Guide to Usernames and Passwords

Your account information in the Attorney Registration Portal consists of 3 things:

1. **Username**

   All attorneys create a username when initially setting up their account. It remains the same and cannot be changed by the attorney.

2. **Password**
   The password must consist of at least 12 characters and include at least one of the following:
   - Upper case letter
   - Lower case letter
   - Number
   - Special Character (i.e. ! @ # $ % & * ?)

   Passwords will expire every 180 days.

3. **Account email address**
   - An email address will need to be provided for your "account" email address. This email address should be used when requesting any password resets or username lookups. It is in addition to your registration record contact email address.
   - It is suggested that you use a personal one so that you'll always have access to it. (It is not distributed anywhere and only the administrators have access to it.) It also may eliminate password reset emails being blocked by your office network system.
   - If you use a business one, be sure to update your account email address before leaving a job so that you will be able to request password resets in the future.

To avoid having to request a password reset or username lookup each time, please keep track of your username and password as well as your account email address. This will save you time when logging in to your account and prevent unnecessary calls to the attorney registration office.

Common problems when logging in:

- If you reset your password successfully but are still receiving an error message, check to be sure you are using the correct username. If you are not, then you will keep receiving the error even though you have reset your password. There is a "forgot user name" link on the main page of the portal.
- Incorrect previous password has been saved to your computer's browser and is automatically filling it in. Be sure you are typing it in yourself and not allowing your computer to auto fill it.
- Check to see that there are no spaces in the username or the password.
- Click on the "Show password" button to be sure what is typed in is what you want it to be.

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