

## **LASSIE Frequently Asked Questions**

### **Questions about Logging onto LASSIE**

1. I know that I should fill out a Learn and Serve America survey on the LASSIE website but I never got an email telling me to do so, what should I do?

Contact your grantor. If you received funds directly from Learn and Serve America, please contact your Learn and Serve program officer. If you received funds through an intermediary organization, please contact the organization that directly awarded you the Learn and Serve funds. If you are uncertain who you need to contact, please call the LASSIE help desk at 866-337-8751 or send an email to [support@lsareports.org](mailto:support@lsareports.org).

2. I've forgotten my password. How do I find out what it is?

Go to the log in screen of the LASSIE site ([www.lsareports.org](http://www.lsareports.org)) and click on the "Forgot Your Password?" button. Your password will be sent to the email address that is on record with the system.

3. I want to change my username and password. What should I do?

Go to the "Update Your LASSIE User Account" page by clicking on this link in the gray navigation bar. Your contact information will be there, as well as boxes where you can fill in a new username and password. Click on the "Save Info" button to save your new username and password.

4. Other people in my organization need to access LASSIE to work on the survey. How do I get them usernames and passwords?

On the "Update Your Grant Profile" page of the site is a table which contains the name of the contact person for this grant. That person can add others by clicking the "Add Additional Contacts" button. Once the new contact has been added, you can send them their new login information by clicking the "Send Login" button. You can add as many people as you like. Just remember that all users will be working on the same grant information and survey so it's in your best interest not to have too many people registered.