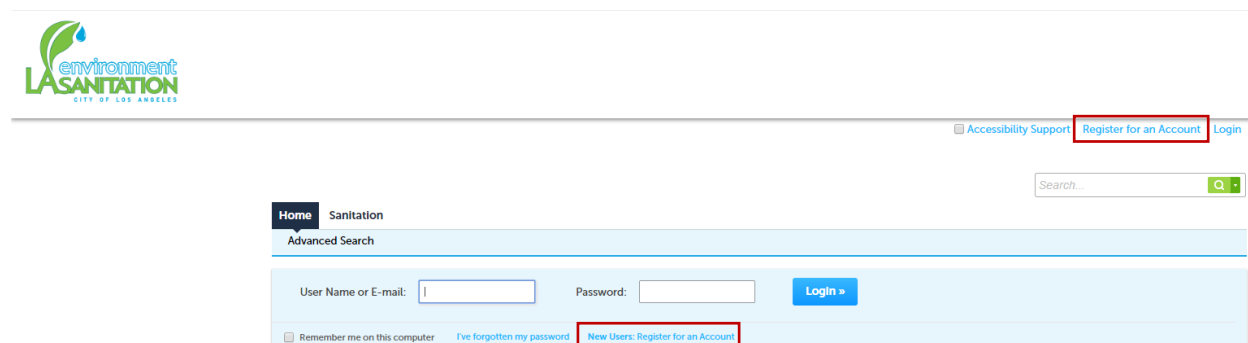


## Registering for a New Account

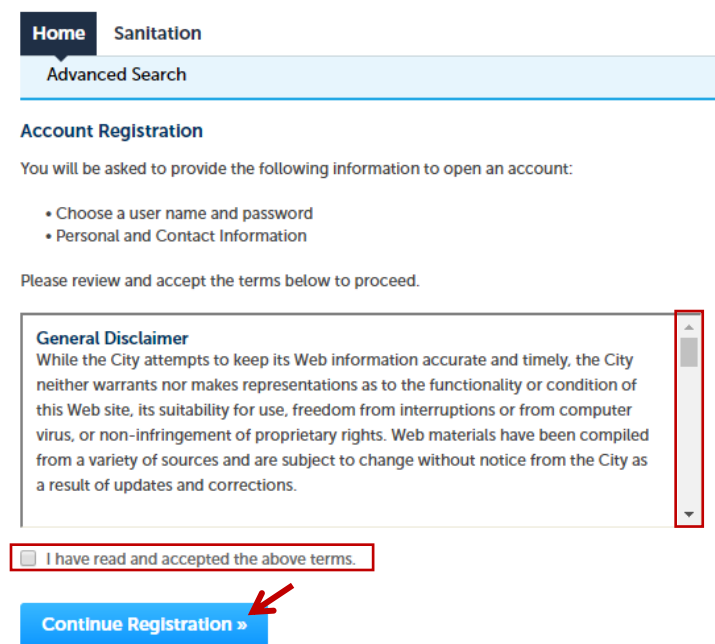
If the user is NEW, register for an account to access records by selecting the [Register for an Account](#) or [New Users: Register for an Account](#) buttons shown below.

For an additional user, that may have access information in the records, or make changes and you want to manage their access, please reference the [Delegates](#) section.



The screenshot shows the top of the Sanitation website. On the left is the logo for "environment LA SANITATION CITY OF LOS ANGELES". On the right, there are links for "Accessibility Support", "Register for an Account" (highlighted with a red box), and "Login". Below the header is a search bar with the text "Search...". Underneath the search bar is a navigation bar with "Home" and "Sanitation" tabs. Below that is an "Advanced Search" section. At the bottom of this section is a login form with fields for "User Name or E-mail:" and "Password:", a "Login »" button, and links for "Remember me on this computer", "I've forgotten my password", and "New Users: Register for an Account" (highlighted with a red box).

To begin registration, use the scrollbar to read the General Disclaimer and check the checkbox to accept the terms listed. Select the **Continue Registration >>** button.




The screenshot shows the "Account Registration" page. At the top is a navigation bar with "Home" and "Sanitation" tabs. Below that is an "Advanced Search" section. The main heading is "Account Registration". Below this is a paragraph: "You will be asked to provide the following information to open an account:". This is followed by a bulleted list: "• Choose a user name and password" and "• Personal and Contact Information". Below the list is a paragraph: "Please review and accept the terms below to proceed.". This is followed by a box containing the "General Disclaimer" text. To the right of the disclaimer box is a scrollbar. Below the disclaimer box is a checkbox labeled "I have read and accepted the above terms." (highlighted with a red box). Below the checkbox is a blue button labeled "Continue Registration >>" (highlighted with a red arrow).

Enter all information under the Login Information header that is required (\*). For rules on each field, select the question mark bubble (?).


Under the Contact Information header, select the **Add New** button.

## Account Registration Step 2: Enter/Confirm Your Account Information


### Login Information


\* User Name:  

\* E-mail Address:

\* Password:  

\* Type Password Again:

\* Enter Security Question:  

\* Answer:  

**Help** x

(4-32 characters may contain letters, numbers, and these special characters: @ \_ - )

### Contact Information

Please add your Waste Hauling/Contractor company contact information.

 **Add New**

**Continue Registration »**

A pop-up titled **Select Contact Type** appears. Select the **Type** dropdown list and select Individual. Select the **Continue** button.


**Select Contact Type** x

\* Type:

Select

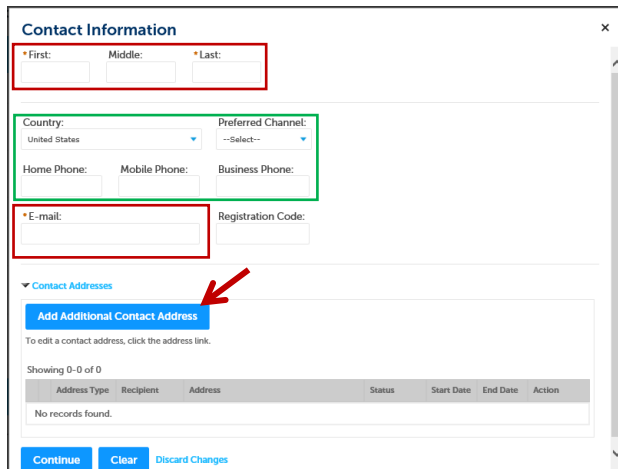
Individual

Organization

 **Continue** Discard Changes

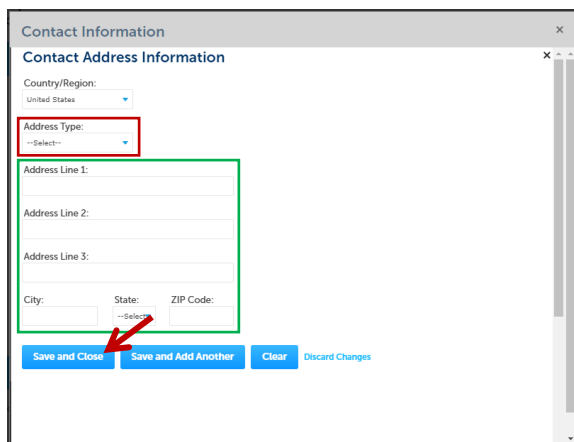
A pop-up titled **Contact Information** appears. Enter the required (\*) fields, then select from the **Preferred Channel** drop down list. If applicable, enter Phone Number(s).

Add an address by selecting the **Add Additional Contact Address** button.



The image shows a 'Contact Information' form. At the top, there are fields for First, Middle, and Last names. Below these are fields for Country (set to 'United States'), Preferred Channel, Home Phone, Mobile Phone, and Business Phone. Further down is an E-mail field and a Registration Code field. A section titled 'Contact Addresses' is expanded, showing a table with columns: Address Type, Recipient, Address, Status, Start Date, End Date, and Action. The table is currently empty, with a message 'No records found.' below it. A red arrow points to a blue button labeled 'Add Additional Contact Address' within this section. At the bottom of the form are buttons for 'Continue', 'Clear', and 'Discard Changes'.

A pop-up titled **Contact Address Information** appears. Select the **Address Type** from the dropdown list, and enter the Address in the fields below. Please include your office address and your preferred mailing address here. Select the **Save and Close** button when finished, or select **Save and Add Another** if there are more addresses linked to the user.



The image shows a 'Contact Address Information' pop-up form. It has a 'Country/Region' dropdown set to 'United States'. Below this is an 'Address Type' dropdown, which is highlighted with a red box. Underneath are three text input fields for 'Address Line 1', 'Address Line 2', and 'Address Line 3'. At the bottom of these fields are input fields for 'City', 'State' (a dropdown), and 'ZIP Code'. A red arrow points to the 'Save and Close' button at the bottom left of the form. Other buttons at the bottom are 'Save and Add Another', 'Clear', and 'Discard Changes'.

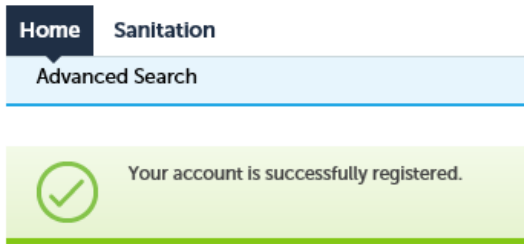
Message “**Contact address added successfully.**” appears. Select the **Continue** button in the **Contact Information** page.

[Continue](#)

Message “**Contact added successfully.**” appears. User returns to the **Account Registration Step 2: ...** page. Select the **Continue Registration >>** button.

[Continue Registration >>](#)

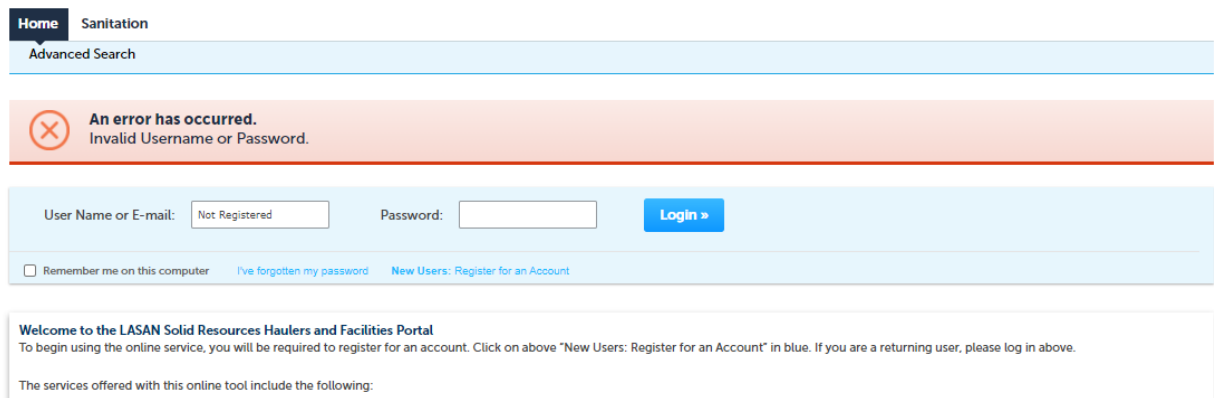
A summary of the information entered and a message “**Your account is successfully registered.**” appears.



When a new account is created, LASAN staff will Activate your account.

Once the user account is activated, it can be used to log into the LASAN Solid Resources Haulers and Facilities Portal.

If you attempt to login, and an account has not been registered, you will get this error:



If you attempt to login and an account has been registered, but has not been activated, you will get this error:

