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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".



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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.

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User information	Delivery Address	Login Information	
First Name	House/Building/Floor/Unit Name/No.	User Name	
Middle Name	Street Name	Password	
Last Name	Landmark	Confirm Password	
Date of Birth	Barangay	Security Question	
Gender .		Security Question	
Contact Information	City	Answer on Security Question	٠
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Confirm Email Address	Zipcode	Lagree to share the above details with LBA. (Click here for
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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**".

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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

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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**".

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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.

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LRA eserbisyo Por	Teal: User Registration > Internet @ a get physics analysis of the internet set of the	Clauriton > Dear Your account has been successfully registered in the LRA eSerbisyo Portal. Your Username is Please click the link below to activate your account. https://userbisys.ira.gov.ph/ Default/Activation? token=QL/EQ4aB2AlaLOWwGYb RSgmLoBPANEXcTk/XXM/AvMT AxMD/wh/DAwMDAD For security purposes, this link will only be valid for fifteen (15) days from date of negistration.
		Thank you. LRA eSerbisyo Team

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

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



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10. Input the received OTP in the box below the "Enter your OTP here" then click "Submit".

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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.

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	One Time Password (OTP) To continue, please enter the OTP sent to your mobile device ending in X0000007582 or email c****n@lares.com.ph Reference Number: 162387 Usemame: Enter your OTP here: Suboritive Regenerate OTP Cancel Please enter the Orm Re PIN (OTP) within 03:33 minutes. © 201 and Registration Authority, Philippines.	
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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.

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

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4. Click the link sent to your email address.

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

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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.

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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.

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FAQs Payment Options Terms and Conditions Contact	Password was successfully recovered! You are required to login again. To continue, please disk here? © 2020 Land Registration Authority, Philippines.

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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 **<u>5 ATTEMPTS</u>**.

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	and the second second second	Forgot Password? Reg	jster	
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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.

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LRA eSerbisyo Portal: Account Locker LRA Earthings reminisciple group of agreening and point on to re-	S Out ➤ MINER For Tour account has been blocked due to file 31 consecutive incorrect oftempts. Peane clict the link balance to reset your accounts. Status/Anneabing 25. accountSchool/ScoundSchool/Sch	Messages Dear Your account to Five (5) co attempts. Please click t your passwor https://eserbi	LRAservices has been blocked due nsecutive incorrect he link below to reset d. syo.lra.gov.ph/Default	e co	0
	Password must contain the following conditions: All leads high (3) shreadens in length. Contains of least: - one (1) oppercose hether (A-2) - ener (1) number (D-4) - one (1) number (D-4) - on	(ForgotPass) 5/2b92Ajdrwc UK/TMIArMC The link will e Thank you. LRA eSerbisy	vord?Token=IKvYux 4116XTK3hyetWNg%2fR EwMDAwMDAwMDE2 xpire in 2 days. o Team		

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 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.

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3. 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.

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				Password was successfully recovered! You are required to login again. To continue, please dick here! © 2020 Land Registration Authority, Philippines.	
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Approved for Release/Publication:

LRA Approver:		
	Renato D. Bermejo Administrator	

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