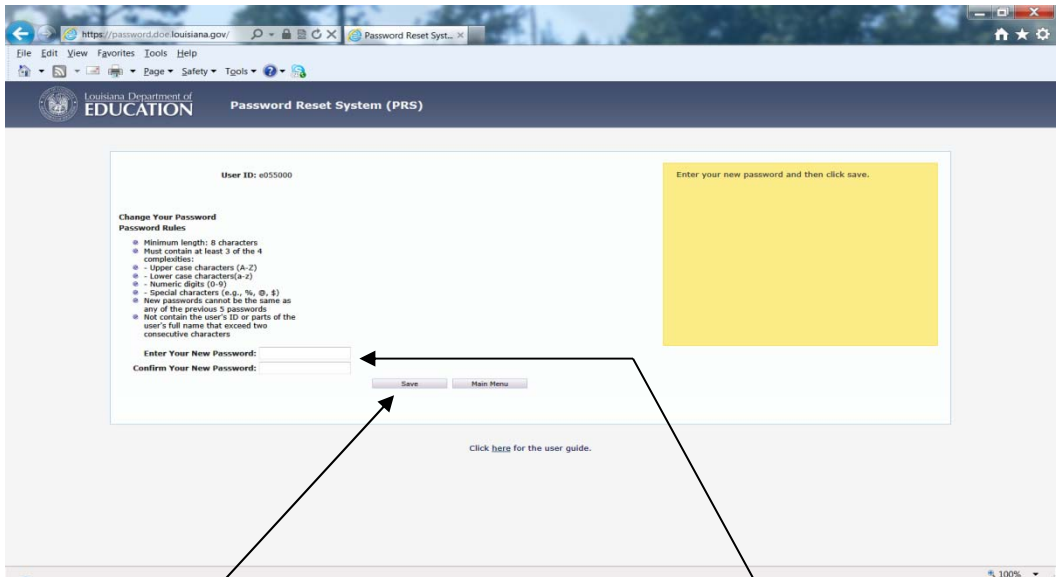
- You may enter **your password** in the password field and click **'Verify Password'**.
Or
- You may enter the **answers to your personal questions** and click **'Verify Answers'**.

The following screen will appear:



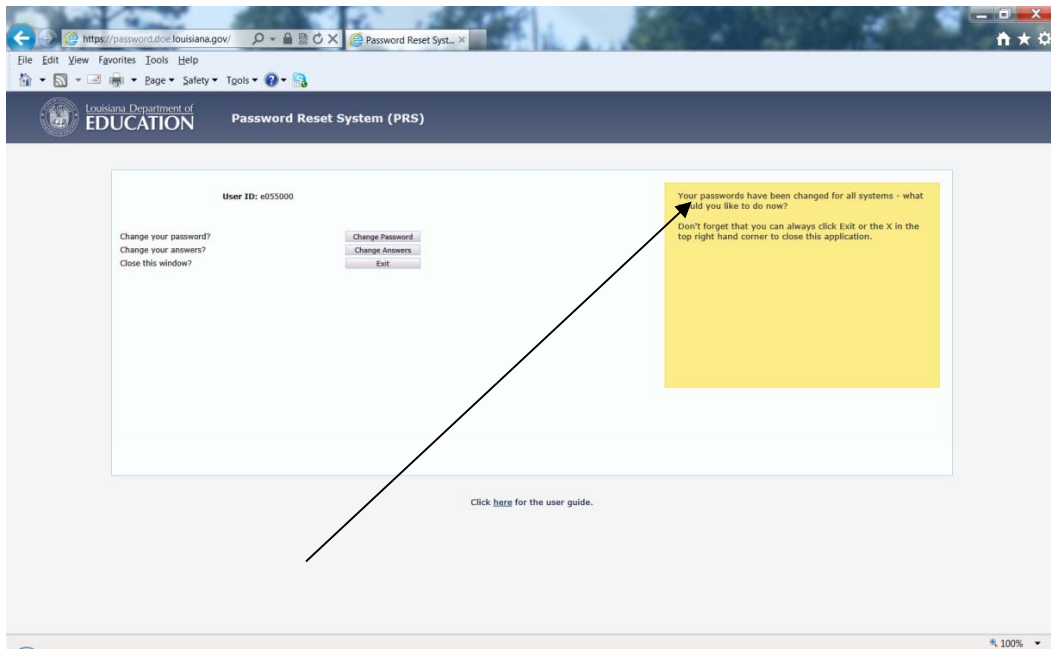
Click **'Change Password'**

The following screen will appear:



Type the new password value in the **'Enter Your New Password'** and **'Confirm Your New Password'** fields and click **'Save'**.

The following screen will appear:



Notice the message in the yellow box states that your password has been changed.

You may click 'Exit' to close PRS.

Changing the answers to your personal questions

Enter <https://password.doe.louisiana.gov> in your Internet Browser address bar and press enter.

The following screen will appear:

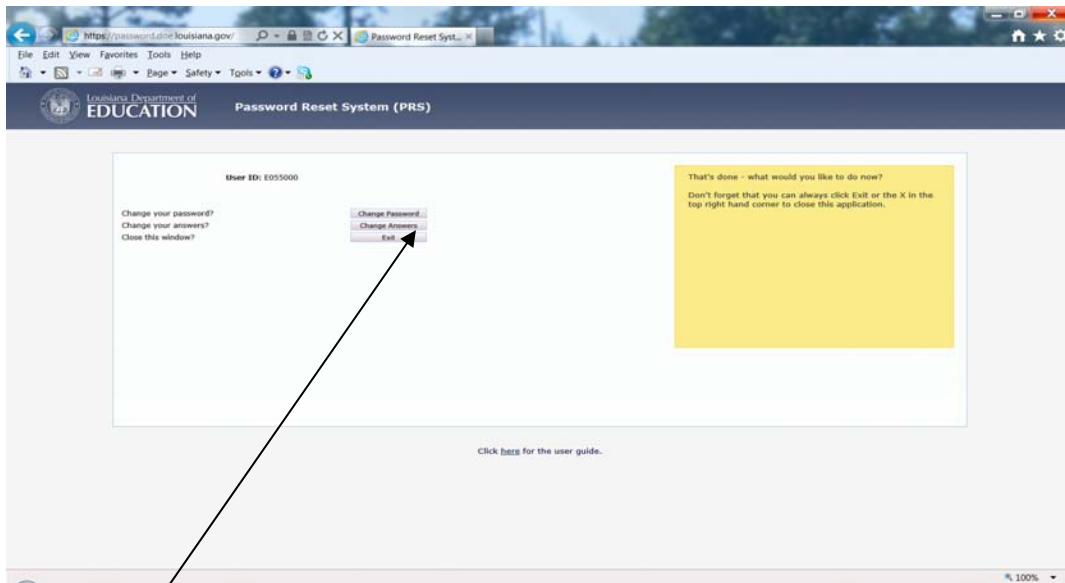
Enter your **UserID** in the User ID field and click '**Next**'.

The following screen will appear:

To verify your identity:

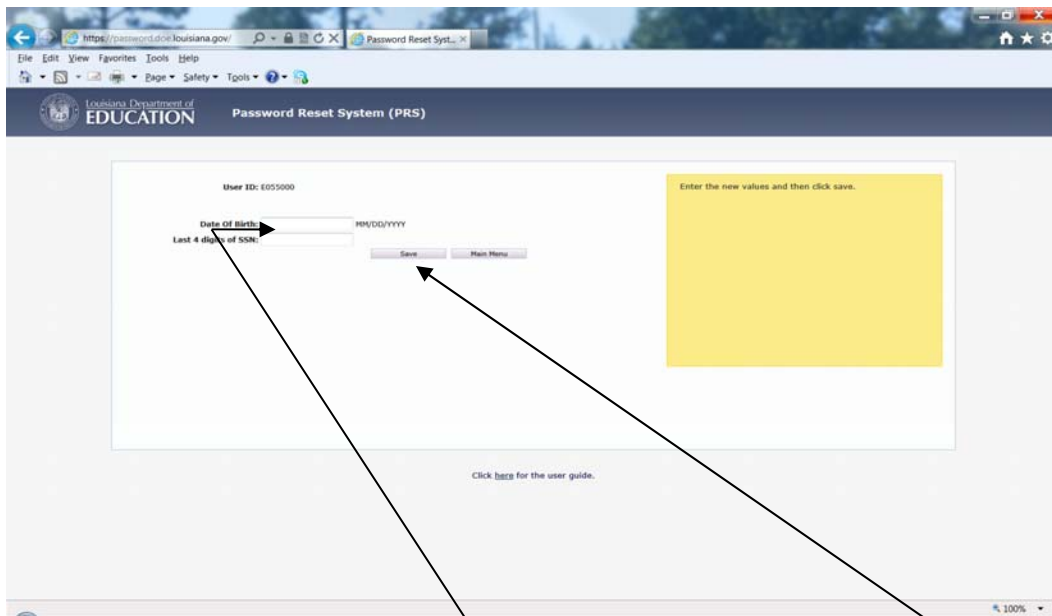
- You may enter **your password** in the password field and click '**Verify Password**'.
- **Or**
- You may enter the **answers to your personal questions** and click '**Verify Answers**'.

The following screen will appear:



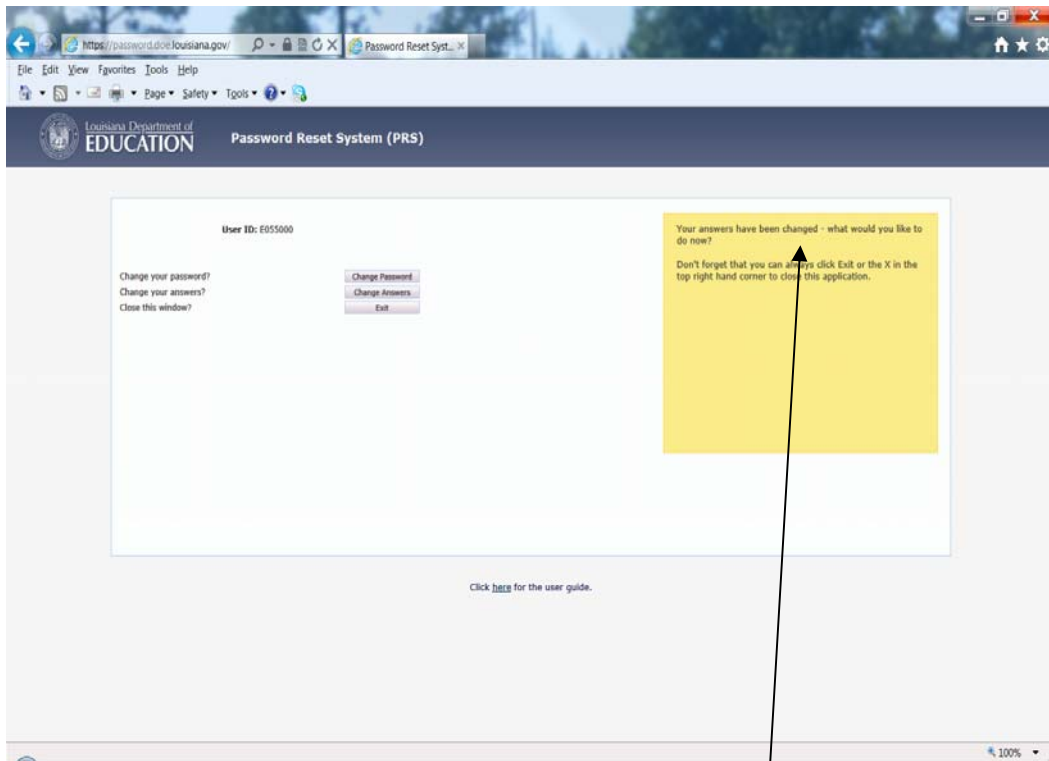
Click 'Change Answers'

The following screen will appear:



Enter the new values in the 'Date of Birth' and 'Last 4 digits of SSN' fields. Click 'Save'.

The following screen will appear:



The following message will appear in the yellow box **'Your answers have been changed – what would you like to do now?'**

You may click **'Exit'** to close PRS.