



Account Password Change Instructions

This document provides step-by-step instruction on how to change the password on your Lackawaxen Internet Access account. This password change affects both your e-mail account access and any dial-up Internet access that you may use.

To change your password, perform each of the following steps:

#	Step
1	Access the Internet using a web browser such as Internet Explorer. You can do this using any computer connected to the Internet. You do not have to do it from your Lackawaxen Internet connection.
2	Go to Lackawaxen's Subscriber Portal at https://ltis.ruralportal.net/
3	Enter your username and your current account password in the designated fields.
4	Click the " Log In " button. This should display the Summary screen for your account with your username, e-mail address, and other information associated with your account.
5	Click the " Edit " tab in the upper left portion of the screen. The screen will then display fields for your password along with a password strength indicator.
6	Enter your new password in both the "Password" and "Confirm Password" fields.
7	Click the " Save " button at the bottom of the screen.
8	Your password has now been changed. Click " Logout " in the upper right portion of the screen to log out of the Subscriber Portal.

Suggestions for creating a strong password

use a minimum of 8 characters
use a mix of lower and upper case letters
use numbers in your password
use symbols in your password
The following characters are not allowed in your password: ~ [" % \ ' ^ *]

If you have any questions, please contact our business office at 570-685-7111.