

## Resetting your password or retrieving your username for the LPBWA website

There are several features available to assist you should you be experiencing trouble logging into the website. Please refer to the relevant part of this document:

- [Check that the password entered is correct](#)
- [Retrieve a forgotten username](#)
- [Reset a forgotten password](#)

### 1. Check the password you have entered is correct

If you are having trouble logging in the first check to perform is that the password being entered is correct. A feature is available to unmask your password either during or after you have typed it. To use this:

- Click on the eye icon highlighted in the 'Password' field as shown in image 1 below. Your password will be visible and you can check the characters typed are correct.
- Clicking the eye icon again will re-mask the password with asterisks.

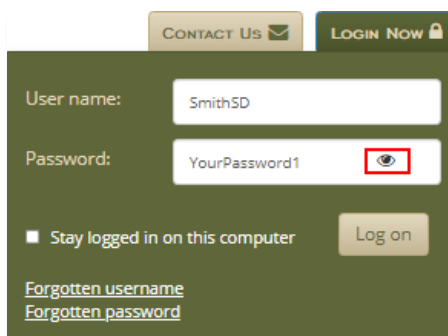


Image 1: An example of unmasking the password with the eye icon, highlighted in red

### 2. If you have forgotten your username

If you have forgotten your username you can request to receive a reminder by email. To do this:

- Click the 'Forgotten username' link as shown in image 2.1 below.

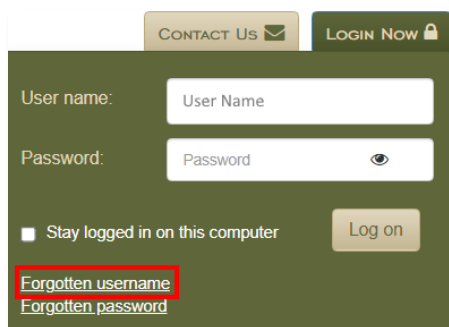


Image 2.1: The Forgotten username link, highlighted in red.

- You will be prompted to enter the details shown in image 2.2 below. Enter the details requested and please use your primary email address (usually your work email), then click the Submit button.



A form with three input fields: 'First name', 'Last name', and 'Email address'. Below the fields is a 'Submit' button.

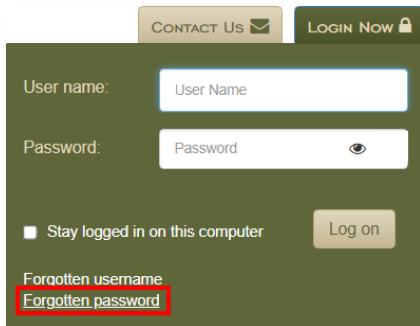
Image 2.2: The details requested on the forgotten username page.

- Your username will be sent by email. **Please allow up to 30 minutes for this to arrive.** If you still don't receive it after this time please **check your Spam and Junk email folders.** Should you still not receive the email please send details of the issue by email to: [general@lpbwa.com](mailto:general@lpbwa.com) with the subject 'Username required for LPBWA website'.

### 3. If you have forgotten your password

If you have forgotten your password you can reset it by email. To do this:

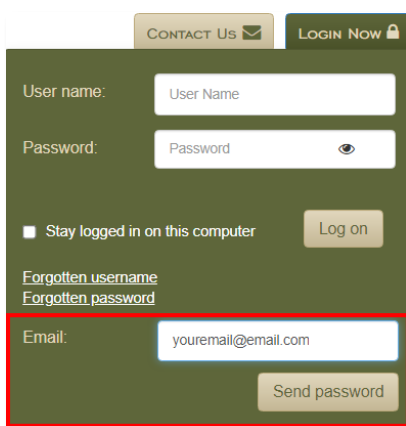
- Click the 'Forgotten password' link as shown in image 3.1 below.



A login page with a dark green background. At the top are 'CONTACT Us' and 'LOGIN NOW' buttons. Below are input fields for 'User name' and 'Password', a 'Log on' button, and a checkbox for 'Stay logged in on this computer'. At the bottom, there are two links: 'Forgotten username' and 'Forgotten password', with the latter highlighted in red.

Image 3.1: The Forgotten password link, highlighted in red.

- A box will appear requesting your email as shown in image 3.2 below. Enter your primary email address (usually your work email), click Send password.



The same login page as in image 3.1, but with an additional 'Email' input field and a 'Send password' button. The 'Email' field contains the text 'youremail@email.com' and is highlighted with a red border.

Image 3.2: The request for an email address to send the password reset.

- Your password will be sent by email. **Please allow up to 30 minutes for this to arrive.** If you still don't receive it after this time please **check your Spam and Junk email folders.** The email will contain some text stating 'Please click this link to generate a new password', click the link and proceed to the step below. Should you still not receive the email please send details of the issue by email to: [general@lpbwa.com](mailto:general@lpbwa.com) with the subject 'Password required for LPBWA website'.
- You will be taken back to the website and the screen shown in image 3.3 below will appear. Please follow the guidelines and enter a password at **least ten characters long, with at least one uppercase, one lowercase character and at least one number.** Once you have entered and confirmed the password click 'Save'.

Change my Password

Please enter:

1. Please enter the information below. Your new password must be at least **ten** characters long, **contain both upper and lower case characters and include a number.**
2. Click on the **Save** button
3. Close your web browser and reopen the Legal Practice Board website
4. Click on the **Home**
5. Login to the website by clicking the **Login Now** button and using your new password.

**New password**

**Confirm new password**

Image 3.3: The webpage allowing you to set a new password.

- You will now be able to login with your new password on the homepage: <https://www.lpbwa.org.au/Home.aspx>

## Further assistance

Should you experience any trouble with the steps above please email [general@lpbwa.com](mailto:general@lpbwa.com) with the subject line 'Issues logging into LPBWA website'. Please include your username and details of the issue and if possible a screenshot of the problem.