6.   PASSWORDS

The LSN web portal has the ability to distinguish between priority users and the general public. Accordingly, participants in the licensing hearing will be able to obtain priority user identifications (IDs) and passwords. When a participant user reaches the LSN portal home page, he/she will have the opportunity to log onto a dedicated server that will provide features not available to general public Internet users. The additional features include being able to save searches, extra points of contact, etc. In addition, the LSN servers accommodate load balancing. During peak usage, the public may lose the ability to perform searches, allowing only participant users who are logged in to perform searches. In this instance, public users will receive a message that their query could not be processed due to a high volume of queries, and that their query should be retried at a later time. The message also suggests that participants who are logged in have priority user access.

Participant users must request a user ID and password through their participant business point of contact (POC) to gain access to the features not available to the general public. The POC must request a password for each participant user from the LSNA staff, either by phone or by e-mail. The LSNA staff will respond to the request by e-mail. The POC will be sent a user ID and password for each participant user. If the participant user loses or forgets his/her user ID or password, he/she must request a replacement through his/her POC. Each participant will be assigned as many accounts as requested.

The first time a participant user logs onto the LSN using the user ID and password, he/she is requested to change his/her password. This way, the account is protected and only the participant user will know his/her password. After a participant user has logged into the LSN web site, there is a function allowing a password change at any time. "Change Password" is located on the left local navigation bar under "My LSN."

If a participant user has not logged onto his/her account in six months, the LSNA staff will query the participant's business POC to determine if the account should be deactivated. If a participant wants to have an account removed or deactivated, the business POC should contact the LSNA staff, either by phone or by e-mail.