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## A. The eSerbisyo Portal

The eSerbisyo Portal (the "Portal") is an online System that can be accessed by the LRA Clients anytime and anywhere in the world for the purpose of requesting for Certified True Copy("CTC") of titles in the custody of the various computerized Registries of Deeds.

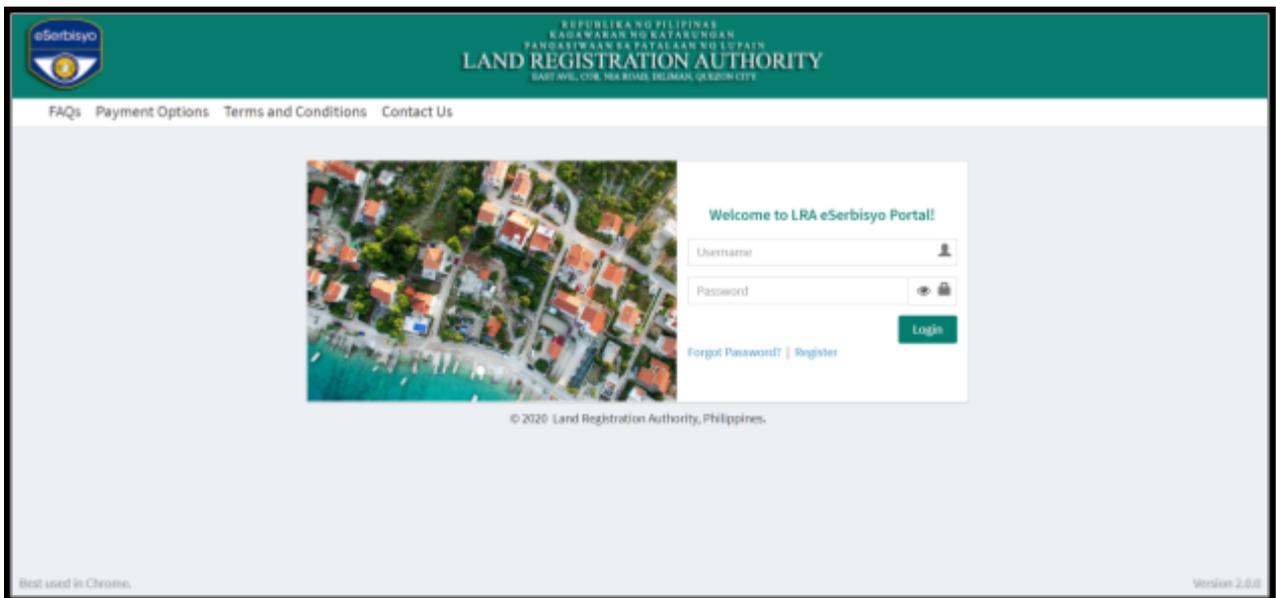
## B. Purpose of this Guide

This user guide is intended to provide the detailed steps to be followed by the users in creating a User Account.

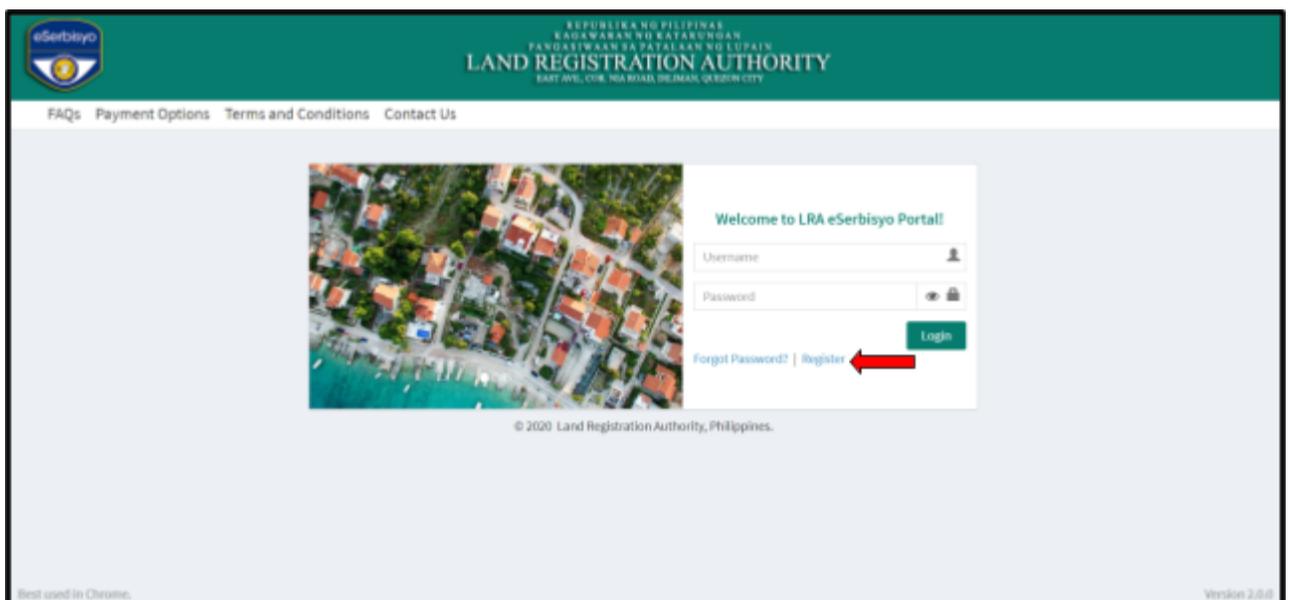
## C. User Guide on Creating a User Account

The user shall follow the steps below in creating a User Account using the eSerbisyo Portal:

1. Visit **www.eserbisyo.lra.gov.ph**.



2. Click "**Register**".



3. **Fill out the required details** to register a new account, including the username and password. You may click Reset should you need to reset/clear the input information.

The screenshot shows a 'User Registration' form with the following sections:

- User Information:** First Name, Middle Name, Last Name, Date of Birth, Gender.
- Delivery Address:** House/Building/Floor/Unit Name/No., Street Name, Landmark, Barangay, City, Province, Zipcode.
- Login Information:** User Name, Password, Confirm Password.
- Contact Information:** Email Address, Confirm Email Address, Mobile No.
- Security Question:** Security Question, Answer on Security Question.
- Privacy Policy:** A checkbox for 'I agree to share the above details with LRA. Click here for the Terms & Conditions.'

Buttons for 'Reset', 'Submit', and 'Cancel' are visible at the bottom.

4. To read the Terms and Conditions, click the link "**Click here**". Tick the box on the **Privacy Policy** and the **reCaptcha** then click "**Submit**".

This screenshot highlights the steps mentioned in step 4:

- A red arrow points to the 'Click here' link in the Privacy Policy section.
- A red arrow points to the checkbox for 'I agree to share the above details with LRA...'.
- A red arrow points to the 'I'm not a robot' checkbox (reCaptcha).
- A red arrow points to the 'Submit' button.

**Important Note:**

**a. Username**

The username must contain at least 8 characters.

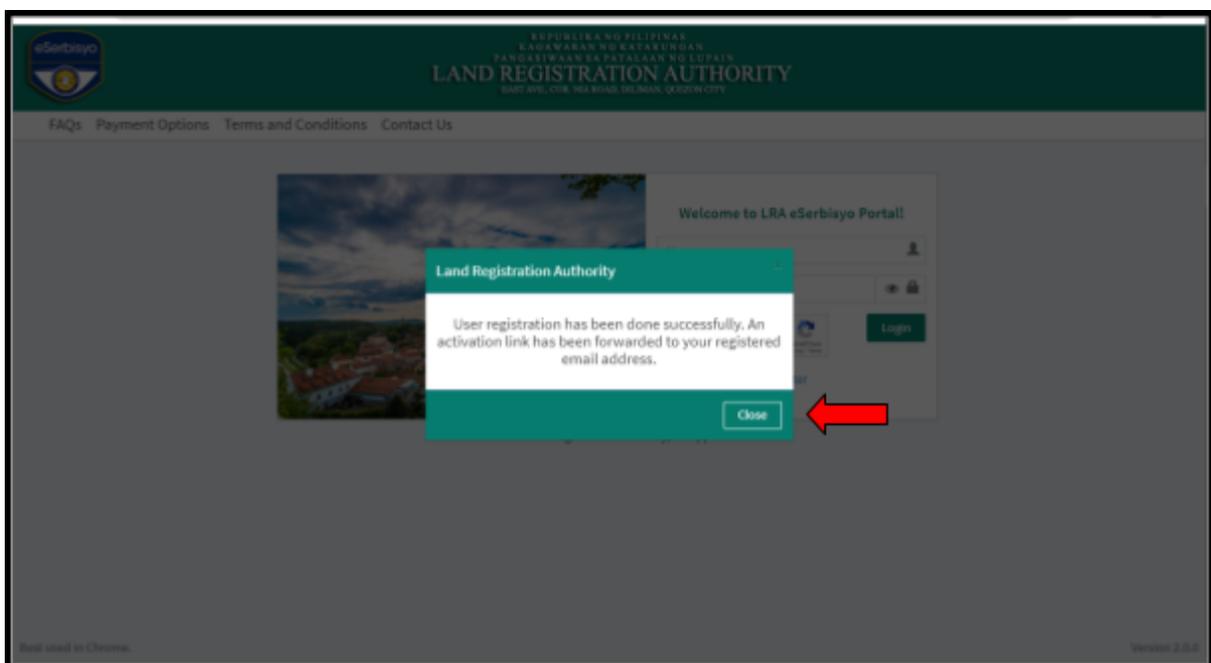
**b. Password**

Users are encouraged to adopt a strong password practice by ensuring that the following requirements are met:

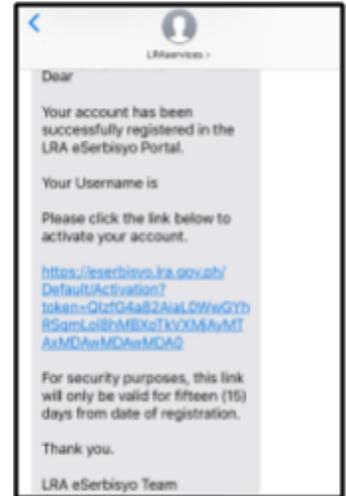
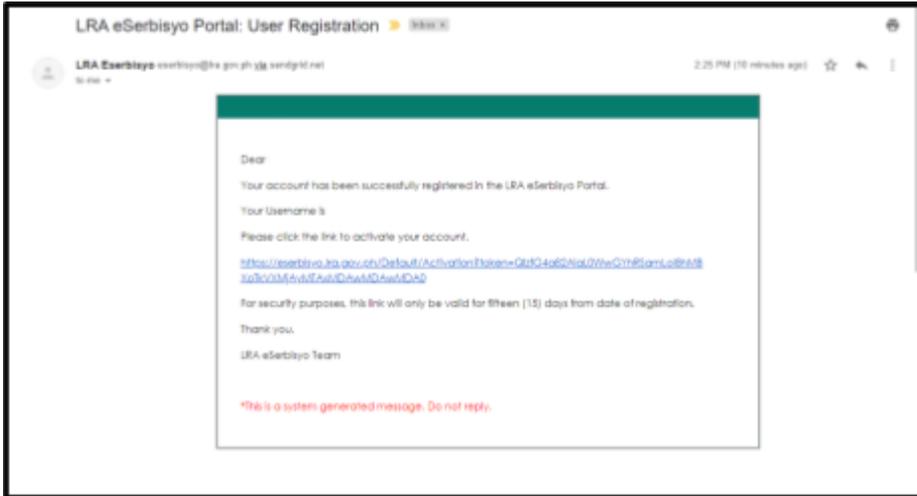
- 1) Passwords used are not the name, address, date of birth, username, nickname, or

any term that could easily be guessed by someone who is familiar with the User;

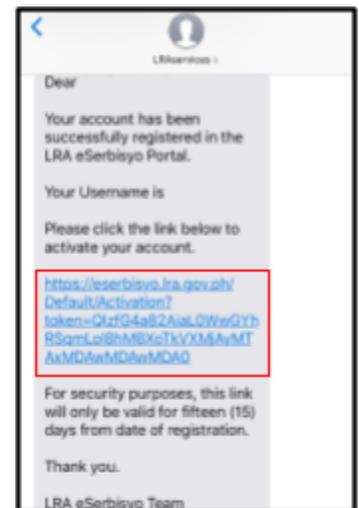
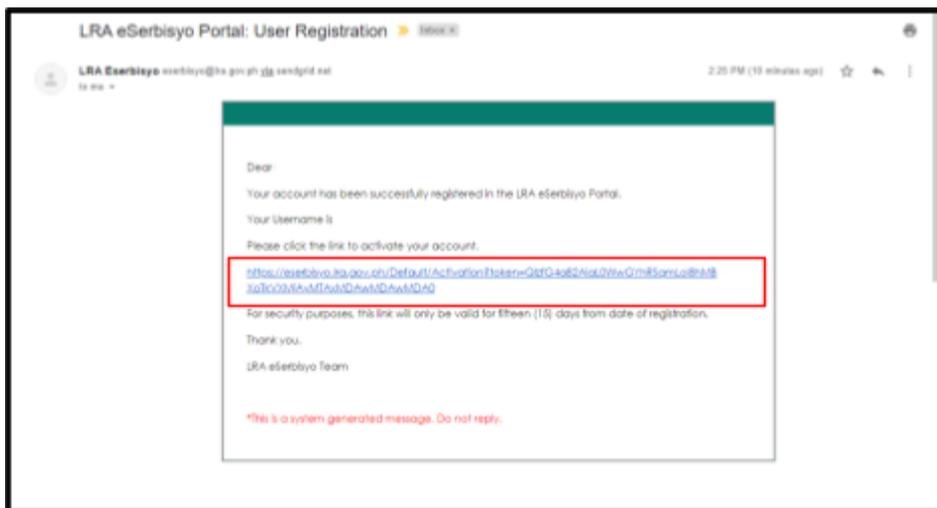
- 2) Passwords shall be at least eight (8) characters in length;
  - 3) Passwords shall contain characters from three of the following categories:
    - a) English uppercase characters (i.e., A... Z);
    - b) English lowercase characters (i.e., a... z);
    - c) Base ten (10) digits (i.e., 0,1... 9); and,
    - d) Special characters.
  - 4) Use of weak passwords are strongly discouraged. Weak passwords have the following characteristics:
    - a) Contain less than eight characters;
    - b) Contain personal information such as birthdates, addresses, phone numbers, or names of family members, pets, friends, and fantasy characters;
    - c) Contain number patterns such as aaabbb, qwerty, or 123321; and,
    - d) Contains some versions of "Welcome123" "Password123" "Changeme123".
  - 5) Password and username cannot be the same.
5. A pop-up window will appear "User registration has been done successfully. An activation link has been forwarded to your registered email address". Click "**Close**".



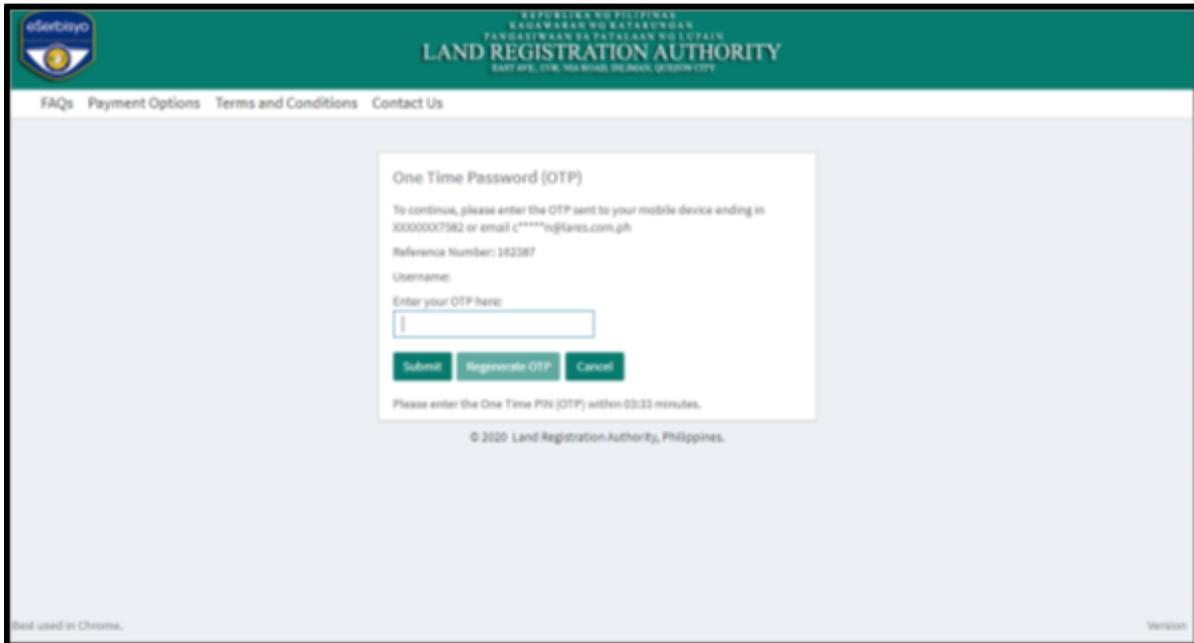
6. A registration confirmation message will be sent to you through text and email.



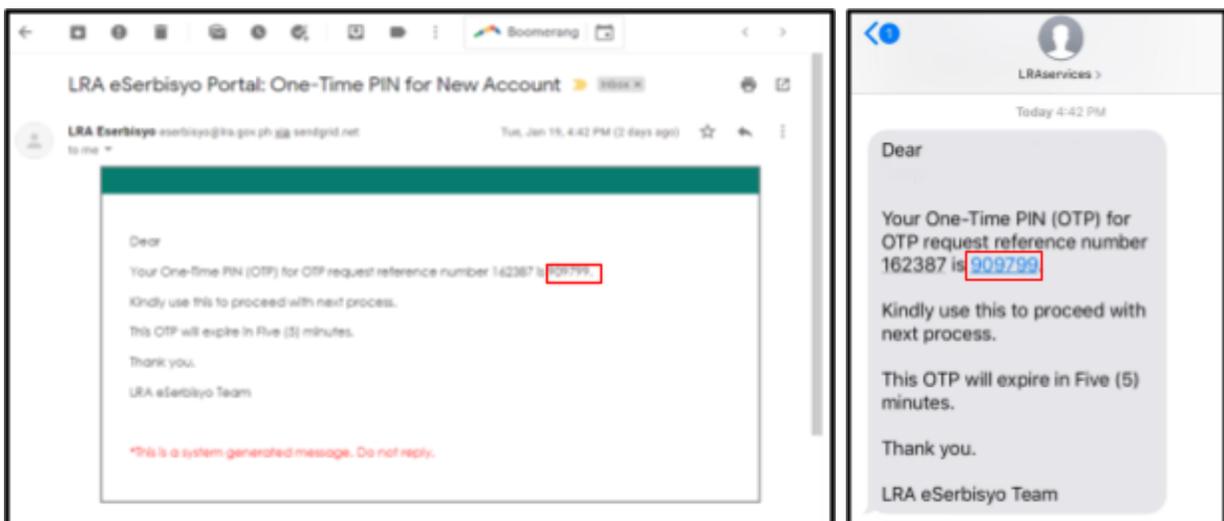
7. To activate the account, click the link in the email or text message.



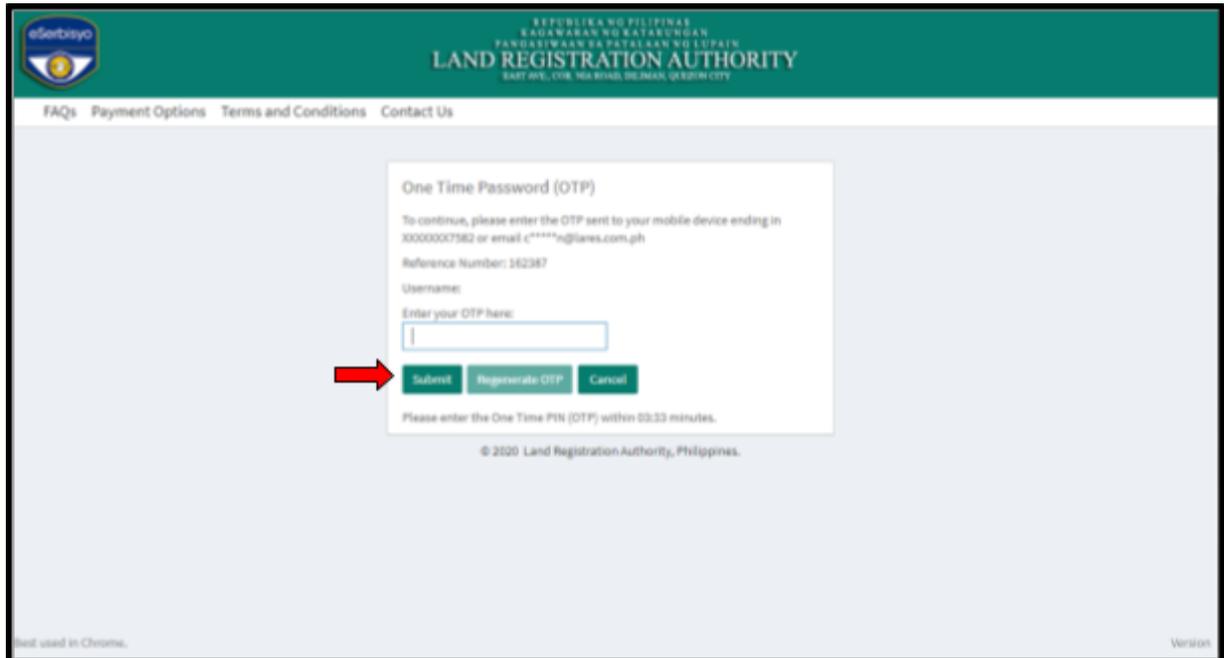
8. You will be redirected to the one-time password/OTP window.



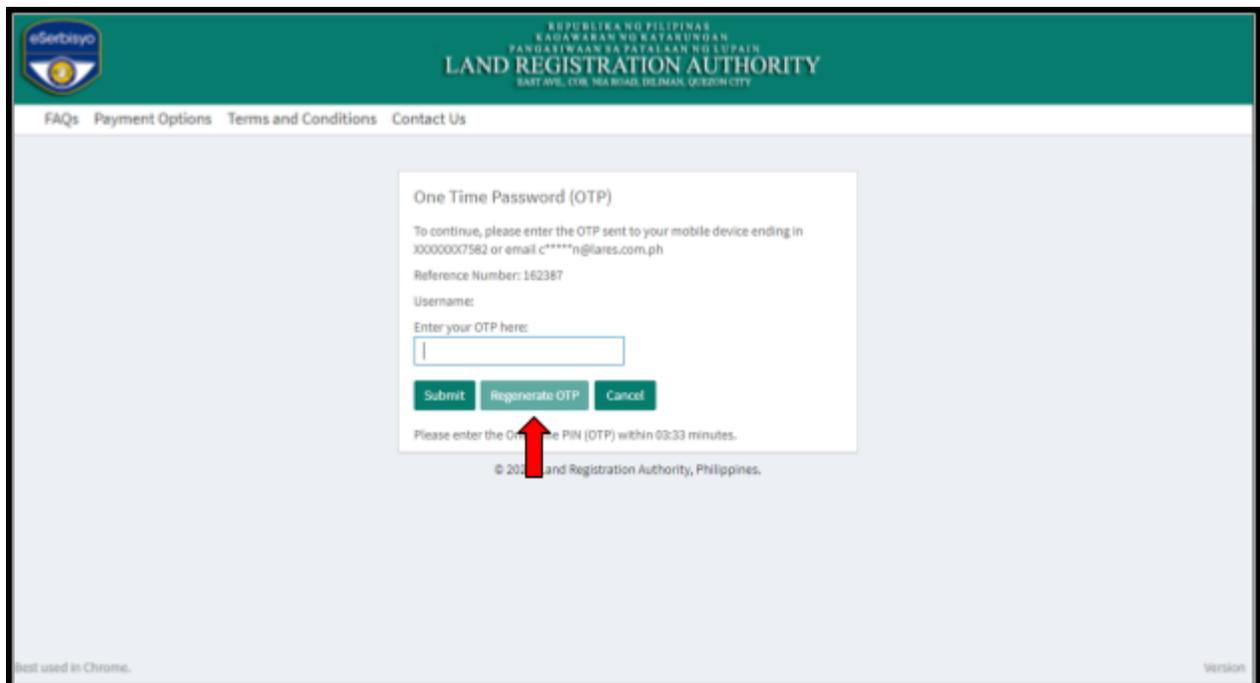
9. A six-digit OTP will be sent to your email and registered mobile number.



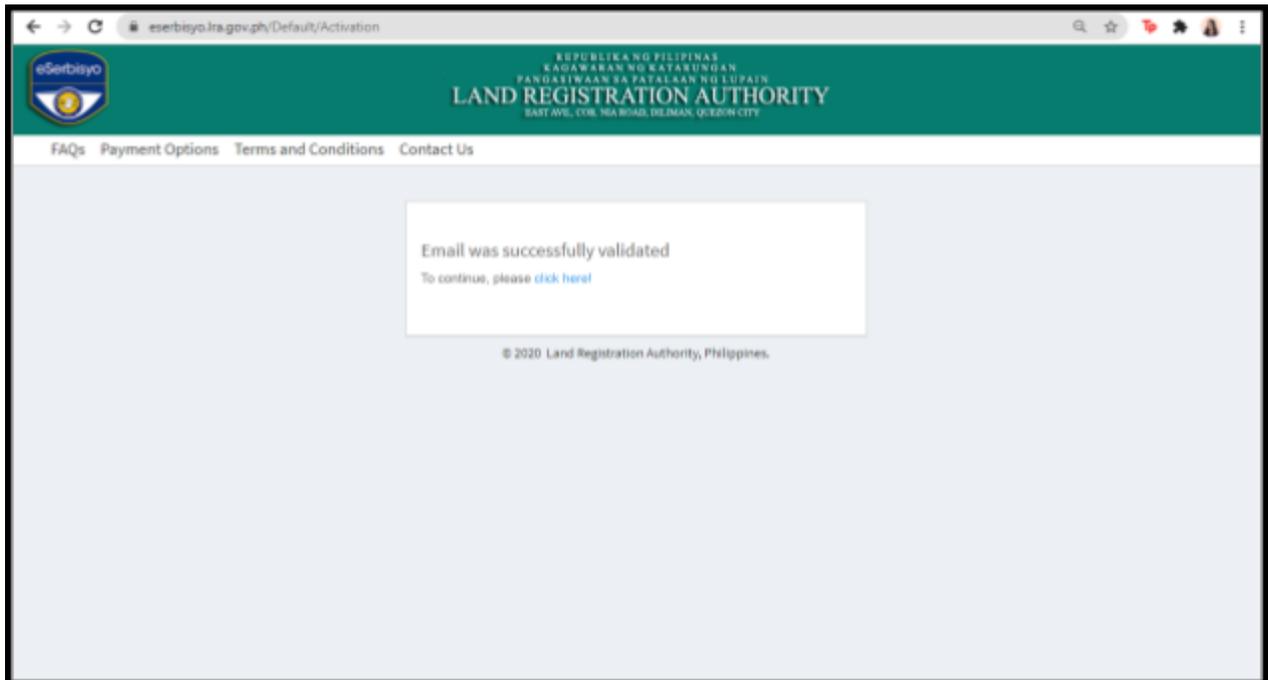
10. Input the received OTP in the box below the “**Enter your OTP here**” then click “**Submit**”.



11. If you did not receive an OTP after 5 minutes, click the “**Regenerate OTP**”. A new OTP will be sent to your registered mobile number and email address.



12. After submitting the correct OTP, a verification message would appear "Email was successfully validated".

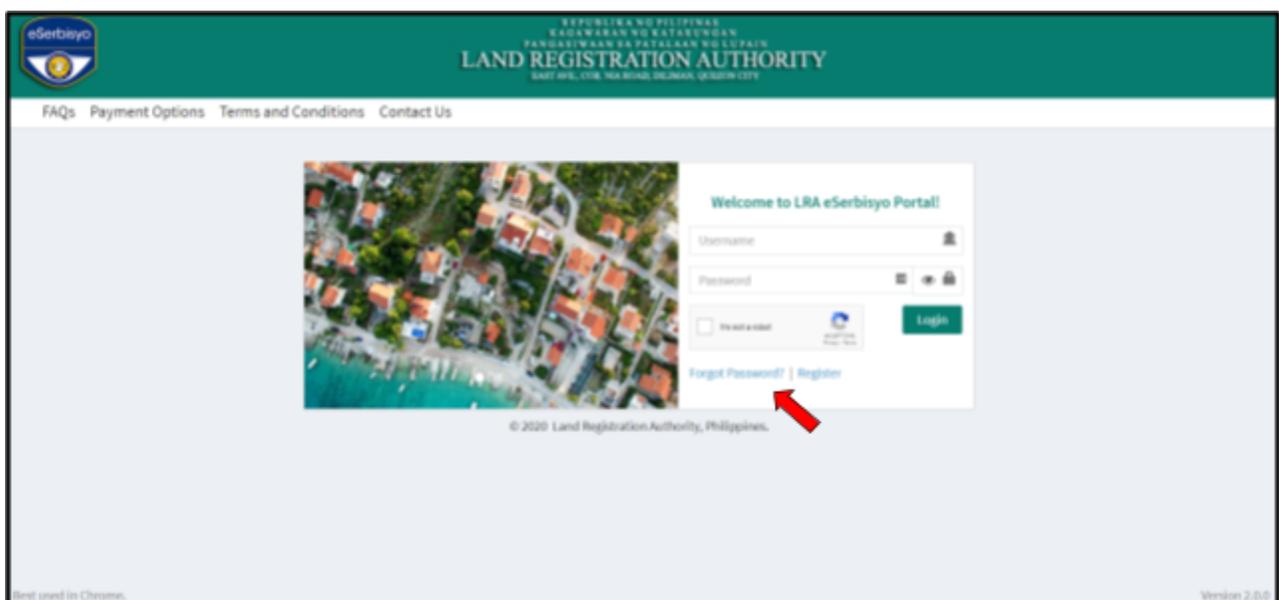


13. You may now log into the eSerbisyo web portal using your Username and Password.

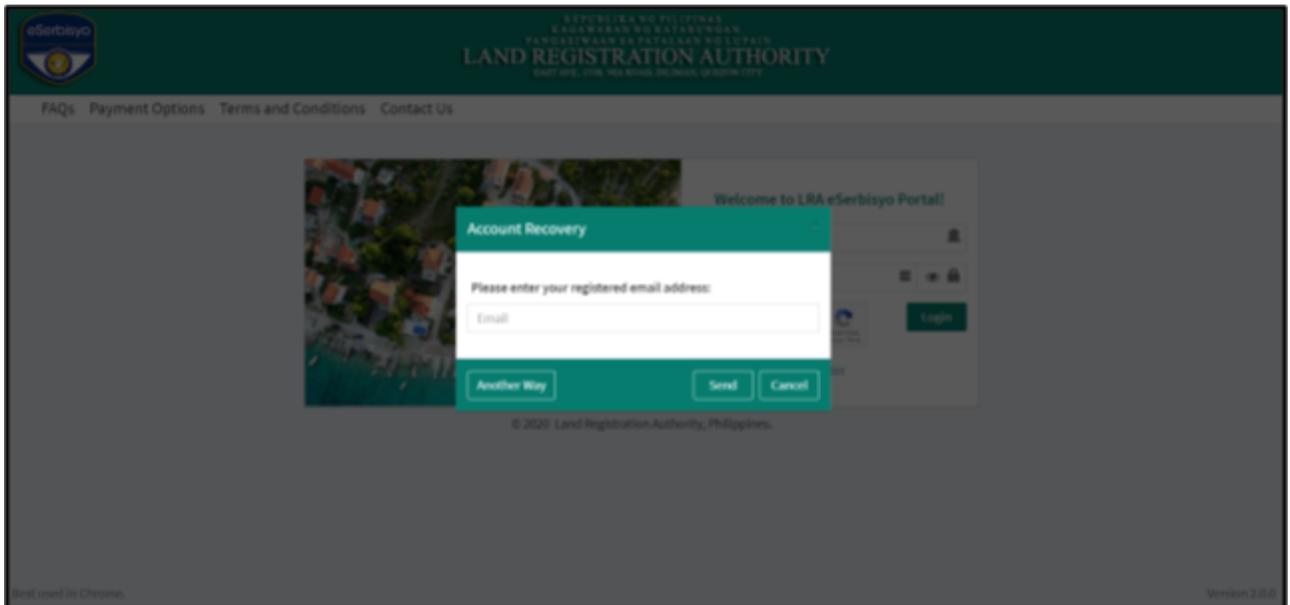
#### D. User Guide on How to Recover an Account if you Forgot Password

In case you forgot your password, follow the steps below:

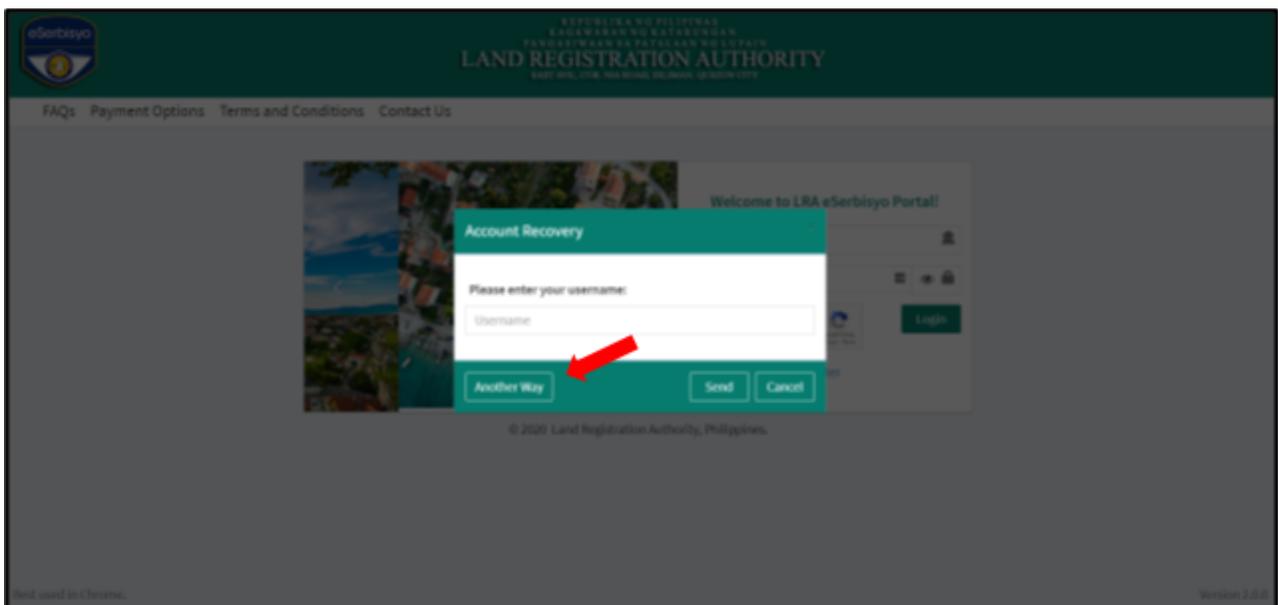
1. On the home page, click **Forgot Password**.



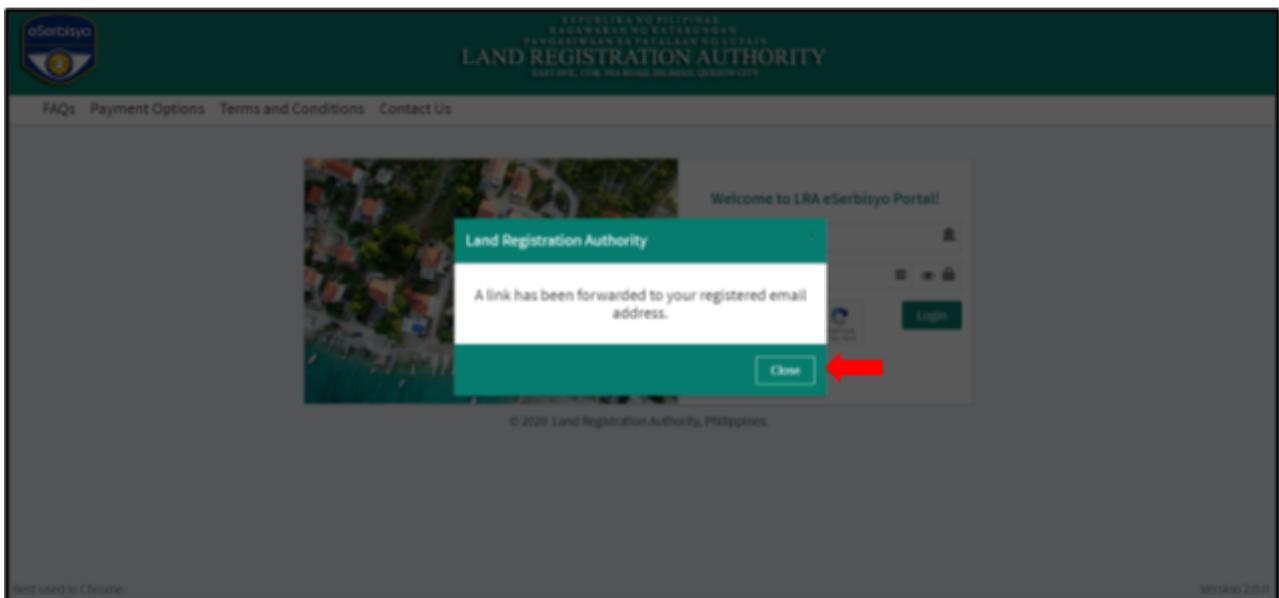
2. A pop-up window will appear "**Account Recovery**". Fill in your registered **email address**.



Or you may click **Another Way**, and the option to fill in your **username** will be available.

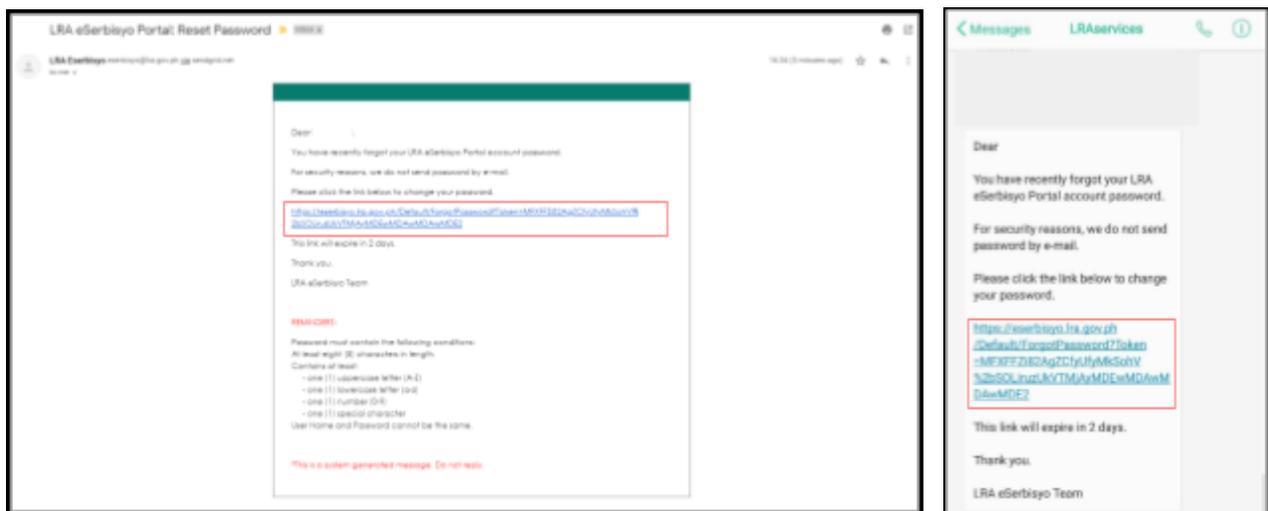


3. A pop-up window will appear **"A link has been forwarded to your registered email address"**. Click **"Close"**.



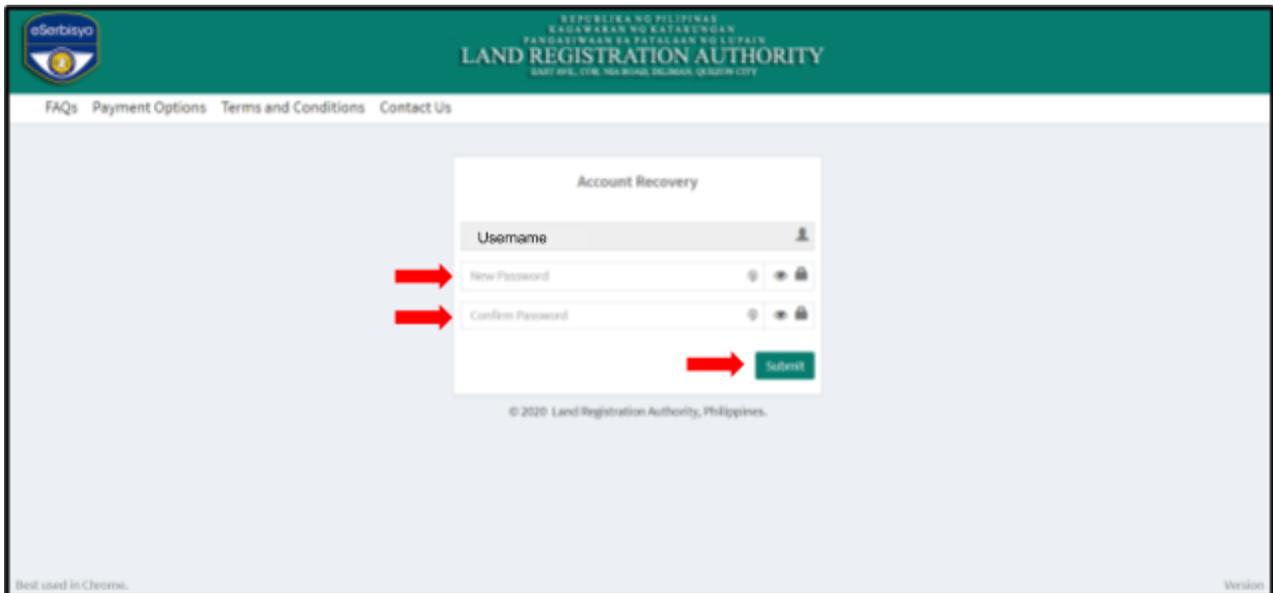
4. Click the link sent to your email address.

Note: The same link will also be sent to your registered mobile number.

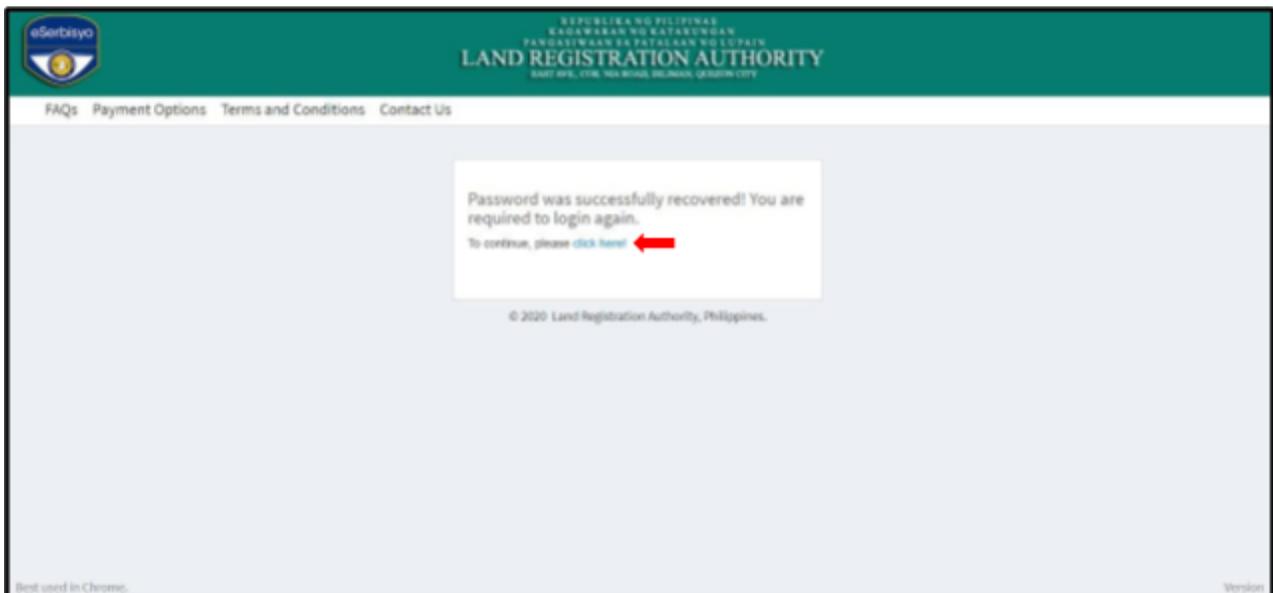


5. You will be directed to the Account Recovery page. Fill in the fields with your **New Password** , retype the New Password in the **Confirm Password** field and then click **"Submit"**.

Note: Follow the password requirements and Important Notes as detailed in Step 4 of this document.

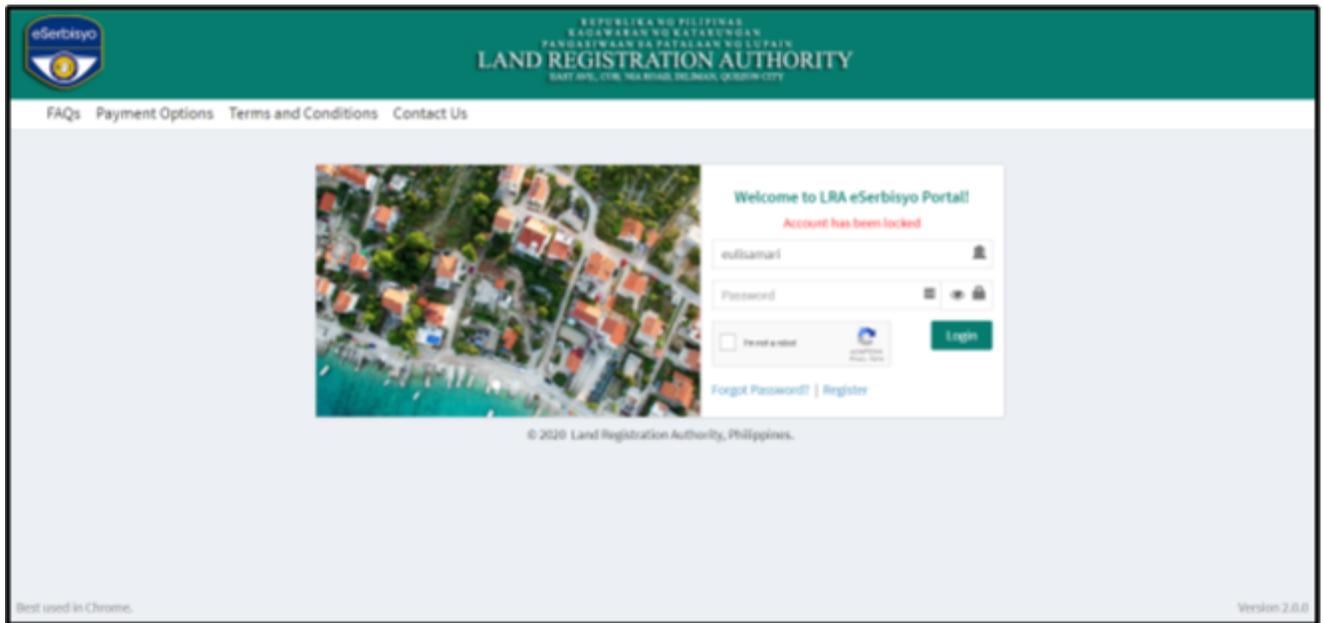


6. If your password conforms to the password requirement, you will be prompted with this message: **"Password was successfully recovered! You are required to log in again"**. Your LRA eSerbisyo account is now active and ready for use. Click on **"click here"** to be redirected to the eSerbisyo home page.

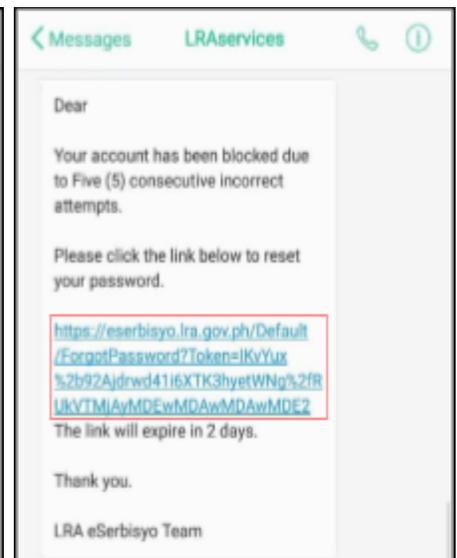
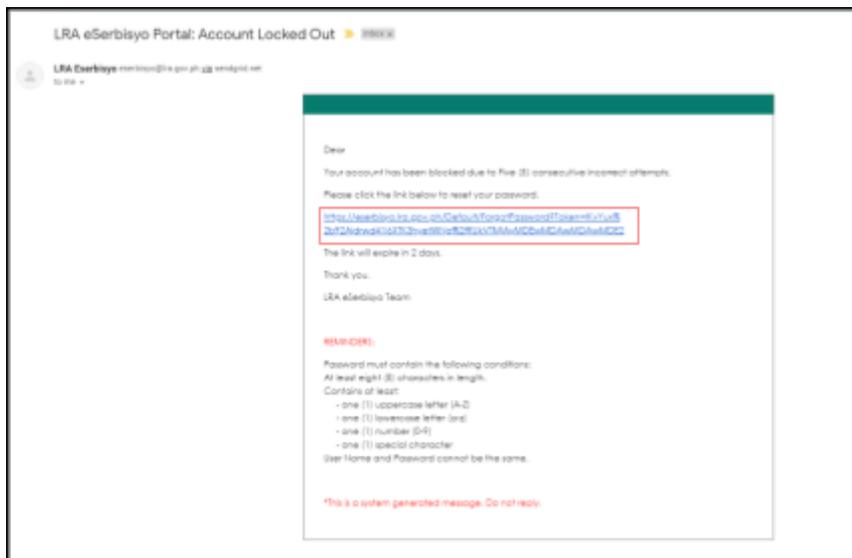


## E. User Guide on How to Recover an Account if Account is Locked

The User Account will be locked once you fail to input the correct password after **5 ATTEMPTS**.



1. You will automatically receive an email notification with the link you can use to reset your password. The same link will be sent to your registered mobile number.



- You will be directed to the **Account Recovery** page. Fill in the fields with your **New Password** , retype the New Password in the **Confirm Password** field and then click **Submit**.

Note: Observe the password requirements and Important Notes as detailed in Step 4 of this document.

The screenshot shows the 'Account Recovery' page on the LRA eSerbisyo website. The page has a green header with the LRA logo and navigation links: 'FAQs', 'Payment Options', 'Terms and Conditions', and 'Contact Us'. The main content area contains a white form titled 'Account Recovery' with the following fields: 'Username', 'New Password', and 'Confirm Password'. A green 'Submit' button is located at the bottom right of the form. Red arrows point to the 'New Password', 'Confirm Password', and 'Submit' fields. The footer of the page includes the text '© 2020 Land Registration Authority, Philippines.' and 'Best used in Chrome.' in the bottom left corner, and 'Version' in the bottom right corner.

- If your password conforms to the password requirement, you will be prompted with this message: **“Password was successfully recovered! You are required to log in again”**. Your LRA eSerbisyo account is now active and ready to use. Click on **“click here”** to be redirected to the eSerbisyo home page.

The screenshot shows the success message on the LRA eSerbisyo website. The message is displayed in a white box with the following text: 'Password was successfully recovered! You are required to login again. To continue, please click here!'. A red arrow points to the 'click here' link. The footer of the page includes the text '© 2020 Land Registration Authority, Philippines.' and 'Best used in Chrome.' in the bottom left corner, and 'Version' in the bottom right corner.

**Approved for Release/Publication:**

LRA Approver:	<hr/> <p style="text-align: center;"><b>Renato D. Bermejo</b> Administrator</p>
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