

## Information on Resetting Passwords

1. If you need support with signing into the [LEADS Portal](#), please see the following directions:
  - a. If you cannot remember your password or your password has expired, use this link to change your password: <https://password.doe.louisiana.gov>
  - b. Please remember to turn off pop-up blockers when trying to access the LEADS portal. <http://www.wikihow.com/Disable-Popup-Blockers>
  
2. If you need support with signing into the [FTP Portal](#), please see the following directions:
  - a. Here is the link to login: <https://sftp.doe.louisiana.gov/thinclient/>
  - b. Username: SITECODE@nonpublic    Ex. (999999@nonpublic)
  - c. Password: LA!SITECODE            Ex. (LA!999999)
  - d. You will be prompted to create a new password

**\*If the password provided does not work, please check in with your administrative team to determine if someone else has already modified the password prior to reaching out to the department.**

**\*When sending an email for account unlocks, please include your username in your email requests.**

**\*Please send all requests to [Studentscholarships@la.gov](mailto:Studentscholarships@la.gov).\***