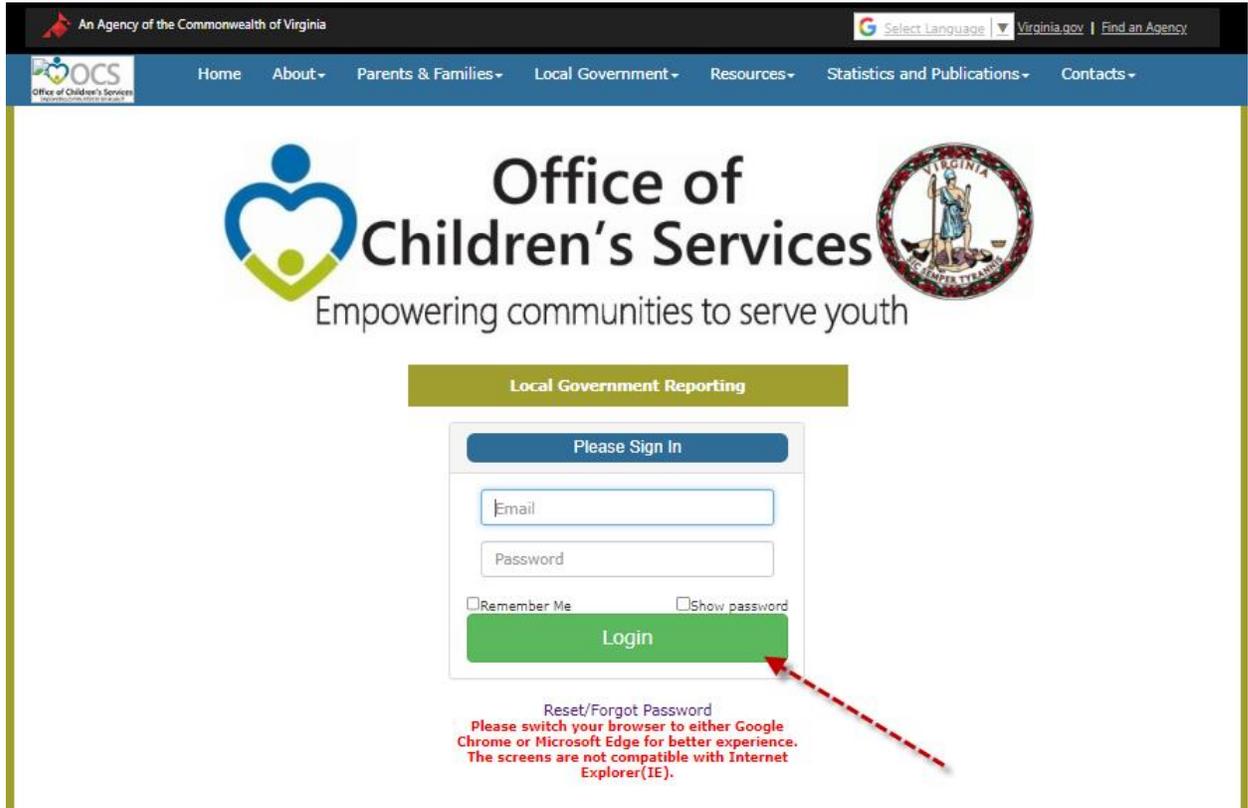


Guide to Reset Password

1. On CSA website's home page under Applications section click on Local Government Reporting



2. Click on Reset/Forgot Password link



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Office of Children's Services
Empowering communities to serve youth

Local Government Reporting

Please Sign In

Email

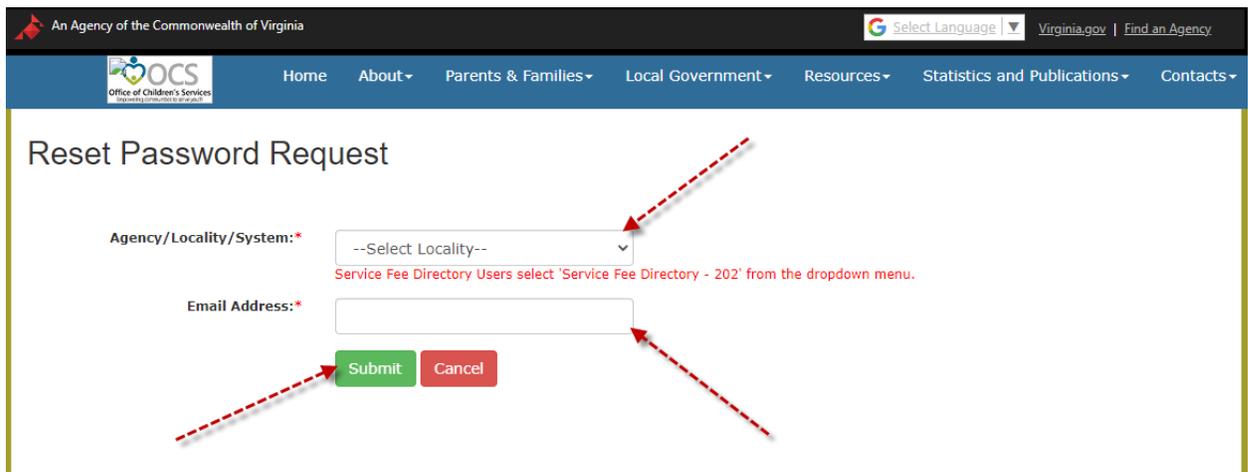
Password

Remember Me Show password

Login

Reset/Forgot Password
Please switch your browser to either Google Chrome or Microsoft Edge for better experience. The screens are not compatible with Internet Explorer(IE).

3. On following screen
 - a. Select Locality
 - b. Email Address
 - c. Click on Submit button



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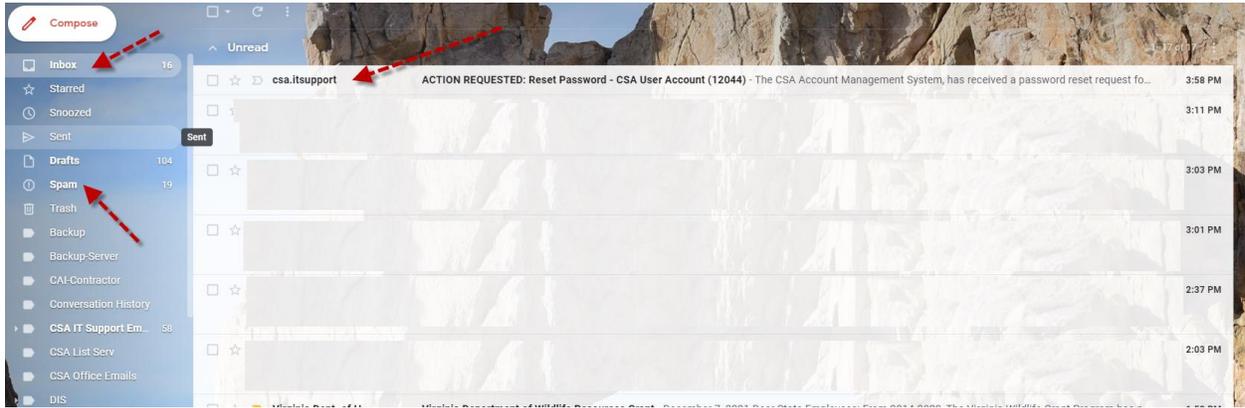
Reset Password Request

Agency/Locality/System:* --Select Locality--
Service Fee Directory Users select 'Service Fee Directory - 202' from the dropdown menu.

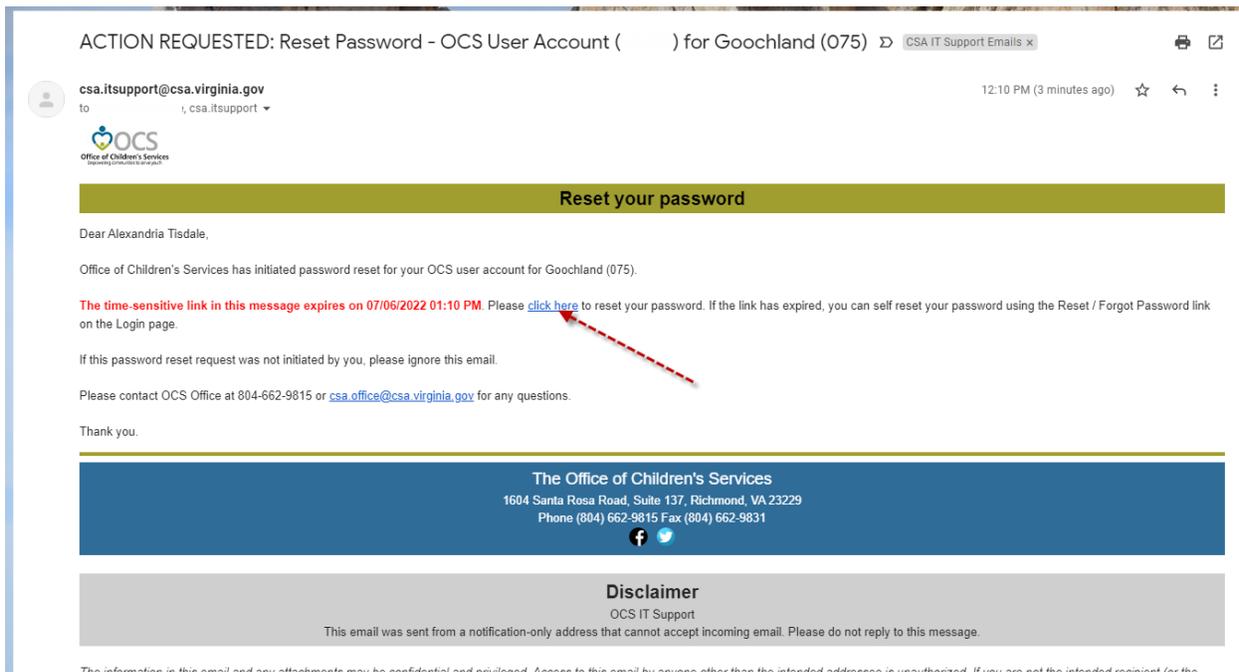
Email Address:*

Submit Cancel

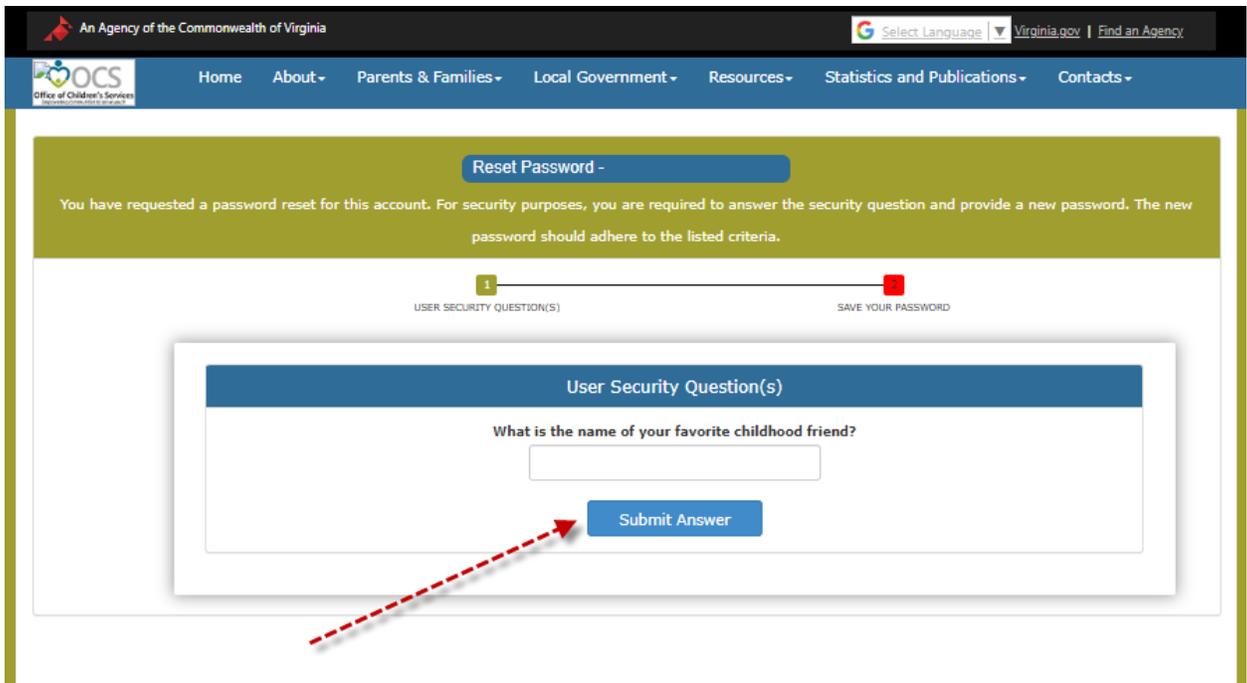
- d. A message will appear on the top of the screen **An email has been sent to your registered email address with a password reset link. Please click on the link to reset your password.**
- e. User will get an email from OCS IT support in your Inbox
- f. If you have NOT received an email from IT support, check your Spam folder



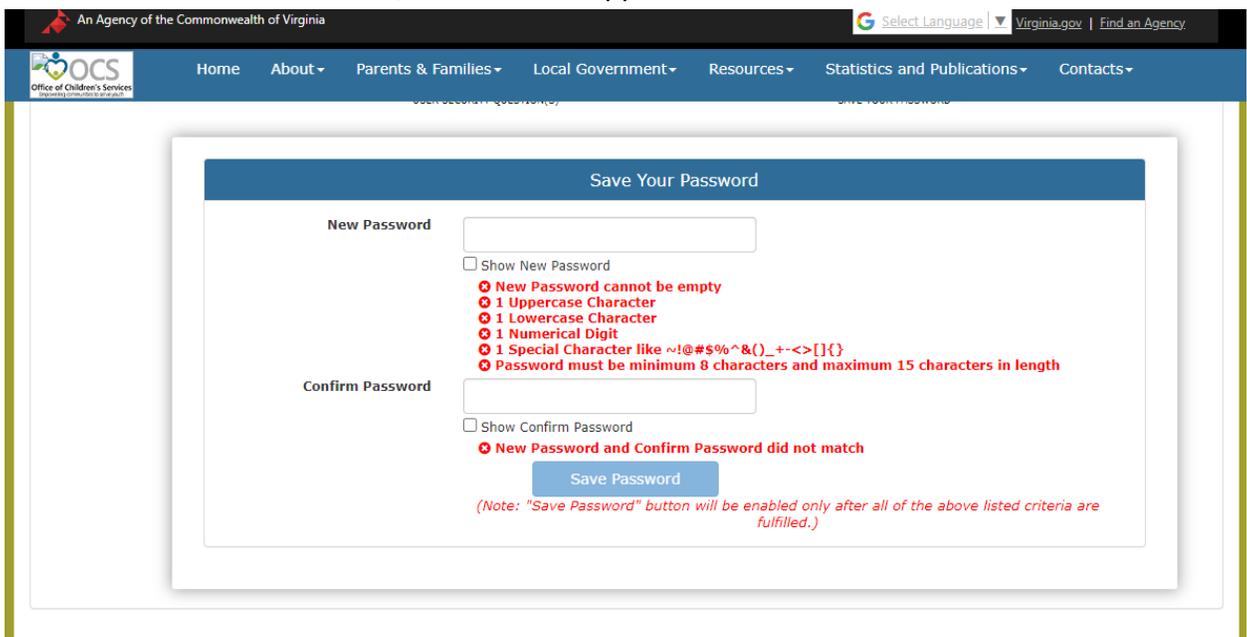
- g. Open the email
- h. Click on the Password Reset Link in the email, as show



- i. The link is time sensitive
- j. The following screen is displayed



- k. Answer you security question's answer
- l. Click Submit Answer button.
- m. If the answer is correct; a new screen appears



- n. Enter the New password. The Password must be minimum 8 characters and maximum 15 characters in length.
Password must contain at least
 - 1 Uppercase character
 - 1 Lowercase character

1 Numerical digit and

1 Special character like: ! @ # \$ % ^ & * () + - _ < > ~ [] { }

- o. Confirm password
- p. Click Submit button
- q. Your new password will be set.

NOTE:

1. **Remember to create accounts for different locality with different passwords & security questions**
2. If you are unable remember your security question's answer, submit 3 times your security answer incorrectly. The system will lock you
3. Contact OCS office at 804-662-9815 to unlock your account.
4. You will receive another email for IT Support, that email will allow you to create your new security question-answers & password