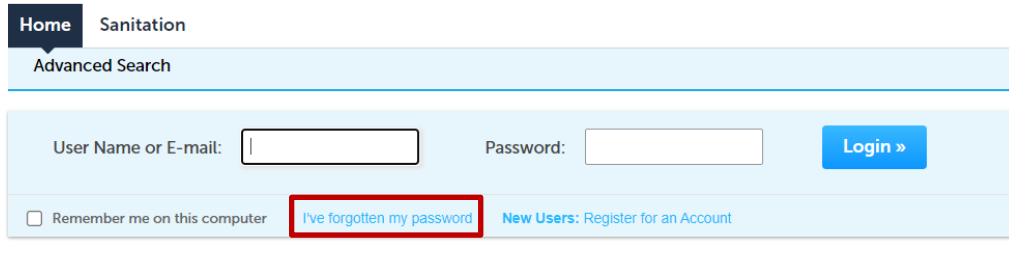


Navigating the Portal

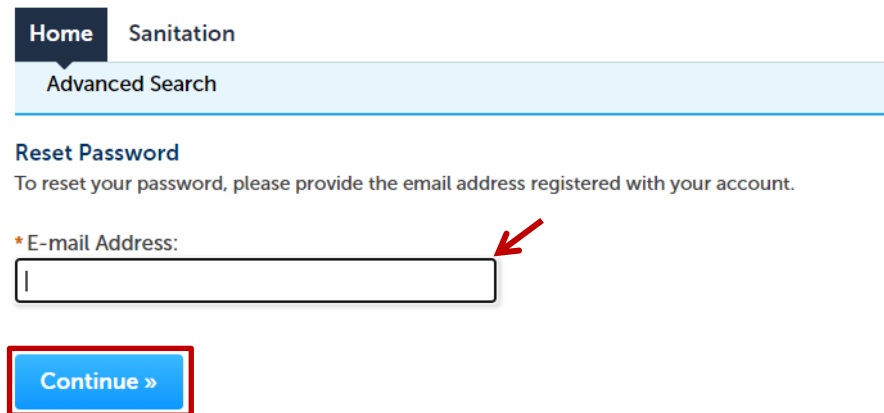
Password Reset

If you have forgotten your password and need to reset it, select the [I've forgotten my password](#) button.



The screenshot shows the top navigation bar with 'Home' and 'Sanitation' links. Below it is a light blue bar with 'Advanced Search'. The main login area contains two input fields: 'User Name or E-mail:' and 'Password:'. To the right of the password field is a blue 'Login »' button. Below the input fields, there is a checkbox labeled 'Remember me on this computer', a red-bordered box containing the text 'I've forgotten my password', and a link 'New Users: Register for an Account'.

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



The screenshot shows the top navigation bar with 'Home' and 'Sanitation' links. Below it is a light blue bar with 'Advanced Search'. The main content area is titled 'Reset Password' and includes the instruction: 'To reset your password, please provide the email address registered with your account.' Below this is a label '* E-mail Address:' followed by a text input field. A red arrow points to the input field. Below the input field is a blue button with the text 'Continue »', which is highlighted with a red border.

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 cfcontracts@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.

Logged in as: John Doe Collections (0) **Account Management** Logout

Home Sanitation

Dashboard My Records **My Account** Advanced Search

Hello, John Doe

Login Information

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

Login Information **Edit**

User Name: JohnDoe

E-mail: john.doe@lacity.org

Password: *****

Security Question: Dog's name

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

Login Information

* User Name: ?

* E-mail Address:

* Old Password:

* New Password:

* Confirm Password:

* Enter Security Question: ?

* Answer: ?

Save [Back to Account Management](#)

Contact Information

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

Contact Information									
Showing 1-1 of 1									
First Name	Middle Name	Last Name	Business Name	SSN	FEIN	Contact Type	Status	Action	Full Name
John		Doe				Individual	Approved	Actions 	John Doe
								View	

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


Manage Your Account

View Contact Detail



Validate and update your contact information at this page.

Contact Information

*** Individual/Organization:**

Individual 

*** First:** **Middle:** *** Last:**

Country:  **Preferred Channel:** 

Home Phone: **Mobile Phone:** **Business Phone:**


*** E-mail:**

▼ Contact Addresses

Add Additional Contact Address

To edit a contact address, click the address link.

Showing 1-2 of 2

Address Type	Recipient	Address	Status	Start Date	End Date	Action
Mailing Address		1149 S Broadway	Active			Actions 
Office		1149 S Broadway	Active			Edit

Save [Back to Account Management](#)

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.

Delegates

Add a Delegate

People who can access my account

Jane Doe (jane.doe@lacity.org)
Last accessed account on 08/11/2021

Add a Delegate

People whose account I can access

katieandrino (katie.andrino@lacity.org)
Last accessed account on 08/20/2021

Actions ▼

View Permissions
Edit Permissions
Remove

Actions ▼

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

Delegates

Add a Delegate

People who can access my account

Jane Doe (jane.doe@lacity.org)
Last accessed account on 08/11/2021

Add a Delegate

People whose account I can access

katieandrino (katie.andrino@lacity.org)
Last accessed account on 08/20/2021

Actions ▼

Actions ▼

View Permissions
Remove

Accela Citizen Access | Copyright 2016

Record Information

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

<input type="checkbox"/>	Date	Record Number	Record Type	Application Name	Expiration Date	Status	Action
<input type="checkbox"/>	05/02/2019	PER-19-047	AB 939 Compliance Application	Prod Test	06/30/2022	Active	Renew Application
<input type="checkbox"/>	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.

<input type="checkbox"/>	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	

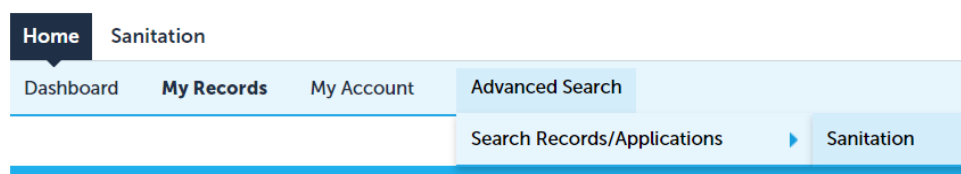
Click on the blue hyperlink to download a copy of the attachment. You will be able to find a copy of your AB939 Permit Approval Letter in the Attachments of your AB939 Compliance Permit Record. You will be able to find a copy of your AB939 Quarterly Report in the Attachment of your AB939 Reporting Record.

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**.

Search for Records

Enter information below to search for records.

- Record Information
- Contact Information

Select the search type from the drop-down list.

General Search

Record Number:

Record Type:

Application Name:

Start Date:

End Date:

► [Search Additional Criteria \(select Record Type above to limit criteria\)](#)

Search

Clear