

Sage – Password Reset
Guide for Providers.

1. **Getting Started:**

Copy the following URL to your browser and press the “Enter” key:

https://era.lacounty.gov/mfa - **NOTE: link must be COPIED AND PASTED into a web browser**

2. Click on “Set or Rest your Password” Link.



The screenshot shows the Los Angeles County MFA Portal. At the top left is the County of Los Angeles seal. To its right is a large group photo of people and the text "L.A. county ONLINE". Below this is the heading "Los Angeles County MFA Portal". There are two input fields: "e+EmployeeID" and "Hosted Password". To the right of these fields is a disclaimer: "By logging on using this interface, you agree to the County's Agreement for Acceptable Use. For more information, obtain prior authorization from the Information Systems Department." Below the input fields is a "Sign In" button and a link that says "Set or Rest Your Password".

3. In the following screen enter your:

- Username**, Enter your c123456
- Last 4 of SSN**, Enter the last four digits of your social security number, e.g. 1234
- 2 digit day of Birth**, Enter the day you were born. For example, if your birth date is 11/05/1977 the value you would enter in the field 05.
- Home zip code**: Enter the zip code used when you filled out the application to obtain a C number
- Enter the verification code** on the screen then click on next.



The screenshot shows the "SELF-SERVICE PASSWORD RESET" screen. At the top is the Los Angeles County logo and the text "Los Angeles County". Below this is a disclaimer box on the left with the following text: "These computer systems including all related equipment, network and network devices are the property of the County of Los Angeles. These computer systems are provided for authorized use only and may be monitored for all lawful purposes. All information placed on or sent over these computer systems may be examined, recorded, copied and used for other authorized purposes during monitoring. Use of these computer systems, authorized or unauthorized, constitutes consent to monitoring. Evidence of unauthorized use may be used for administrative, criminal or other adverse action. Unauthorized users may be subject to criminal prosecution. By continuing, you agree to these terms." To the right of the disclaimer is a "User Validation" box with the following fields: "Username:" (input field), "Last 4 of SSN:" (input field), "2 Digit Day of Birth:" (dropdown menu with "01" selected), and "Home Zip Code:" (input field). Below these fields is a verification code "X68YL7" and the instruction "Enter the verification code shown above." with an input field. At the bottom right of the validation box are "Next" and "Cancel" buttons. On the far right of the screen is a red checkmark icon.

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4. In the following screen enter a new password, confirm the password and click next.

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SELF-SERVICE PASSWORD RESET

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By continuing, you agree to these terms.

User Validation
Set New Password
Status

✔ User validation successful! Enter your new password and confirm to continue.

New Password:

Confirm Password:

Next Cancel

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5. Click on finish

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SELF-SERVICE PASSWORD RESET

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User Validation
Set New Password
Status

✔ Password change successful!

Your password has been changed. You can now use your new password to logon.

Thank you for using the Self Service Password Management System. Click finish to return to the application logon page.

Finish Cancel

VeriSign Secured

6. You have set your password. This password will be used to access Sage.