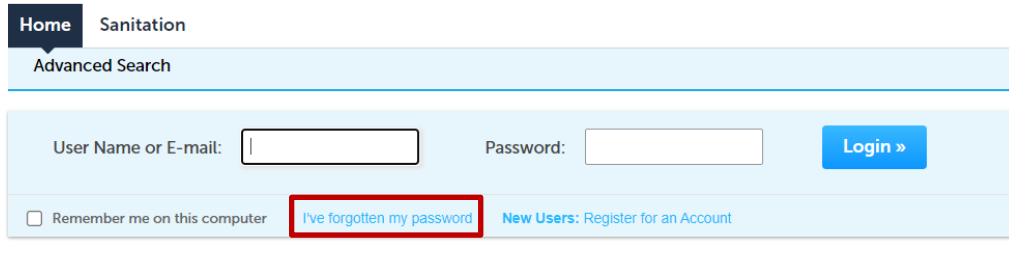# Navigating the Portal

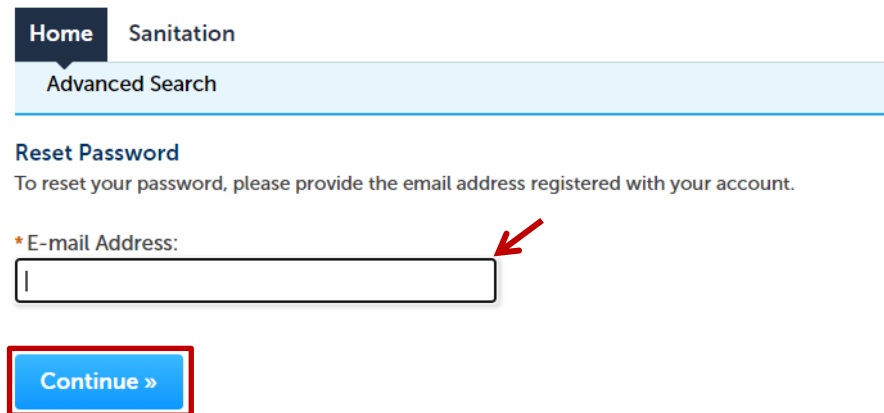## Password Reset

If you have forgotten your password and need to reset it, select the **I've forgotten my password** button.

Enter the registered email address associated with your portal account then select the **Continue>>** button.

Enter the Security Answer to your Security Question. The Security Question and Answer were set up during your Account Registration. Once the Security Answer is entered, select the **Send New Password>>** button. If you do not remember your Security Answer, email ab939hauler@lacity with the email address that you are trying to reset the password for.

Home Sanitation

Advanced Search

Reset Password
The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.

Security Question:
Dog's name

* Security Answer?

[   ]

Send New Password »

A confirmation page will display that your password has been reset.

Home Sanitation

Advanced Search

✓ Your password has been reset. An e-mail has been sent containing your
   new password. Please use the new password to login.

You will receive an e-Mail shortly containing a newly generated password. Once logged
in you may update this password in "Account Management".

An email with a reset password has been sent to your email.

Hello JohnDoe,

Your reset password is:

JY$7mE

If you didn't request a password change or need additional assistance, please email the appropriate group. Thank you.

LASAN Waste Hauler Permit Program ab939haulers@lacity.org

recycLA Service Providers cfdcontracts@lacity.org

recycLA Facility Certification san.recyclafc@lacity.org

Construction and Demolition Processor Certification ab939haulers@lacity.org

Enter your email address and the reset password to login. The page will redirect to change your password. Enter the required(*) fields then select the **Submit>>** button. Your password reset is now complete.

Home Sanitation

Advanced Search

⊗ **An error has occurred.**
Please update your login information with a new password.

Change Password

* User Name:

JohnDoe

* Old Password:

* New Password:

* Confirm Password:

Submit »

Update Account Information

To update account information, click on **My Account** or **Account Management**. You will be able to update Login Information, Contact Information and Delegates.

Login Information

To update Login Information, click **Edit.**

Update the required fields (*) then click **Save**.

Contact Information

To update Contact Information, click **Actions**, then click **View.**

Update your Contact Information including the Contact Addresses by clicking **Actions**, then **Edit**. Once all fields have been updated, click **Save.**

Delegates

To update the delegates who have access to your account, click on **Actions** to either **View** or **Edit Permissions**. You can also **Remove** a delegate from your account.

To update the delegate information for an account that you have access to, click on **Actions** to **View Permissions** or **Remove** your delegation.

Record Information

Look under the **Action** column to find any records that need to be submitted.

	Date	Record Number	Record Type	Application Name	Expiration Date	Status	Action
☐	05/02/2019	PER-19-047	AB 939 Compliance Application	Prod Test	06/30/2022	Active	Renew Application
☐	04/07/2021	PER-19-047-REN21-21Q1-tmp	AB 939 Reporting	Prod Test			Resume

Click on the **Record Number** for the record you are trying to see more information about.

☐	04/30/2020	PER-19-047-REN22	AB 939 Compliance Permit

Under Record Details, click on the triangle next to **More Details** to expand the list.

Record Details

Record Description:
Prod Test

▶ **More Details**

Click on the "**+**" sign next to each label to see more information. If any of the information is incorrect or needs to be updated, contact ab939haulers@lacity.org.

Record Details

Record Description:
Prod Test

▼ More Details
⊞ Related Contacts
⊞ Application Information
⊞ Application Information Table

To see the status of your record click **Record Info**, then select **Processing Status.**

Record PER-19-047-REN22:

AB 939 Compliance Permit

Record Status: Active
Expiration Date: 06/30/2022

Record Info ▼	Payments ▼

Record Details

Processing Status

Attachments

You will be able to see which stage of the workflow your record is currently at. You can expand the list by clicking the triangles next to the statuses to get more detailed information.

Processing Status

✔ ▶ Permit Renewal Package

✔ ▶ Renewal Review

✔ ▶ Renewal Issuance

⧗ ▶ Permit Status

   Closed

To see all attachments associated with your record click **Record Info**, then select **Attachments.**

Record PER-19-047-REN22:

AB 939 Compliance Permit

Record Status: Active
Expiration Date: 06/30/2022

Record Info ▼	Payments ▼

Record Details
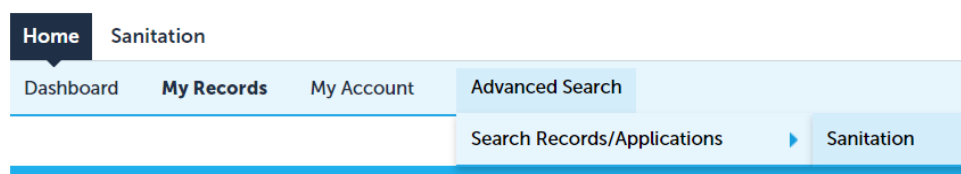
Processing Status

Attachments

Click on the blue hyperlink to download a copy of the attachment. You will be able to find a copy of your AB939 Permit Approval Letter in the Attachments of your AB939 Compliance Permit Record. You will be able to find a copy of your AB939 Quarterly Report in the Attachment of your AB939 Reporting Record.

Name	Type	Size	Latest Update	Description	Action
/LETTER_PermitApproval_20200709_164141.pdf	Regulatory Permits	992.58 KB	07/09/2020		Actions ▼

Searching for a Record

Advanced Search

Hover your mouse over **Advanced Search**, then hover over **Search Records/Applications**, then click **Sanitation.**

Enter the information of the Record you are searching for. Please note not all fields are required. Broaden your **Start Date** to expand your search. Then select **Search.**