

**Los Angeles County Sanitation Districts
Industrial Waste Facility Online Reporting System (IWFORS)
How to Reset Password, PIN, and Security Questions**

Please follow the steps below to reset or update your password, PIN, and security questions for your IWFORS user account:

Step 1. Open IWFORS Public Portal Website

- Open the Public Portal with the following URL:
<https://lacsds-public.govonlinesaas.com/pub/login>
- Log into your IWFORS account with your Username and Password

Forgot your password?

- Click “Forgot Password” on the login screen
- Enter the email address that you used to register your IWFORS user account
- Click “Reset Password”

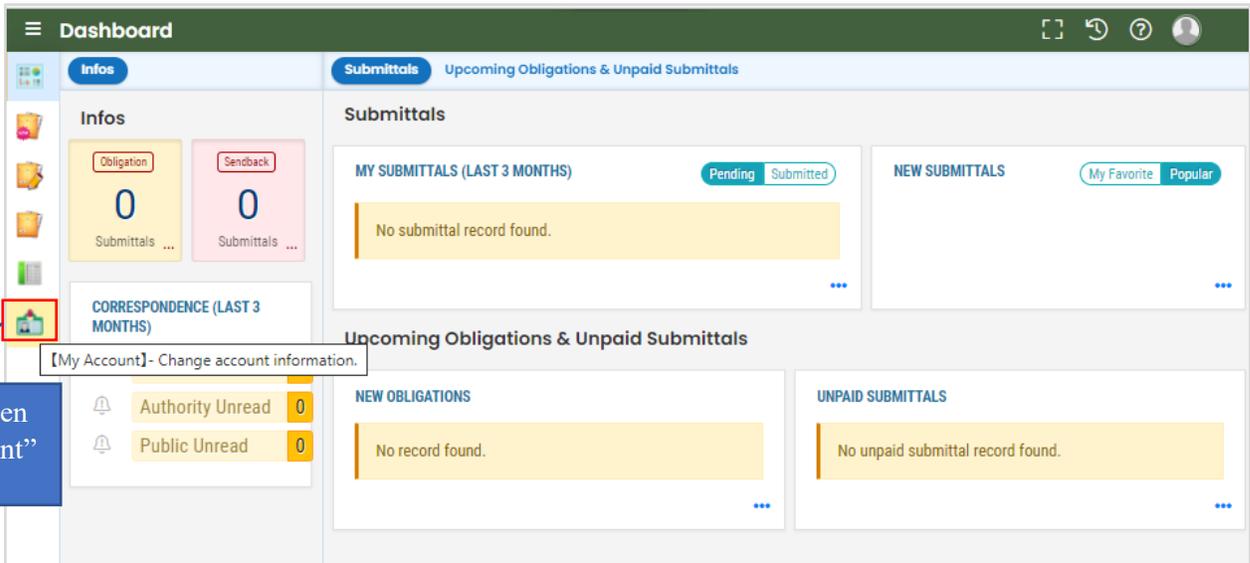
You will receive an email informing you that your password has been reset. A temporary password will also be provided in the email.

- Log into your IWFORS account with your Username and temporary Password

The image displays two screenshots of the Los Angeles County Sanitation Districts Industrial Waste Facility Online Reporting System (IWFORS) Public Portal. The left screenshot shows the login page with a 'Forgot Password?' link highlighted in the password field. A callout box points to this link with the text 'Click "Forgot Password"'. The right screenshot shows the 'Forgot Password' page with an email input field highlighted. A callout box points to this field with the text 'Enter email registered with your IWFORS account'. Both screenshots have a callout box at the bottom pointing to the 'Online Help' link with the text 'Click for "Online Help"'. The screenshots include the following text: 'LOS ANGELES COUNTY SANITATION DISTRICTS', 'Industrial Waste Facility Online Reporting System', 'Public Portal', 'Username', 'Password', 'Login', 'Register Account', 'For assistance, please visit our website or contact us at: Surcharge: surchargeinfo@lacsds.org, Surcharge: (562) 908-4288, extension 2600, Online Help', 'Forgot Password', 'Please enter your email address in the box below to request a reminder of your user name and password. If the email you provide is associated with an account, you will receive a reminder shortly.', 'Email', 'Reset Password', 'Back to login', and 'For assistance, please visit our website or contact us at: Surcharge: surchargeinfo@lacsds.org, Surcharge: (562) 908-4288, extension 2600, Online Help'.

Step 2. Open “My Account” from the menu bar

- Navigate to “[My Account] – Change account information” to open the “My Account” module



Step 3. Update Passwords and PIN in the “Password/PIN” tab

NOTE: Password and PIN should be at least 8 characters long and should contain 1 number, 1 alphabet, and 1 special character (@\$!%*#?&).

- Click on the “Password/PIN” tab
- Change or update your password (NOTE: This change requires your Old Password.)
- Change or update your PIN (NOTE: Your PIN is required to complete each submittal in IWFORS.)
- Click on the “Save Password” button to save changes

Step 4. Update security questions in the “Security Questions” tab

NOTE: (1) One of the security questions will appear when completing each submittal in IWFORS.

- (2) Provide a unique response to each question.
- (3) Answers are case-sensitive.

- Click on the “Security Questions” tab
- Select and answer each of the five questions
- Click  or the floating “Save” button on the bottom right of the screen to save your work

My Account ⌵ ↶

Basic Info | Account Type | Password/Pin | **Security Questions** | Consultants | Verification

1 Q What is your favorite TV show? ⌵

A 👁

2 Q What street was your high school located on? ⌵

A 👁

3 Q What was your high school's mascot? ⌵

A 👁

4 Q What is your favorite pet's name? ⌵

A 👁

5 Q Who is your favorite author? ⌵

A 👁

