

User Guide - LRA eSerbisyo Portal User Account Registration

A. The eSerbisyo Portal

The eSerbisyo Portal (“eSP”) is an online system accessible to all clients anytime and anywhere for the purpose of requesting Certified True Copy (“CTC”) of titles in the custody of various Registries of Deeds (“RD”) in the country.

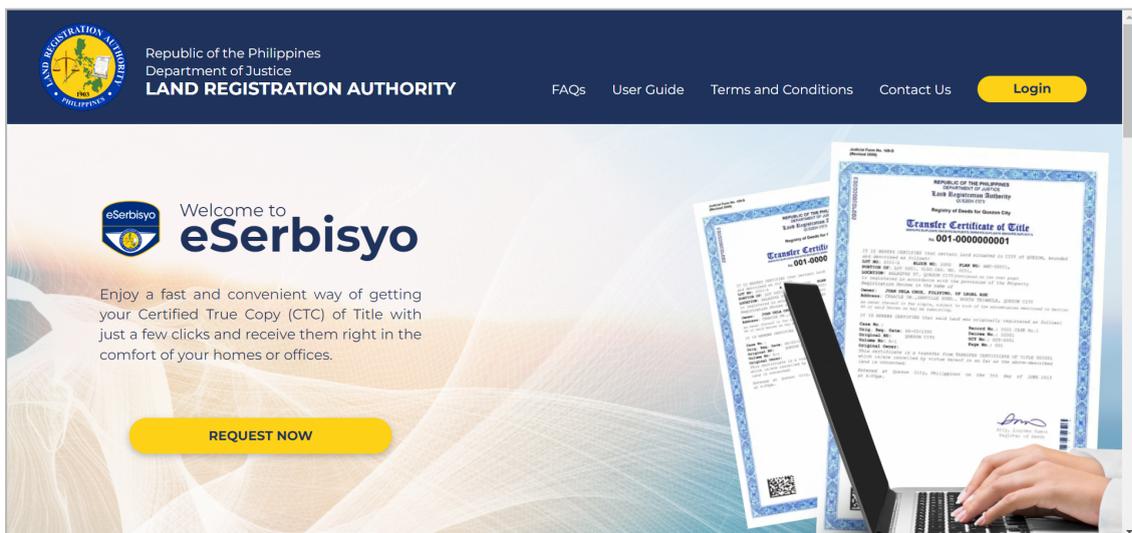
B. Purpose of this Guide

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

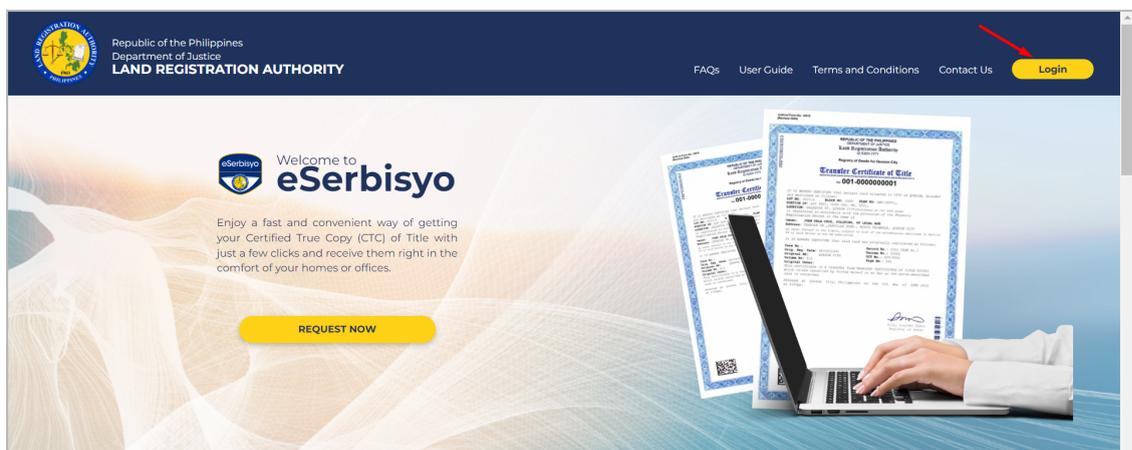
C. User Guide on Creating a User Account

Follow these steps when transacting through the eSerbisyo Portal:

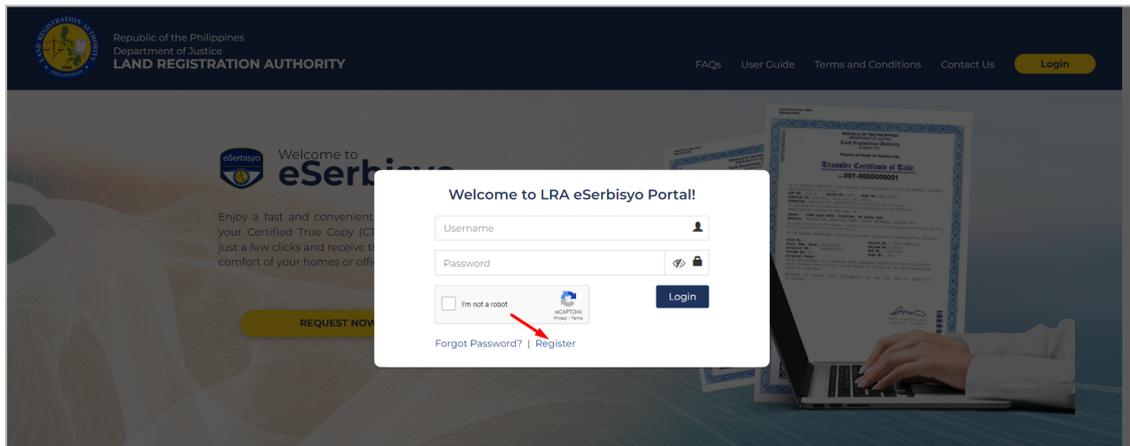
1. Visit the eSerbisyo portal official website at www.eserbisyo.lra.gov.ph.



2. At the homepage, click the **Login** button.



3. Click **Register** to create an account.



⚠ Note:

If you already have an eSP account, input your **Username** and **Password**. Click the **“I am not a robot”** checkbox, then click **Login**. Refer to the eSerbisyo Request for Certified True Copy user guide for further instructions.

4. Input **the required details** to register a new account, including the **username** and **password**. You may click **Reset** if you need to reset/clear the input information.

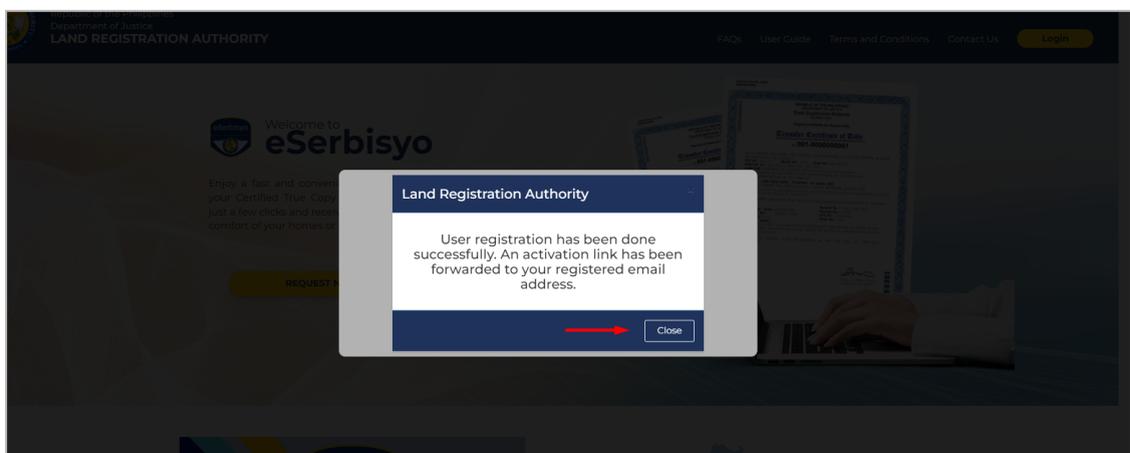
Make sure all required fields in red are filled out to proceed to the next step.

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

Note:

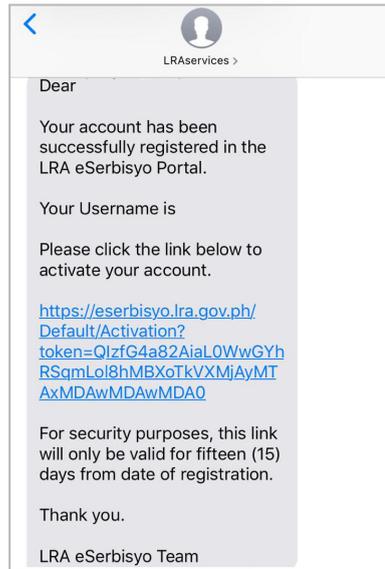
- Adopt a strong password. Password and username should not be the same.
 1. Username shall be at least eight (8) characters long consisting of alphanumeric and special characters (ex. #!@&%*);
 2. It is recommended to use at least one uppercase and/or lowercase letter; and,
 3. Users are required to change passwords every 90 days.
- Submitting your registration does not automatically make your account active. A verification link will be sent to your registered email address and mobile number.

6. A pop-up window stating “*User registration has been done successfully. An activation link has been forwarded to your registered email address.*” shall be displayed. Click **Close**.

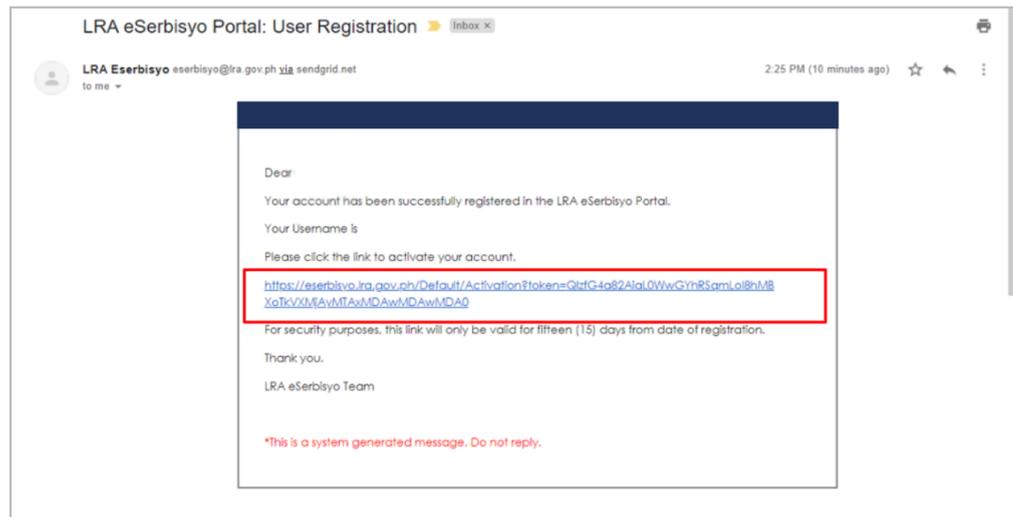


7. A registration confirmation message will be sent to you through a short messaging service (“SMS”) and/or email. To activate the account, click the link in the email or SMS.

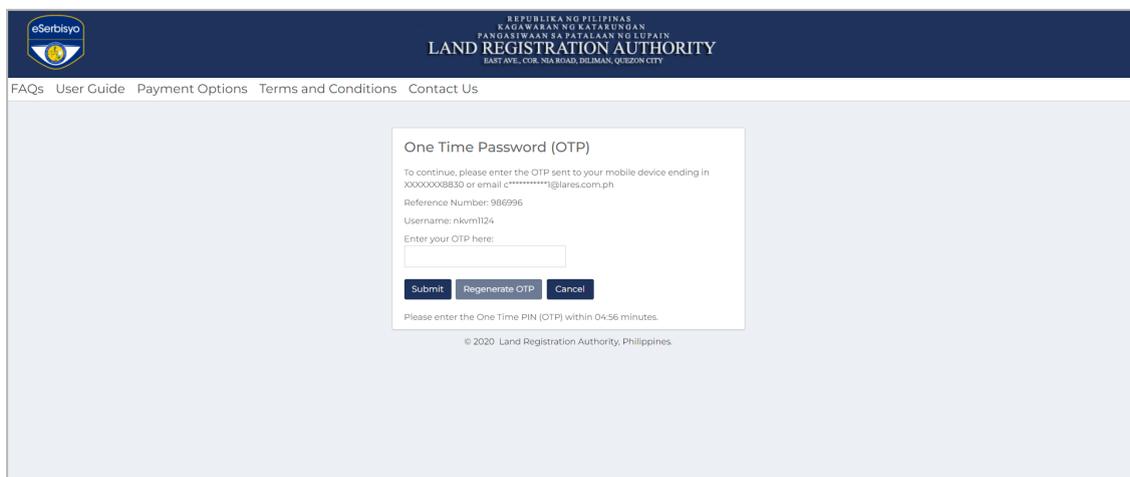
7.1. Sample activation link via SMS.



7.2. Sample activation link via email.

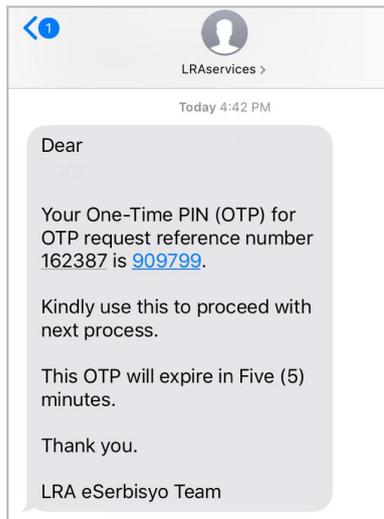


8. You will be redirected to the One-Time Password ("OTP") window.

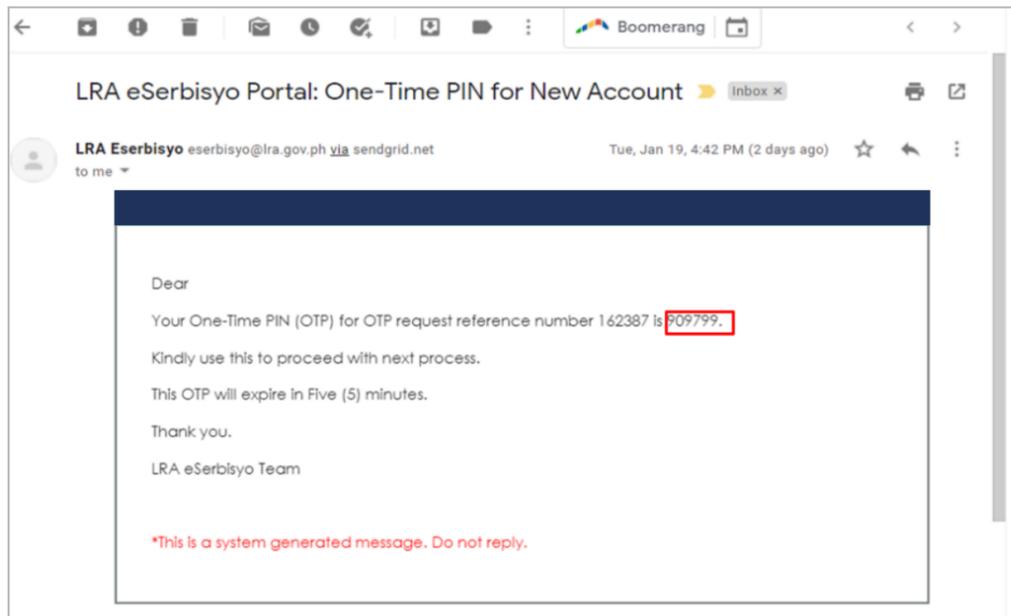


9. A six-digit OTP will be sent to your email and/or registered mobile number.

9.1. Sample OTP via SMS.



9.2. OTP via email



⚠ Note: The OTP is valid for 5 minutes, after which, it can no longer be used.

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

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One Time Password (OTP)

To continue, please enter the OTP sent to your mobile device ending in XXXXXXX8830 or email c*****@lares.com.ph

Reference Number: 986996

Username: nikm1124

Enter your OTP here:

[Submit](#) [Regenerate OTP](#) [Cancel](#)

Please enter the One Time PIN (OTP) within 03:53 minutes.

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11. If you did not receive an OTP after five (5) minutes, click the **Regenerate OTP**. Another one will be sent. There is a one (1) minute waiting time before you can request for another OTP.

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One-Time PIN (OTP)

To continue, please enter the OTP sent to your mobile device ending in XXXXXXX8830 or email c*****@lares.com.ph

Reference Number: 180012

Username: nikm1124

Enter your OTP here:

[Submit](#) [Regenerate OTP](#) [Cancel](#)

Please enter the One Time PIN (OTP) within 04:58 minutes.

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12. After submitting the correct OTP, a verification message would appear **“Email was successfully validated.”** then click **click here**.

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Email was successfully validated.

To continue, please click here!

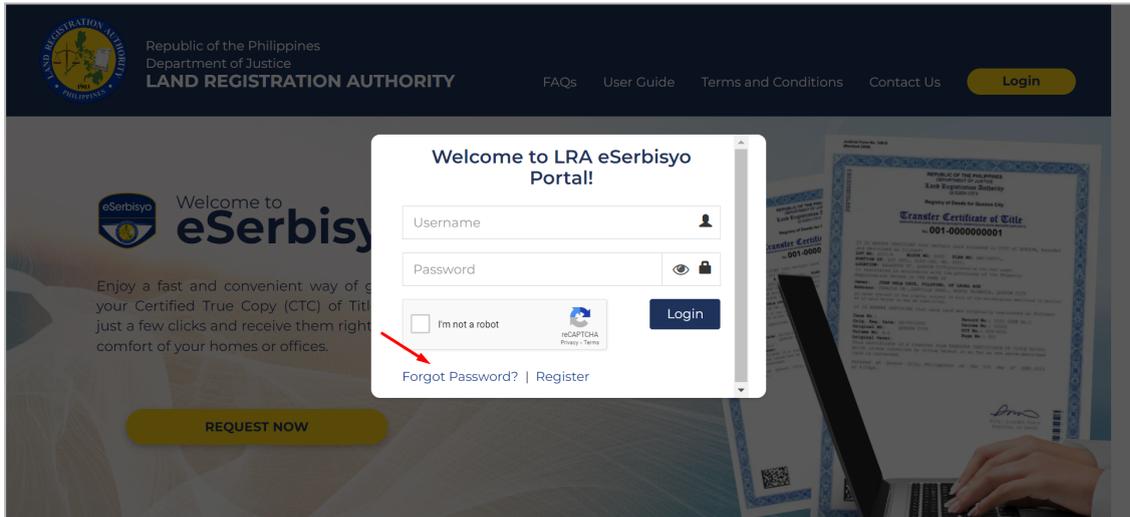
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13. You may now login to the eSP using your Username and Password.

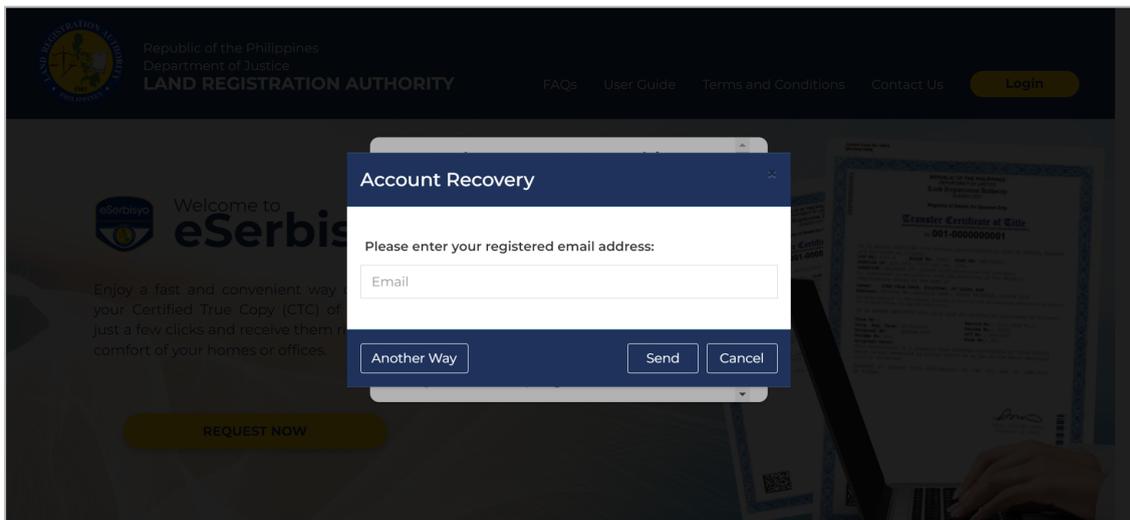
D. Guide on Recovering Account through Forgot Password

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

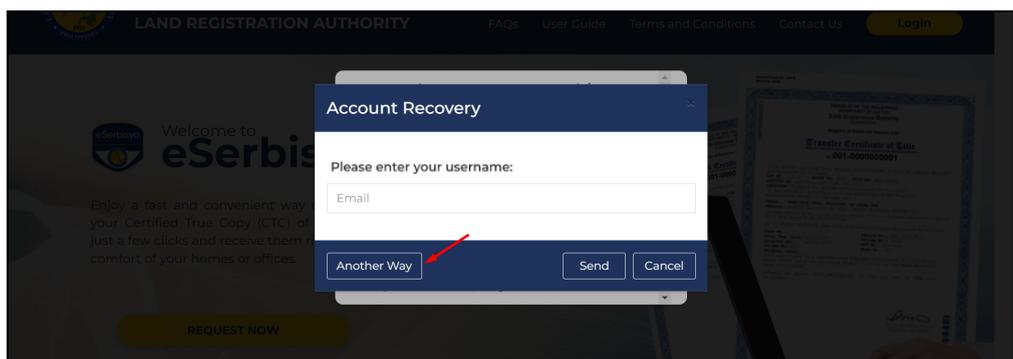
1. On the home page, click **Login** then **Forgot Password**.



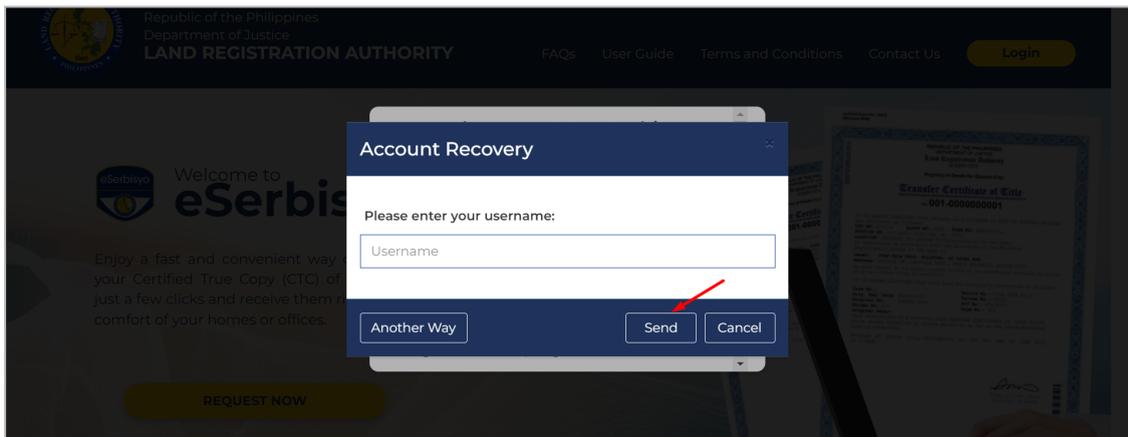
2. An **Account Recovery** pop-up window will appear. Type in your registered **email address**.



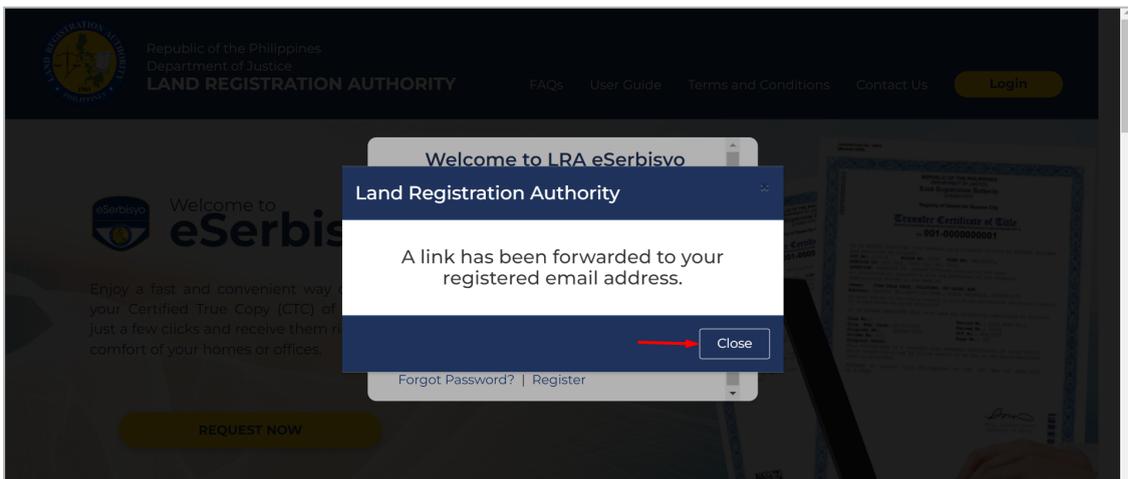
- 2.1. You may also click **Another Way**. The option to fill in your **username** will be available.



3. Type email address or username then click the **Send** button. Click the **Cancel** or **X** button to drop the action.

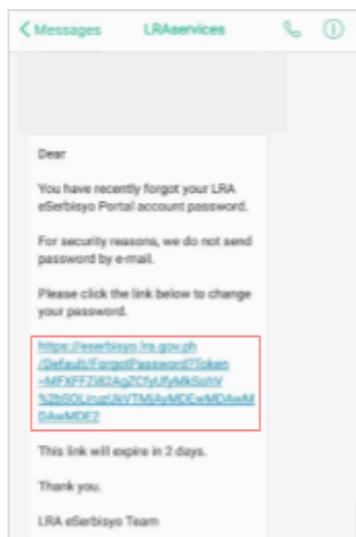


4. A pop-up window stating "A link has been forwarded to your registered email address." will be displayed. Click **Close**.

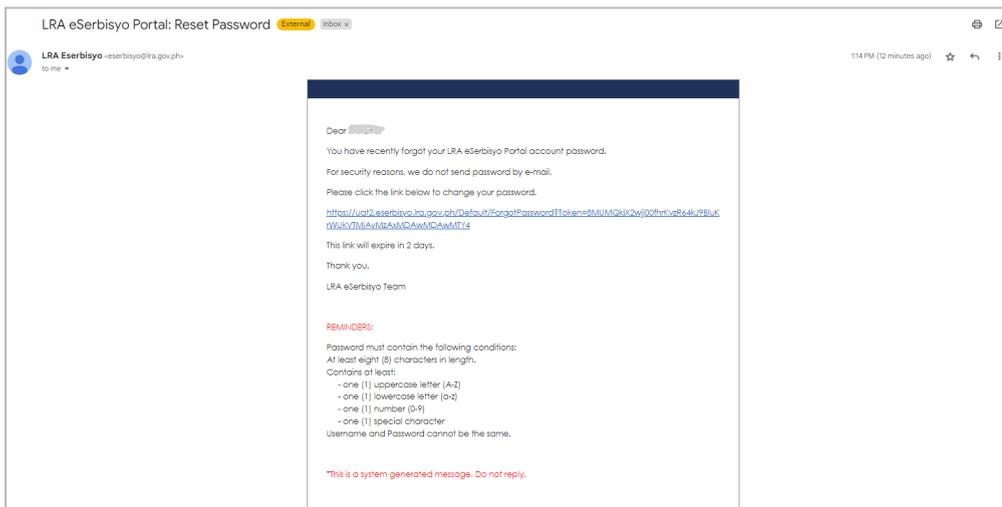


5. Click the link sent to your email address and/or registered mobile number.

5.1. Sample reset link via SMS

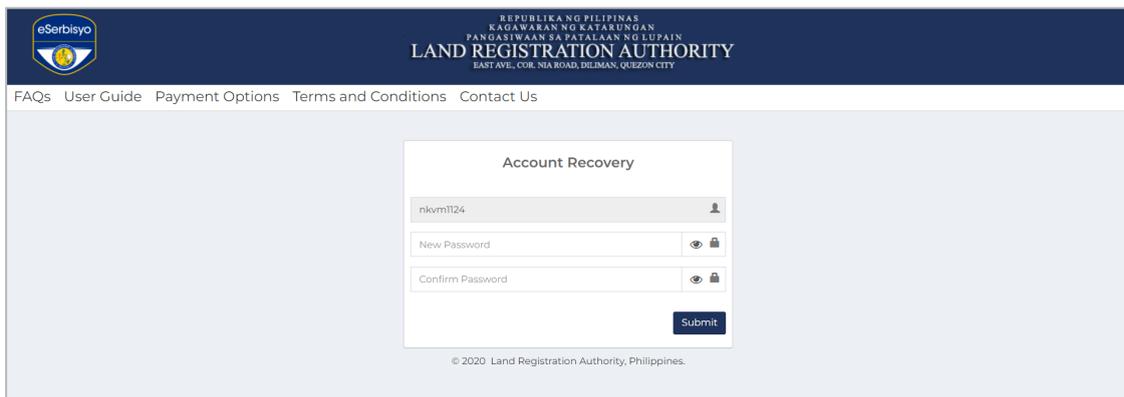


5.2. Sample reset link via email



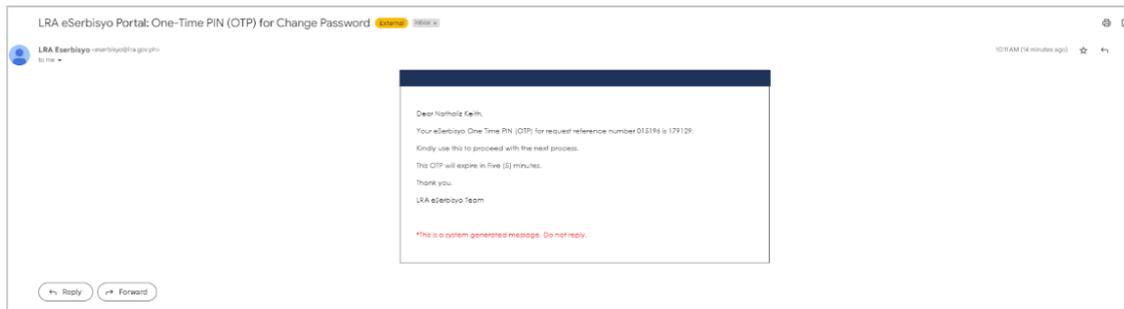
Note: The link will expire after five (5) minutes

6. You will be directed to the Account Recovery page. Fill out 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 C.5.1 of this document.

7. After clicking the **Submit** button, a six-digit OTP will be sent to your email and registered mobile number.



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Note:

- The OTP is valid for five (5) minutes, after which, it can no longer be used.
- If you did not receive any verification code, you may request another OTP by clicking the **Regenerate OTP** button. Kindly take note that there is one (1) minute waiting time before you can request another OTP.

8. Input the received OTP in the box **Enter your OTP here** then click **Submit**.

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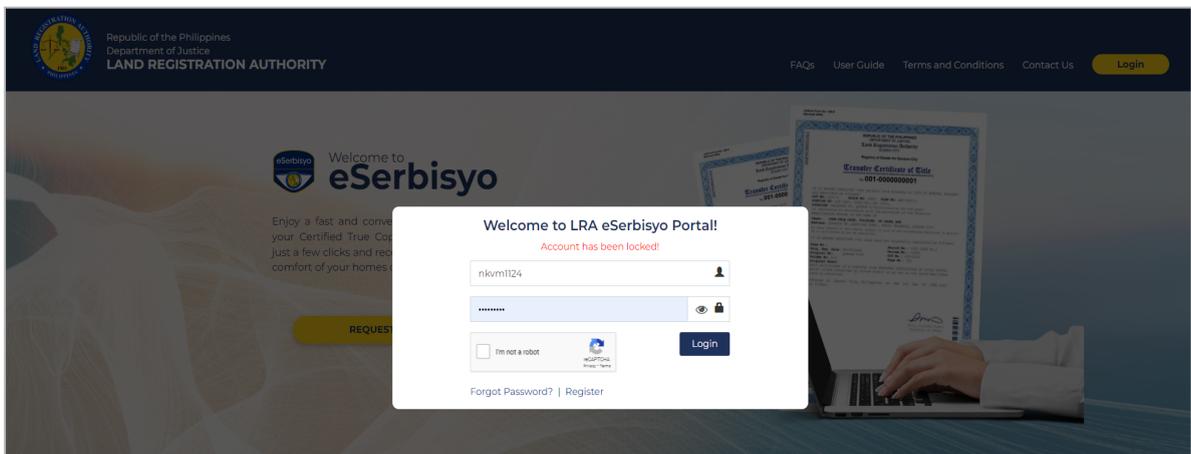
9. If your password conforms to the password requirement, you will be prompted with this message: *“Password was successfully recovered! You are required to log in again.”*

Your LRA eSerbisyo account is now active and ready to use. Click the **click here** to be redirected to the eSerbisyo home page.



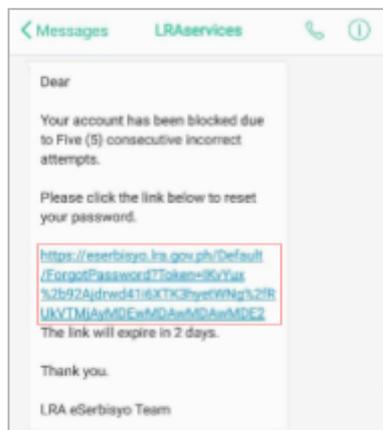
E. Guide on Recovering Locked Accounts

The User Account will be locked once you fail to input the correct password after **five (5) attempts**.



1. You will automatically receive a notification to your registered email address and mobile number with the link to reset your password.

- 1.1. Sample account locked out link via SMS.



- 1.2. Sample account locked out link via email

Account Recovery

nikorm124

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One Time PIN

An OTP was sent to your mobile device / email. Please complete the verification process to successfully update your password.

Reference Number 735405

Enter your OTP here

OTP

Regenerate OTP Submit

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4. Input the received OTP in the box **Enter your OTP here** then click **Submit**.

Account Recovery

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One Time PIN

An OTP was sent to your mobile device / email. Please complete the verification process to successfully update your password.

Reference Number 735405

Enter your OTP here

OTP

Regenerate OTP Submit

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5. 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 **click here** to be redirected to the eSerbisyo home page.

Password was successfully recovered!
You are required to login again.

To continue, please click here!

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