# 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 <u>www.eserbisyo.lra.gov.ph</u>.

Republic of the Philippines Department of Justice LAND REGISTRATION AUTHORITY	FAQs User Guide Terms and Conditions Contact Us Login
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REQUEST NOW	

2. At the homepage, click the Login button.



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

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Welcome to eSector by a fast and convenient your Certified True Copy (G to droke and the receive to comfort of your homes or offi- MEQUEST NOV	Welcome to LRA eSerbis	syo Portal!	<complex-block></complex-block>

# 1 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.

User Registration		
Note: Input fields with red border are mandatory fields.		
User Information	Delivery Address	Login Information
First Name	House/Building/Floor/Unit Name/No.	Username
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
Email Address	Province *	Privacy Policy
Confirm Email Address	Zipcode •	I agree to share the above details with LRA. Click here for the Terms     Conditions
+63- Mobile No.	Reset	
		 I'm not a robot
Reset		Submit Cancel

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

User Information	Delivery Address		Login Information	
First Name	House/Building/Floor/Unit Name/No.		Username	
Middle Name	Street Name		Password	۲
Last Name	Landmark		Confirm Password	۲
Date of Birth	Barangay		Security Question	
Gender 🗸			Security Question	*
Contact Information	City	×	Answer on Security Question	۲
Email Address	Province	- , ;	Privacy Policy	
Confirm Email Address	Zipcode	×	I agree to share the above details with LRA. Click he	re for the Term
+63- Mobile No.	Rese	t	& conditions.	
				~

# 1 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**.



 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.

LRA eSerbisyo Po	ortal: User Registration 🄉 🔤					•
LRA Eserbisyo eserbisyo@ to me +	ra. gov ph <u>via</u> sendgrid.net	2:25 PM (10 min	utes ago)	☆	*	:
	Dear					
	Your account has been successfully registered in the LRA eSerbisyo Portal.					
	Your Username is					
	Please click the link to activate your account.					
	https://eserbisvo.ira.gov.ph/Default/Activation?token=QlzfG4a82AlaL0WwGYhRSamLol8/ XoTkVXMJAyMTAxMDAwMDA0	nMB				
	For security purposes, this link will only be valid for fifteen (15) days from date of registration	m.				
	Thank you.					
	LRA eSerbisyo Team					
	*This is a system generated message. Do not reply.					

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

eSerbisyo	REPUBLICK NO PATLEPINAS Kacawakan vo kataben dan Pangasiwan sa patlaan no ludain LAND REGISTRATION AUTHORITY bat ny, cur nu koad delman, qeezin city
FAQs User Guide Payment Options Terms and Condition	ns Contact Us
	Continue, please enter the OTP sent to your mobile device ending in Continue, please enter the OTP sent to your mobile device ending in Continue, please enter the OTP sent Continue, please enter the OTP inter Continue, please enter the One Time PINI (OTP) within 04-56 minutes.     Continue     Continue, planter of the Continue PINI (OTP) within 04-56 minutes.

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

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	Today 4:42 PM
De	ear faile and a start of the st
Yo 01 16	ur One-Time PIN (OTP) for IP request reference number 2387 is <u>909799</u> .
Kir ne	ndly use this to proceed with xt process.
Th mi	is OTP will expire in Five (5) nutes.
Th	ank you.
LR	A eSerbisyo Team

# 9.2. OTP via email

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		Kir	ndly use	this to p	roceed	d with n	ext proc	ess.					
		Thi	is OTP w	/ill expire	in Five	(5) min	utes.						
		The	ank you	J.									
		LR	A eSerb	isyo Tear	m								
		*Th	nis is a sy	ystem ge	nerate	d mess	age. Do	not rep	ly.				

**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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FAQs	User Guide	Payment Options	Terms and Conditions	Contact Us
				One Time Password (OTP)
				To continue, please enter the OTP sent to your mobile device ending in XXXXXXX8830 or email c************************************
				Reference Number: 986996
				Username: nkvm1124 Enter vour OTP here:
				Submit Regenerate OTP Cancel
				Please enter the One Time PIN (OTP) within 03:53 minutes.
				© 2020 Land Registration Authority, Philippines.

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.

esertisyo	REPUBLIKA NO PILIPINAS KAGAWARAN NO KATARUNAAN PANDASIWAAN SA PATALAN NO LUPAIN LAND REGISTRATION AUTHORITY EAST AVE, COR NA AGAD, DELMAN, QUEZON CITY
FAQs User Guide Payment Options Terms and Conditions Contact I	ntact Us
Cone-Tim     To continue, p     Cone-Tim     To continue, p     T	enter the One Time PIN (OTP) enter the OTP sent to your mobile device ending in cosesso or email enter

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

	Serbisyo			REPUBLIKA NG PILIFINAS KAGAWARAN NG KATAUNUSAN PANGASIWAAN SA PATALAAN NG LIPAIN LAND REGISTRATION AUTHORITY EAST AVE, COR NA KOAD DEIMAN, GREZON CITY
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				Email was successfully validated. To continue, please click here!
				© 2020 Land Registration Authority, Philippines.

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**.

Republic of the Philippines Department of Justice LAND REGISTRATION AUTI	HORITY FAQs User Guide Term	ns and Conditions Contact Us Login
Enjoy a fast and convenient way of c your Certified True Copy (CTC) of Titl just a few clicks and receive them right	Welcome to LRA eSerbisyo Portal!	<text></text>
REQUEST NOW	Forgot Password?   Register	A second

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

Republic of the Philippines Department of Justice LAND REGISTRATION /	FAQs User Guide Terms and Condition	ons Contact Us
Welcome to	Account Recovery	
Enjoy a fast and convenient way	Please enter your registered email address:	
your Certified True Copy (CTC) of just a few clicks and receive them in comfort of your homes or offices.	Another Way Send Cancel	
REQUEST NOW		

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

	AUTHORITY FAQs Use	er Guide Terms and Conditio	ons Contact Us Login
	Account Recovery	*	
	Please enter your username:		
Enjoy a fast and convenient way your Certified True Copy (CTC) of just a few clicks and receive them comfort of your homes or offices	Email		
	Another Way	Send Cancel	
REQUEST NOW			

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

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Welcome to	Account Recovery	×	
Enjoy a fast and convenient way of	Please enter your username:	1 400 1 400 1 400 1 400 1 400 1 400	
your Certified True Copy (CTC) of just a few clicks and receive them in comfort of your homes or offices.	Another Way	Send Cancel	
REQUEST NOW			Area Contraction

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

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esensivo Welcome to	Welcome to LRA eSerbisvo	A sector and a sec	
Enjoy a fast and convenient way vour Certified True Copy (CTC) of	A link has been forwarded to your registered email address.	Control     Control	
just a few clicks and receive them it comfort of your homes or offices.	Forgot Password?   Register		
REQUEST NOW		N23	

- 5. Click the link sent to your email address and/or registered mobile number.
  - 5.1. Sample reset link via SMS

Messages	LRAservices	60
Dear		
You have rece eSerbisyo Por	ntly forgot your LRA tal account password.	
For security re password by e	asons, we do not send s-mail.	
Please click th your passwort	w link below to change 4.	
https://esertii /Default/Earg -MEXEFE282A 3/2550Linut/A DAwMOE2	tyn Ira goviph ofPasaword?Token g7CfyUfyMkSonV tVTMjAyMDE=MDAwM	
This link will e	xpire in 2 days.	1
Thank you.		
LRA efferbisys	Team	

### 5.2. Sample reset link via email

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	LRA eSerbisyo Portal: Reset Password (Extern	l inbox x			⇔	Z			
	LRA Eserbisyo «eserbisyo@kra.gov.ph» to me =	,	1:14 PM (12 minutes ago)	☆	¢	:			
	LRA Eserbisyo «eserbisyodika gorgh» to no «	Dear         You have recertly forgal your LRA esterbingo Portal account password.         Pare acutive reasons, we do not send password by e-mail.         Please dark the link below to change your password.         Interview acutive acutive password by e-mail.         Please dark the link below to change your password.         Interview acutive	(14 PM (12 minutes ago)	ф	£				
		This is a system generated message. Do not reply,							
4	<b>Note:</b> The link will expire after five (5) minutes								

 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.

eSerbisyo	REPUBLIKA NG PILIPINAS KAGAWARAN NG KATARUNGA PANGASIWAAN SA PATALAAN NG L LAND REGISTRATION AU EASTAVE, COR. NIA ROAD, DIEMAN, QUEZO	NUPAIN THORITY N CITY
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	Account Recovery	
	-1	
	nkvm1124	*
	New Password	۵ 🛍
	Confirm Password	۵
		Submit
	© 2020 Land Registration Authority, Phil	ippines.

**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.

LRA eSerbisyo Portal: One-Time PIN (OTP) for Change Password General Index x				
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	Deor Nathaliz Keith.			
	Your eSerbisyo One Time PIN (OTP) for request reference number 015196 is 179129.			
	Kindly use this to proceed with the next process.			
	This OTP will expire in Five (5) minutes.			
	Thank you.			
	LRA eSerbisyo Team			
	This is a material and an annual. The part and the			
	<ul> <li>This is a system. generative message: to non-reply.</li> </ul>			
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	One Time PIN An OTP was sent to your mobile device / en complete the verification process to successful password. Reference Number Enter your OTP here OTP	nail . Please Ily update your
Best used in Chrome.	Regenerate OTP	Submit lippines.

# ⚠ 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.

eSe	erbisyo			REPUBL KAGAWAR PANGASIWAAN LAND REGIST EASTAVE, COR. N	IKA NG PILIPINAS AN NG KATARUNGAN (SA PATALAAN NG LUPAIN RATION AUTHO IAROAD, DILIMAN, QUEZON CITY	DRITY
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				C An OTP was sent to yo complete the verification	ne Time PIN pur mobile device / email . Ple process to successfully upda password.	ease ate your
				Reference Number	015196	
				Enter your OTP here	OTP	
				Regenerate OTP		Submit
Best use	d in Chrome.			© 2020 Land Regi	stration Authority, Philippines	s.

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.

eSerbisyo	REPUBLIER NO FILIPINA RAOMENAN DE KATALEN DAN PAROASIWAAN SA PATALAAN NG LUPAIN LAND REGISTRATION AUTHORITY BAT WE. COR NA ROAD, DELMAN, QUEZON CITY	
FAQs User Guide Payment Options Terms an	d Conditions Contact Us	
	Password was successfully recovered! You are required to login again. To continue, please click here!	

# E. Guide on Recovering Locked Accounts

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

Republic of the Philippines Department of Justice LAND REGISTRATION AUTHORITY		FAQs User Guide Terms and Conditions Contact Us Login
Welcome to eSerbi	syo	Amage of a second secon
Enjoy a fast and come your Certified True Cor just a few clicks and reo comfort of your homes. REQUEST	Welcome to LRA eSerbisyo Portal! Account has been locked! Inkomit24	A second seco

- 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.

Messages	LRAservices	6	0
Dear			
Your account to Five (5) con attempts.	has been blocked due secutive incorrect		
Please click the your passwore	he link below to reset d.		
https://eserbin /EorgotPassw %2b92Ajdrwd UKVTMjAyMD The link will en	syo, ira. gov. ph/Default cord?Token=IKvYux 41:6XTK3hyetWNg32fR EwMDAwMDAwMDE2 xpire in 2 days.	]	
Thank you.			
LRA eSerbiayo	o Team		

1.2. Sample account locked out link via email

L RA eSerbisvo Portel: Account Locked Out (men)						
ERA eserbisyo Portai. Account Locked Out						
LRA Eserbisyo «serbisyo@ira.gov.ph» to me -						
	Dear Nathaliz Keith,					
	Your account has been blocked due to Five (8) consecutive incorrect attempts.					
	Please click the link below to reset your password.					
	2bh2HmoFPpSp0cebaEkizoUkVTMjAvMzAxMDAwMDAwMTQy					
	The link will expire in 2 days.					
	Thank you.					
	LRA eSerbisyo Teom					
	PFAINDEPS-					
	Password must contain the following conditions:					
	At least eight (8) choracters in length.					
	- one (1) uppercose letter (A-Z)					
	- one (1) lowercose letter (c-z) - one (1) number (0-9)					
	<ul> <li>one (1) special character</li> <li>Username and Password cannot be the same.</li> </ul>					
	*This is a system generated message. Do not reply.					
(+) Reply (+ Forward						
Note: The link will expire within five (5) minutes						

2. Upon clicking the link, you will be redirected 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**.

	eSerbisyo			REPUBLIKA NG PI KAGAWARAN NG KA PANGASIWAAN NG KA PANGASIWAAN SA PATA LAND REGISTRATIC EASTAVE, COR. NIA ROAD, DII	LIPINAS TARUNGAN LAAN NG LUPAIN DN AUTHORITY IMAN, QUEZON CITY
FA	Qs User Guide	Payment Options	Terms and Conditions Co	ntact Us	
				Account Rec	overy
				nkvm1124	L
				New Password	۵ ا
				Confirm Password	۵ ا
					Submit
				© 2020 Land Registration Au	thority, Philippines.

**Note:** Observe the password requirements and Important Notes as detailed in Step C.5.1 of this document.

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

LRA eSerbisyo Portal: One-Time PIN (OTP) for Change Password						
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		Dev				
		Your ederbityo One Tima PIII (OTP) for request reference number 001770 is 1918%6.				
		Kindly use this to proceed with the next process.				
		This OTF will angles in Rue (5) minutes.				
		Thank yau.				
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eSerbisyo	REPUBLIKA NG FILIP KAGAWARAN NG KATAI PANGASIWAAN SA PATALAA LAND REGISTRATION EASTAVE, COR NIA ROAD, DEIMA	NAS UNGAN & NG LUPAIN AUTHORITY QUEZON CITY
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	One Time PIN An OTP was ent to your mobile dev complete the verification process to sup password. Reference Number Enter your OTP here OTP	ce / email . Please cessfully update your
	Regenerate OTP	Submit

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

ese	erbisyo			REPUB KAGAWAI PANGASIWAA LAND REGIST EASTAVE, COR	IKA NG PILIPINAS IAN NG KATARUNGAN N SA PATALAAN NG LUPAIN RATION AUTHC HA ROAD, DILIMAN, QUEZON CITY	ORITY
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				An OTP was sent to y complete the verification	one Time PIN our mobile device / email . Ple process to successfully upda password.	te your
				Enter your OTP here	735405 OTP	
				Regenerate OTP		Submit
				© 2020 Land Reg	stration Authority, Philippines	š.

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.

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				Password was successfully recovered! You are required to login again. To continue, please click here!	
Best use	a in chrome.				Version 2.7.0