

Frequently asked questions...

1. I am unable to log on to eNotify.

Please be sure that you have registered first using the e-mail address for the Senior Management Contact Person we have on file for your company and the access code that was provided in the letter.

For security purposes, eNotify is linked directly to the Senior Management Contact Person we have on file for your company. If the Senior Management Contact person has changed, please contact enotifyhelp@laonecall.com for instructions on how to update this information with Louisiana One Call.

Access code: It is helpful to copy and paste the access code from the e-mail you received rather than entering it manually to avoid typographical errors.

2. I am not receiving a password after registering.

For security purposes, the password is e-mailed directly to the Senior Management Contact Person we have on file for your company. If the Senior Management Contact person has changed, please contact enotifyhelp@laonecall.com for instructions on how to update this information with Louisiana One Call.

3. I received my password but I am unable to login.

After entering your username and password, please be sure you have entered the numbers or letters in the recaptcha box located underneath the orange and white striped line. It may only be one set of words or one set of numbers.

4. How do I update my information once I have logged in?

View all four sections of the contact information by clicking on the drop down list (Click to view/edit). Edit each section as needed. Be sure to check the after-hours emergency number we have on file for your company that is required by law located under the "View Notification Contact" Tab.

Helpful Hints:

- Access code: It is helpful to copy and paste the access code from the e-mail you received rather than entering it manually to avoid typographical errors.
- You may submit updates manually following the instructions on the Confidential Member Information form which can be found on our home page under Membership, Member Update, Member Update Form. This form is also located on the Welcome Page for eNotify once you have logged in.
- If you need to make any changes to where the tickets are sent, this request should be made to notifications@laonecall.com.
- Contact enotifyhelp@laonecall.com if you have any questions regarding eNotify.