

Bureau of EMS Information Management System Password Reset Help

To reset your password, please first refer to email that was sent to you from our IMS system. This will be an auto generated email and may end up in your spam or junk folders. Please add EML-SVC-PROD-BEMS@LA.GOV as an approved contact in your email. Some servers block the email but when it is listed as a contact then you will never have an issue. Please only request one temporary as requesting multiple passwords can result in temporary passwords being received out of order. The temporary password will continue to work until it is successfully changed.

Click the link in the email to go to the login page, <https://labems.ldh.la.gov/>.

Enter your login ID: XXXXXX (not case sensitive)

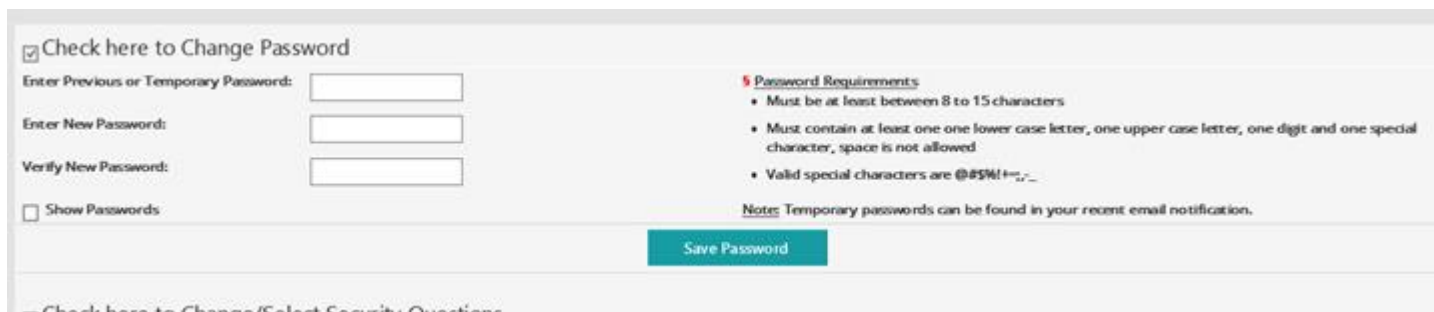
Enter your Temporary Password: XXXXXX (case sensitive)

- Please enter the password as it is shown with uppercase and lowercase letters

Once you have logged in it will say “your password has expired, please change the password to proceed”

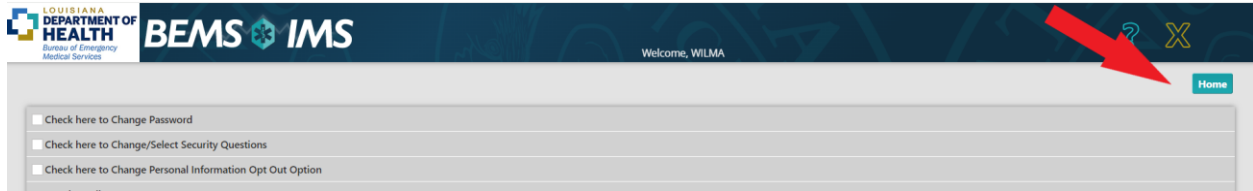
- Enter your temporary password again: XXXXXX
- Create a new password – Must contain 8-15 characters of which at least one each of the following uppercase letter, lowercase letter, number, and one special character (!@#\$%)
 - I suggest using something easy that you can change one character each time for example, Welcome1! – You can change this the next time to be Welcome2! And so on. Whatever the password you choose may be save it in your email account or in the notes section on your phone. Passwords have to be updated every 90 days however your account will allow you to sign in with the expired password one time to change it for future access.

- Reenter the temporary password
- Select/click on Save Password

A screenshot of a web form for password reset. The form has a title "Check here to Change Password" with a checked checkbox. Below the title are three input fields: "Enter Previous or Temporary Password:", "Enter New Password:", and "Verify New Password:". There is a checkbox labeled "Show Passwords" below the input fields. To the right of the input fields, there is a section titled "Password Requirements" with three bullet points: "Must be at least between 8 to 15 characters", "Must contain at least one lower case letter, one upper case letter, one digit and one special character, space is not allowed", and "Valid special characters are @!\$%&+=,._". Below the requirements is a note: "Note: Temporary passwords can be found in your recent email notification." At the bottom right of the form is a green button labeled "Save Password".

Once you have saved the password you should remain on the same page.

- If you are kicked out to the login screen this is an indication that your internet connection was severed prior to saving and your **temporary password** can let you in again.
- If you encounter an error it will be noted in red at the top of the page



You can now select the “Home” button at the top of the page and you will be directed to your home page that states “What Would You Like to Do? For Individuals: “



From here please select from the options below to accomplish your desired task in the IMS system.

If you need assistance, please call our office during business hours, 225-925-4022/ 225-925-7216 or email EMS.Credentialing@la.gov .