

NEED HELP LOGGING IN TO YOUR ONLINE ACCOUNT?

When renewing your license, you should first go to the home page of our website (www.lsbpne.com). On the menu bar, hover over the “Renewal” tab, then choose “Login”.

If you do not remember the username (email address) or the password that you used to set up your online account when you renewed last year, **DO NOT** register for a new account, as doing so will block you from eligibility to renew online. Follow the steps outlined below to update your online account information which will allow you to login.

If you do not remember and/or need to update or change your **email address (username)**:

- From the login screen, in the bottom right corner, you would choose “Forgot/Reset Username”.
- On the next screen it will ask you for your license number (your license number is directly below your name and address on your current license and is labeled license number), the last 4 digits of your social security number, your date of birth, and the NEW email address which you want to change to.
- Then choose “Reset my username”. (If the system replies with a message stating that the username cannot be used because it is already registered, this means that the email address is the one that is already set up for your online account.)
- Once it is updated, go back to the login screen.

If you do not remember your **password**:

- From the login page you can choose “Forgot/Reset Password” in the bottom right corner. This step should be completed **one time only**, as each time it is chosen, the system will change the password.
- Enter your email address.
- Then choose “Send me a new password”.
- Go to your email account to retrieve the email with the new password.
Reminder: When checking for the email containing the new password, please be sure to check the spam/junk folder along with the inbox. The email will be in one of those folders. Emails may not be received in the order in which the system sends them, so you cannot assume that last email received is the correct password if you have chosen a new password more than one time.)
- Once received, go back to the login page and enter the new password. Be sure that the new password is entered exactly as shown (you can “copy” and “paste” the password from the email, be sure that no extra spaces before or after the password are included in the “copy” and “paste” process.)