How to Create An IMS Account

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1) Open an internet browser (e.g. Google Chrome, Microsoft Edge, Mozilla Firefox) of your choice.

2) Go to portal: https://labems.ldh.la.gov

3) Users may wish to bookmark the portal URL in the web browser.

4) Click the “First Time Users Register Here” button.

To begin click here...
6) Complete the User Registration information.

7) Login ID’s cannot be changed once they are associated with an account.

8) Please review all information for accuracy before submitting.

9) Once completed, enter the Image Code as shown. A confirmation email with a temporary password will be sent to the user’s email address.
11) The auto-generated confirmation email will contain the Login ID and the Temporary Password.

12) Please note that the Temporary Password is case sensitive.

13) Also, please note that the Temporary Password will be used twice in upcoming steps.

14) Click the link to return to the portal log in page in your browser.

HINT: Copy the Temporary Password and paste it into the correct fields to minimize errors.
15) Using the Login ID and Temporary Password provided in the confirmation email, login to the portal.

All passwords are case sensitive, this includes the Temporary Password.
16) On the initial use of the new portal, users must set a new password.

17) Users should select Security Questions and provide accurate responses. These will be used in the future to allow users to reset passwords.

18) If the user is licensed, the Personal Details are “grayed out” and cannot be edited in this screen. Licensed individuals must update their demographic data in the “Contact Details” on the Main Menu.

19) To reset Passwords and Security Questions in the future, select “Manage your ACCOUNT” in the Main Menu.

20) Once the Password and Security Questions have been updated, click the “Home” button in the top right corner of the screen.

When resetting a Password, be sure you follow the security requirements.
21) Congratulations! You have successfully created your account.

22) This page is the Main Menu of the new IMS. In the future, this will be the initial screen after a successful login.

23) Be sure to click on the Question Mark icon at the top left of the page for assistance when navigating the system.