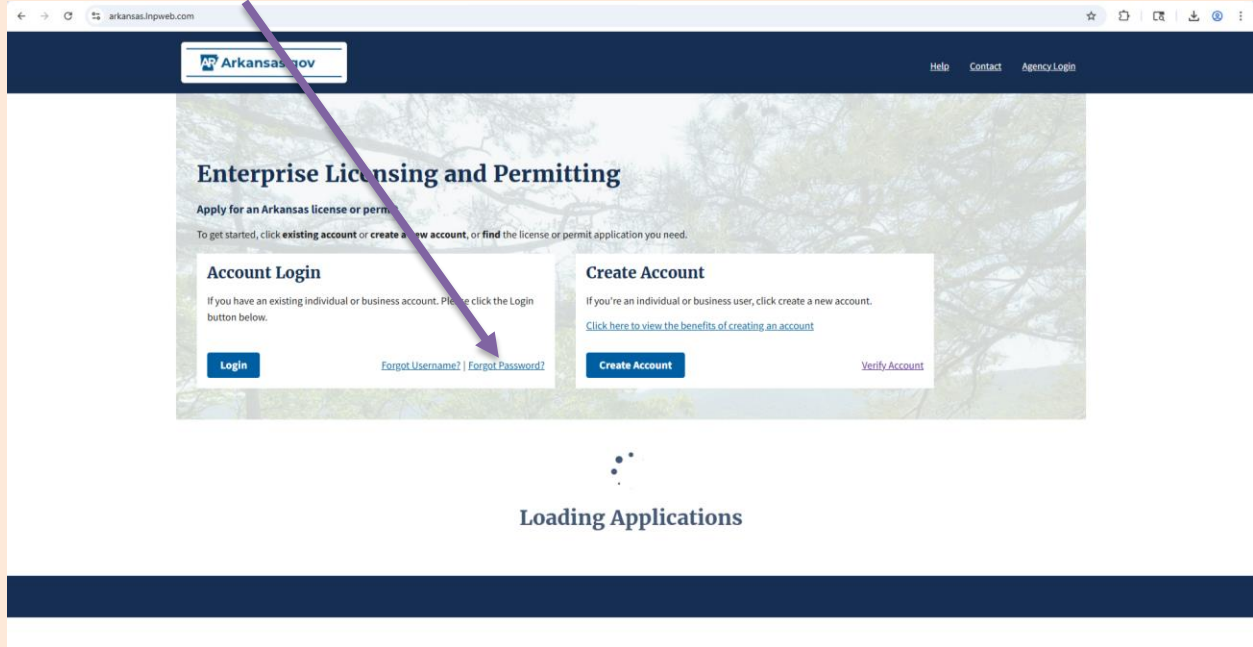


HOW TO RESET A PASSWORD FOR AN ACTIVE HVAC/R PROFILE.

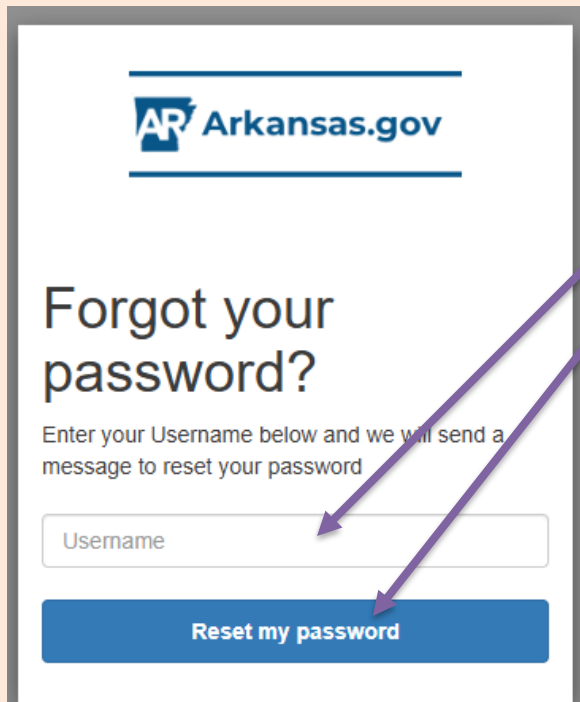
To get into the account log into the account. <https://arkansas.lnpweb.com/>.

**The temp password that was sent to them prior to April 1, 2025, will not work.

Step 1: Click forgot password



Step 2: This window will appear, and you will need to put your username in the box. Click reset password.



Step 3: The system will email you a 6-digit code and you can change your password. When you get the email enter the code and proceed to setting a new password.

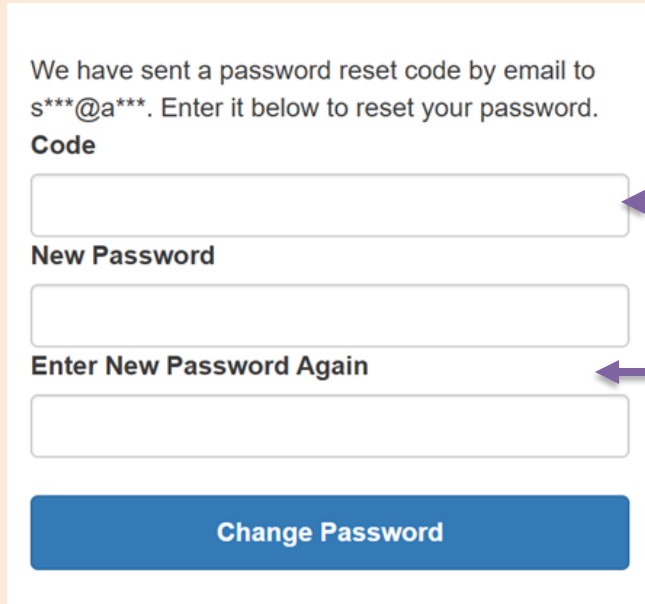
We have sent a password reset code by email to s***@a***. Enter it below to reset your password.

Code

New Password

Enter New Password Again

Change Password

A screenshot of a password reset form. It contains a message, a 'Code' input field, 'New Password' and 'Enter New Password Again' input fields, and a 'Change Password' button. Purple arrows point from the right side of the page to the 'Code', 'New Password', and 'Enter New Password Again' input fields.

Step 4: Once you start typing in your password the window will expand telling you, your password must be 14 characters long, contact Capital letters, lower case letters, a number and symbol. (Highly recommend writing down the password as you will not be able to view it once you enter it.)

We have sent a password reset code by email to s***@a***. Enter it below to reset your password.

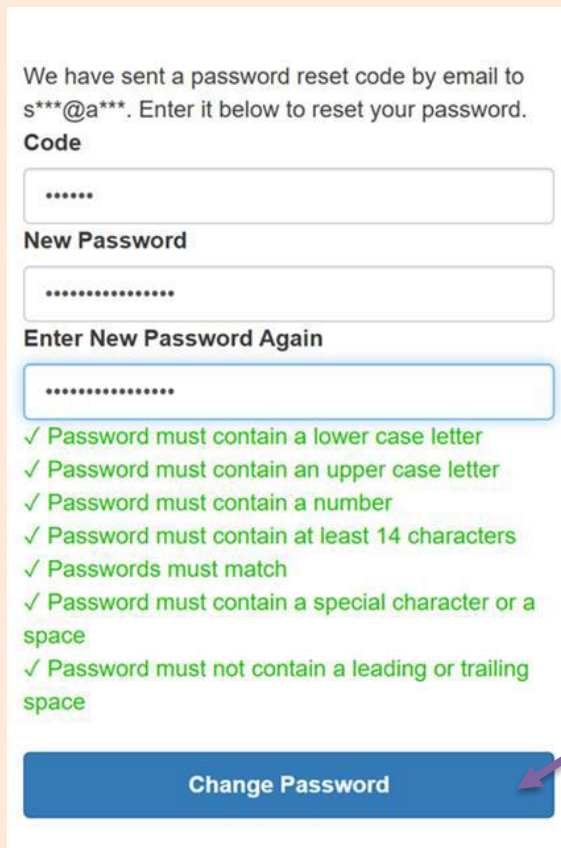
Code

New Password

Enter New Password Again

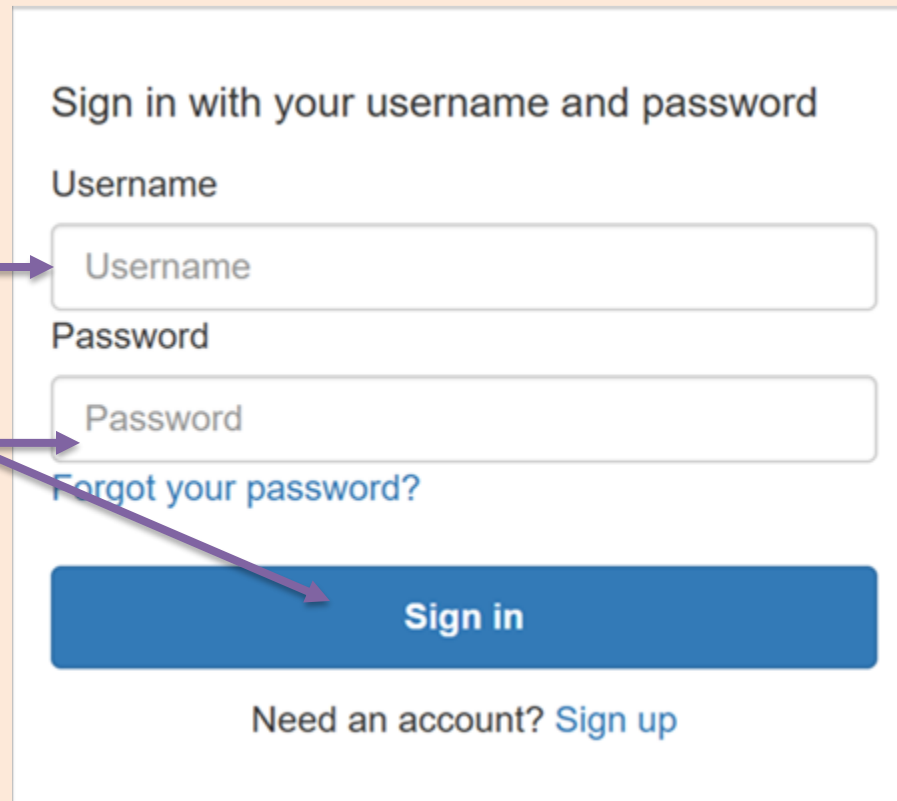
- ✓ Password must contain a lower case letter
- ✓ Password must contain an upper case letter
- ✓ Password must contain a number
- ✓ Password must contain at least 14 characters
- ✓ Passwords must match
- ✓ Password must contain a special character or a space
- ✓ Password must not contain a leading or trailing space

Change Password

A screenshot of the password reset form in Step 4. The 'Code' field is filled with six dots. The 'New Password' and 'Enter New Password Again' fields are filled with dots. Below the fields is a list of seven green checkmarks indicating password requirements. A 'Change Password' button is at the bottom. Purple arrows point from the right side of the page to the 'Enter New Password Again' input field and the 'Change Password' button.

Step 5: You will then have to log in using your username and new password.

****NOTE** be sure all fields are empty before you type in your username again. The system will give you an error and you can lock your account for 24 hours.



Sign in with your username and password

Username

Password

[Forgot your password?](#)

[Sign in](#)

Need an account? [Sign up](#)