

## Password Reset Instructions

### For Emergency Rental Assistance Subsidy Program

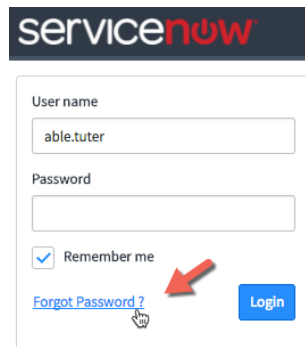
#### If you forgot or need to reset your password:

1. Visit the login screen

Tenants: [https://cityoflaprod.service-now.com/eras?id=renters\\_tenant\\_doc\\_upload](https://cityoflaprod.service-now.com/eras?id=renters_tenant_doc_upload)

Landlords: [https://cityoflaprod.service-now.com/eras?id=renters\\_landlord\\_doc\\_upload](https://cityoflaprod.service-now.com/eras?id=renters_landlord_doc_upload)

In the login screen **select “Forgot Password?”**

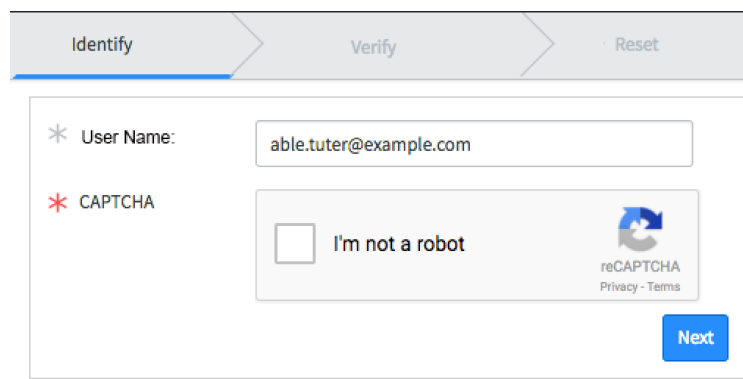


The screenshot shows the ServiceNow login interface. At the top is the 'servicenow' logo. Below it are two input fields: 'User name' containing 'able.tuter' and an empty 'Password' field. There is a checked 'Remember me' checkbox and a blue 'Login' button. A red arrow points to the 'Forgot Password?' link, which is underlined and blue.

2. In the login screen **enter your User Name found in your email received from donotreply.eras@lacity.org**. Click on the “I’m not a robot”. Then click **Next**.

**Tenant example: User Name: [tenant@email.com](mailto:tenant@email.com)**

**Landlord example: User Name: landlord@landlord.com\_12345**



The screenshot shows the 'Identify' step of the password reset process. At the top are three tabs: 'Identify' (active), 'Verify', and 'Reset'. Below the tabs is a form with two main sections. The first section is labeled '\* User Name:' and contains an input field with the text 'able.tuter@example.com'. The second section is labeled '\* CAPTCHA' and contains a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo with the text 'reCAPTCHA Privacy - Terms'. A blue 'Next' button is located at the bottom right of the form.



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3. Once you verify your email address, you will receive an email containing your verification code. **Enter this code in the verification screen**, to receive your password reset email.
4. When entering a new password, **you must meet the minimum password requirements** one uppercase letter, one lowercase letter, one number character, with a minimum of 8 characters.

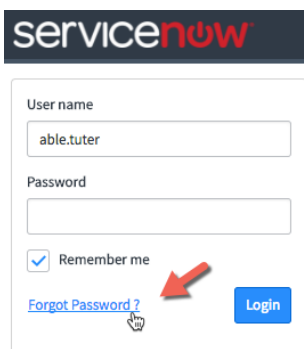
#### Si olvidó o necesita restablecer su contraseña:

1. Visite la pantalla de inicio de sesión en

Inquilinos: [https://cityoflaprod.service-now.com/eras?id=renters\\_tenant\\_doc\\_upload](https://cityoflaprod.service-now.com/eras?id=renters_tenant_doc_upload)

Propietarios: [https://cityoflaprod.service-now.com/eras?id=renters\\_landlord\\_doc\\_upload](https://cityoflaprod.service-now.com/eras?id=renters_landlord_doc_upload)

En la pantalla de inicio de sesión, seleccione "**¿Olvidó su contraseña?**"

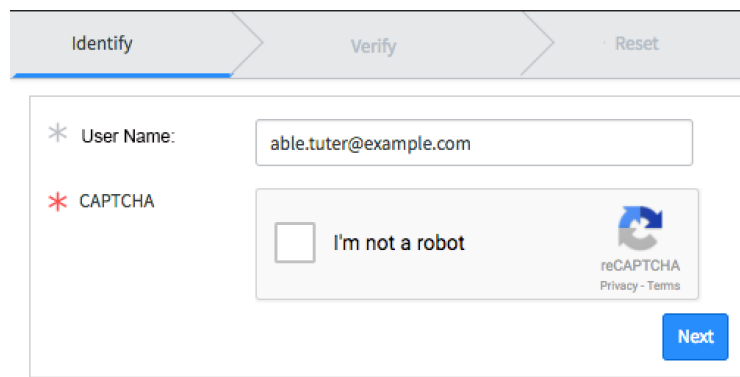


The screenshot shows the ServiceNow login interface. It includes a 'User name' field with 'able.tuter' entered, a 'Password' field, a 'Remember me' checkbox which is checked, and a 'Login' button. A red arrow points to the 'Forgot Password?' link.

2. En la pantalla de inicio de sesión, **ingrese su nombre de usuario que se encuentra en el correo electrónico que recibió de donotreply.eras@lacity.org.** Haga clic en "No soy un robot". Luego haga clic en Siguiente.

**Ejemplo de inquilino: Nombre de usuario: inquilino@email.com**

**Ejemplo de propietario: Nombre de usuario: propietario@propietario.com\_12345**



The screenshot shows the 'Identify' step of the password reset process. It features a progress bar with 'Identify', 'Verify', and 'Reset' steps. The 'User Name' field is filled with 'able.tuter@example.com'. Below it, the 'CAPTCHA' section includes an unchecked 'I'm not a robot' checkbox and a reCAPTCHA logo with 'Privacy - Terms' link. A 'Next' button is located at the bottom right.

3. Una vez que verifique su dirección de correo electrónico, recibirá un correo electrónico con su código de verificación. **Ingrese este código en la pantalla de verificación**, para recibir su correo electrónico de restablecimiento de contraseña.



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4. Al ingresar una nueva contraseña, **debe cumplir con los requisitos mínimos de contraseña:** una letra mayúscula, una letra minúscula, un carácter numérico, con un mínimo de 8 caracteres.