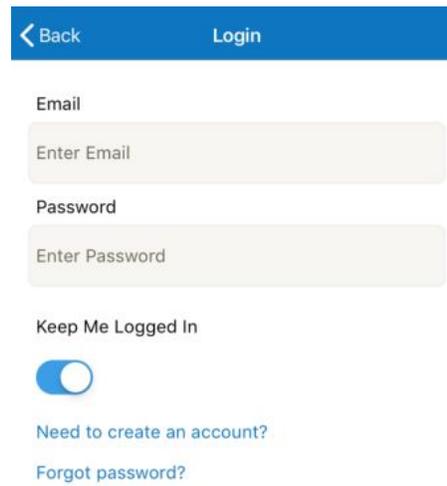# How to Reset Your Password

This guide will provide step-by-step information on how to reset your password on the LA Wallet app. The guide will assume you are already logged out and have the app completely closed. Images may look slightly different depending on your device, but all information is consistent across all device types.

Step 1: Open the LA Wallet app. You should see the screen shown in Figure 1.

Figure 1: Welcome Page

Step 2: Tap the bottom button labeled "LOGIN TO AN EXISTING ACCOUNT". You will arrive on the screen shown in Figure 2.

Figure 2: Login Page

Step 3: Tap the link labeled "Forgot password?". You will arrive on the screen shown in figure 3.

Figure 3: Forgot Password Page

Step 4: Tap the text field labeled "Enter Your Email".

Step 5: Enter the email address of the account you are trying to reset the password for. Once you are done typing your email, make sure that the text color is black, not red. If it is red, check to make sure you have typed the email correctly.

Step 6: With a valid email in the text field, you should now be able to click the yellow button at the bottom of the screen labeled "Send Reset Password Link". Upon success, you will receive a confirmation as shown in Figure 4, as well as an email at the address you provided.
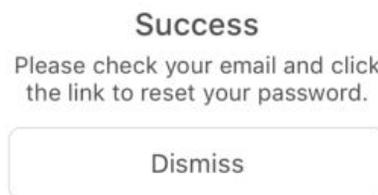

Figure 4: Confirmation

Step 7: Tap "Dismiss" to close the dialog box.

Step 8: Tap the back arrow in the top left of the screen to return to the "Login" page (Figure 2). You can leave the app here for now. You will return back to this page later.

Step 9: Now you must check the email address that you entered on the "Forgot Password" screen. There should be an email from info@lawallet.com with the subject line: LA Wallet Forgot Password. The email should look similar to the one in Figure 5.
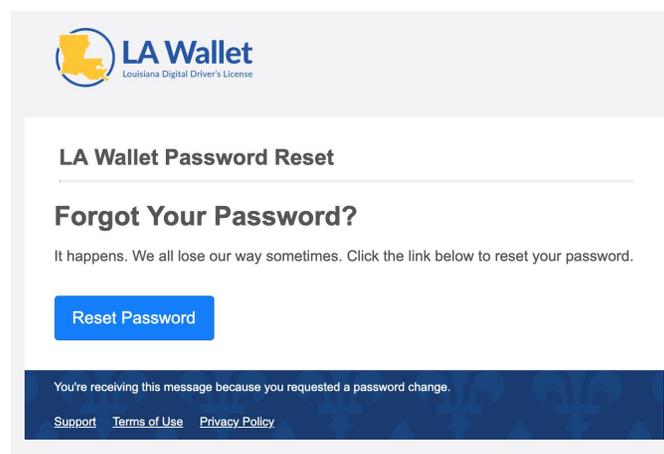

Figure 5: Forgot Password Email

Step 10: Click the button labeled "Reset Password" to arrive at a web page, shown in Figure 6.
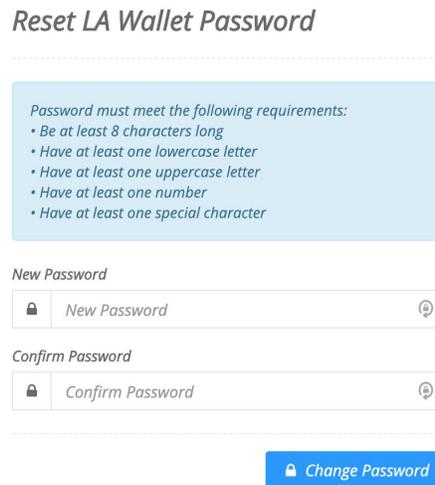

Figure 6: Reset Password Web Page

Step 11: Enter in a new password that meets the requirements shown in the text field labeled "New Password". NOTE: Special characters include !, @, #, $, %, and others.

Step 12: Enter the exact same password into the text field labeled "Confirm Password".

Step 13: Click the button labeled "Change Password". If there are any errors, they will be shown in red below the text fields. You must correct these to successfully reset your password. Upon success, you will arrive at the page shown in Figure 7.
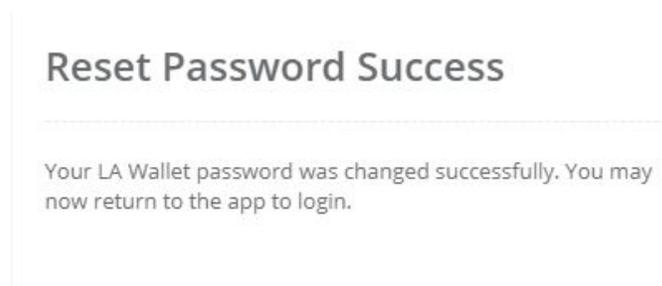

Figure 7: Reset Password Success

Step 14: You may now return to the login page of the app, enter your email address and newly reset password and you should be able to sign in.