

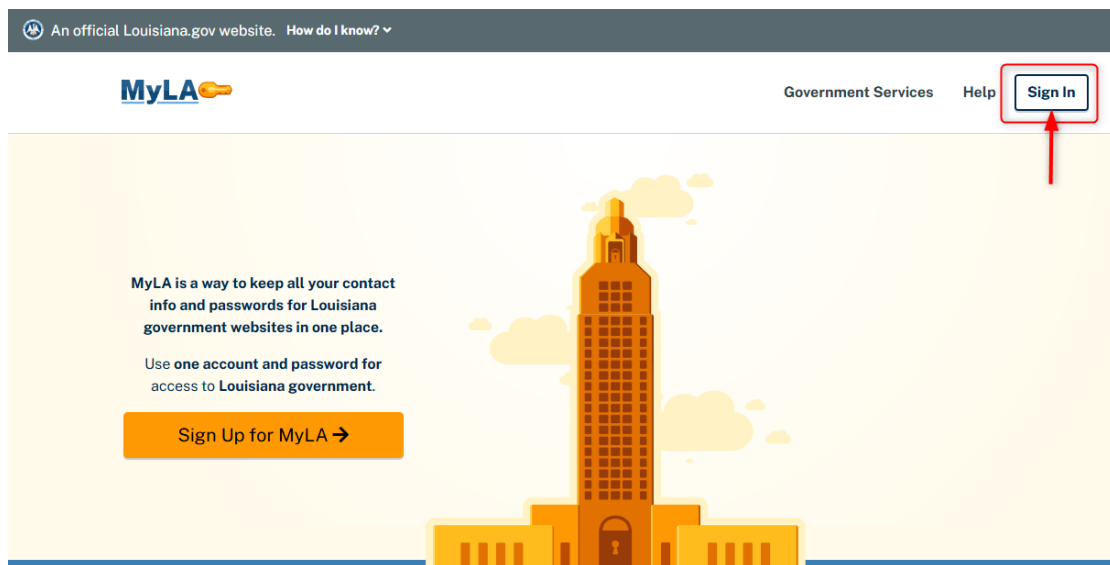
In case of a name change:

A name change will affect your access to your MyLa account. You will need to update your first or last name in MyLa.

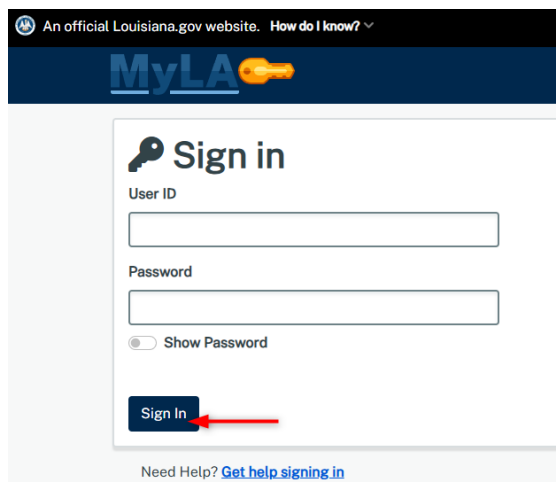
****IMPORTANT:** Your name in MyLa should **match exactly** your name in your EAC (Employee Access Center) account (first & last). Please make sure that the name change is updated in EAC first before making any changes in your MyLa account.

Please follow the below steps to update your name in MyLa to match your EAC account:

1. Go to <https://My.LA.gov>
2. Click on *Sign In*.

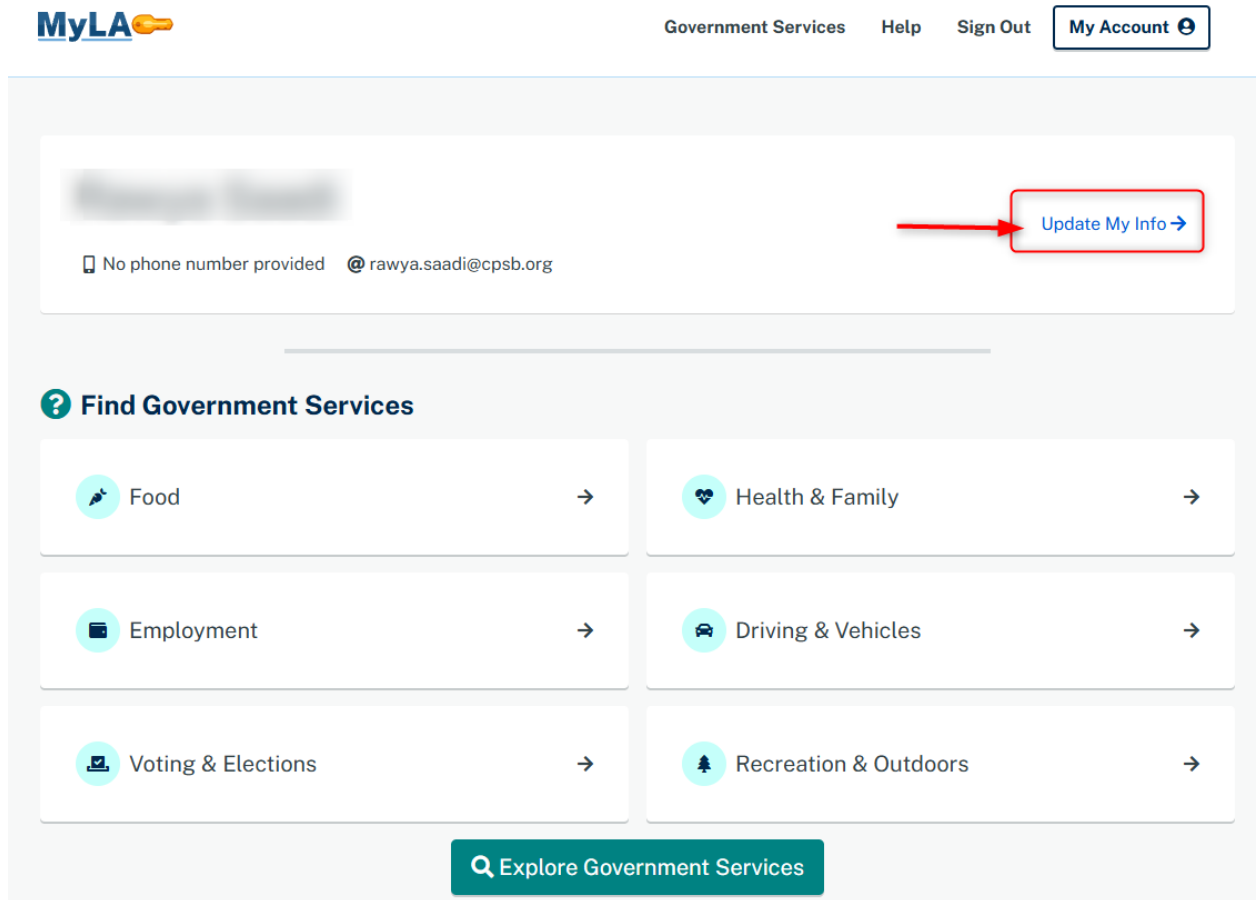


- 3.
4. Enter the user ID and password that you created.

A screenshot of the MyLA Sign in page. The header is dark blue with the MyLA logo. Below the header is a white box with a key icon and the text "Sign in". Inside this box are two input fields: "User ID" and "Password". Below the "Password" field is a toggle switch labeled "Show Password". At the bottom of the white box is a dark blue button labeled "Sign In", which is highlighted with a red rectangle and a red arrow points to it from below. Below the white box, there is a link that says "Need Help? Get help signing in".

- 5.

6. Click on “Update My Info”. You can now change profile information as necessary.



7.

8. You must sign in to [EdLink Security](#) to sync the change across systems.

Address change:

Teachers might come from other districts. If they had MyLa account with the previous district linked to the district's email address, then they would need to update their email address in MyLa. Also, in case of a name change and the email address is also updated to reflect the name change. Here are some common scenarios and how to handle it.

****IT IS RECOMMENDED TO USE YOUR PERSONAL EMAIL ADDRESS IN YOUR MYLA ACCOUNT to avoid such issues.**

Scenario 1: You have access to your MyLa account. In this case, only update your email address. Please follow the same steps from above to update your name.

Scenario 2: You forgot your password for your MyLa account and still can access your previous district email address. Then please reset your password (see below). Then update your email address.

Scenario 3: You forgot the password of your MyLa account and lost access to your previous district email address. **Only** in this case, you need to create a new MyLa account using a personal email address. Then please email Rawya.saadi@cpsb.org with only your new MyLa username (no password please) to update your username in your escholar record.

To update your email address, please follow the same steps from above to update your name.

To reset your password:

1. Go to <https://my.la.gov/en-us/help>
2. Click on "Forgot your Password?"

An official Louisiana.gov website. [How do I know?](#)

MyLA Government Services Help [Sign In](#)

Get Help

 Do you want to get help from someone? [Ask For Help →](#)

 Didn't get your email verification? [Resend Email Verification →](#)

 Forgot your password? [Reset Password →](#)

 Forgot your User ID? [Get User ID Reminder →](#)

 Do you have a question? [Read FAQs →](#)

3. Enter your MyLa username and Email address

An official Louisiana.gov website. [How do I know?](#)

MyLA Government Services Help [Sign In](#)

Forgot Password

Tell us your User ID and email address so we can send you an email with a link to reset your password.

A red star means we need that info.

* User ID

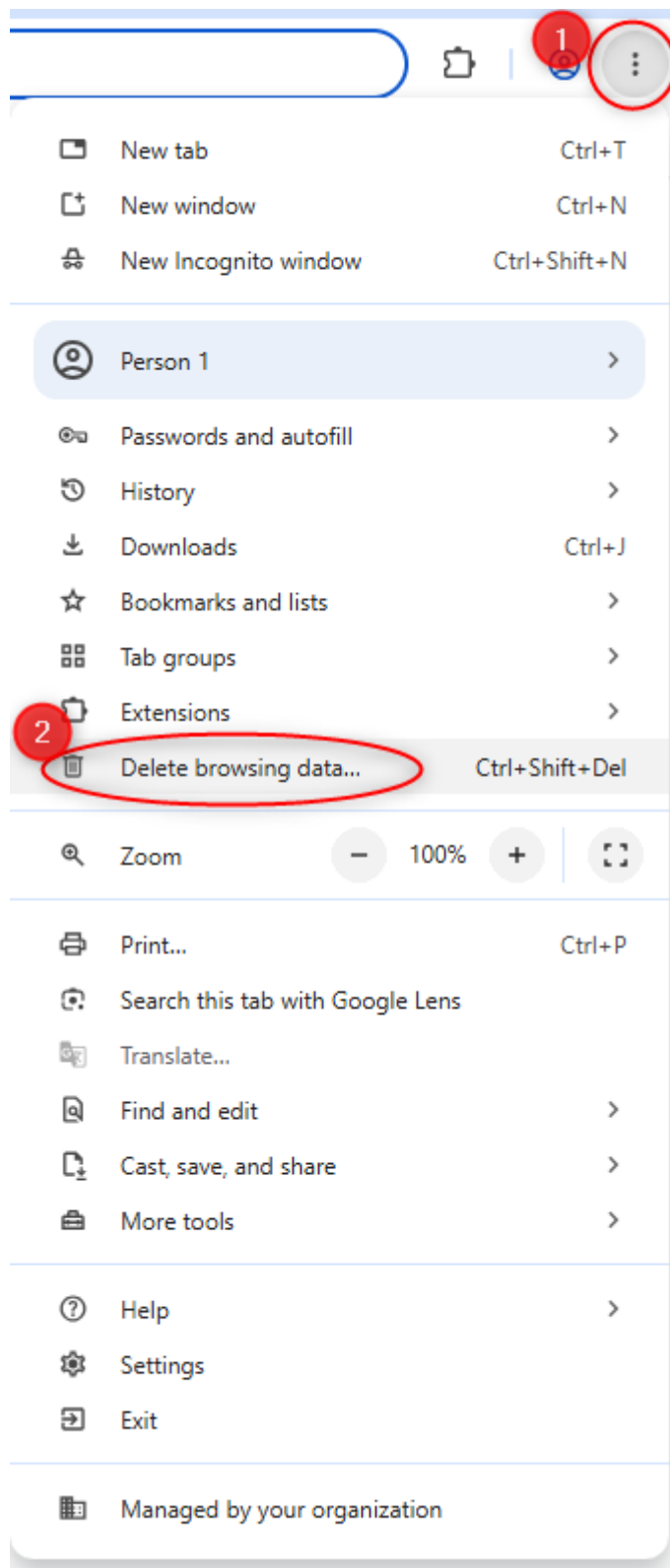
* Email Address

[Cancel](#) [✓ Send Password Reset](#)

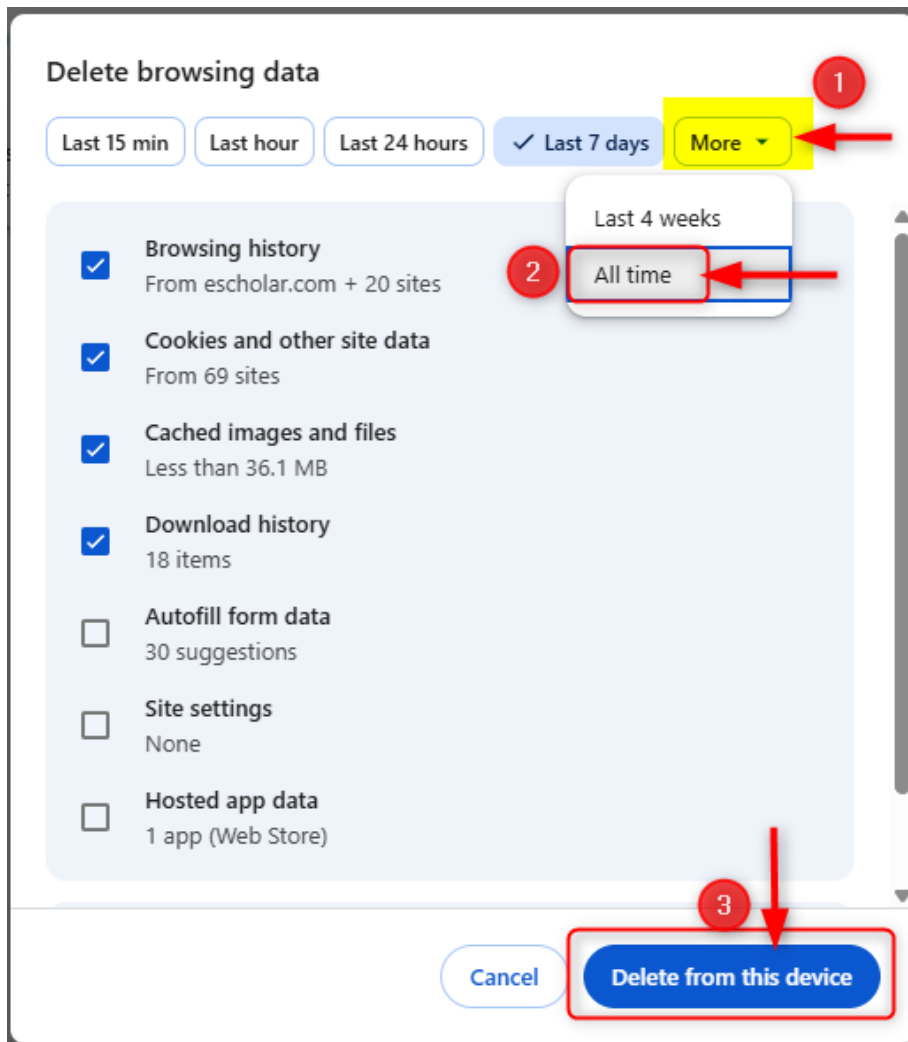
Shortly after clicking on the “Send Password Reset” button, you will receive an email with a link to reset your password.

If you cannot access your MyLa account and there were no changes made to your account, please try to clear your cache:

1. Open Chrome and click on the 3 dots. Then click on Delete browsing data



- 2.
3. Select mainly the first 3 options. Also, click on “More” and choose “All Time”
Then click on the “Delete from this device” button.



4.

Now please start fresh with a new browser page and log in using this link:
<https://registration.edlink.la.gov/>.

If this does not work, please contact MIS.