



eService Password Update

THINK BROADLY.
ACT DECISIVELY.

Steps for setting up your eService password

Follow the link in the email for your password reset. You will begin the process of updating your eService password by providing us your eService User name - unless otherwise requested at time of setup, your User name is your email address.

Be sure to check off “I’m not a robot” before pressing Submit.

Password Reset Request

Please enter your User name below and we will send instructions for resetting your password to the email address on file.

User name:
(eMail address or login name)

If you forgot your User name, please [click here](#)

I'm not a robot



After successful submit, an email will be sent to the email address we have on file (in most cases this is your User name) with a link to change your password. This email should be received within 5 minutes and it is important to complete your reset within 30 minutes as this link does expire.

Subject: Your password reset request

A password reset was requested on Apr 29, 2019 12:32:28 PM for your eService account. Follow the link below to change your password.

If you did not initiate this request, please contact your client portfolio administrator. If this request did come from you, please follow the link below to reset your password. This link expires within 30 minutes of the request so please attend to your password reset as soon as possible.

<https://login.loomisayles.com/uat/iframe/content?readform&ctype=resetpassword&id=455d674e09dc45f8a59f50de2f3046b2&disp=101>

Thank you

From this email, follow the link to the password reset page. Passwords must be at least 6 characters and include at least one letter and one number.

Please be sure to check off “I’m not a robot” before pressing Submit.

Password Reset For Donna Flaherty Freeman/DFREEMAN

New password:

Passwords must be at least 6 characters, contain at least one letter and one number, and not include invalid characters.

Reenter new password:

I'm not a robot

Once successfully submitted you will receive an email to login with your new password. The email will include a link to eService login.

From: LS Account Services <no-reply@loomisayles.com>
Date: April 29, 2019 at 2:06:04 PM EDT
To: dflahertyfreeman@gmail.com
Subject: Your password has been successfully updated

You have successfully updated your password. Please close any open Loomis Sayles browser windows. You can [click here](#) to login now.
 If you did not initiate this request, please contact your client portfolio administrator.



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Frequently Asked Questions

Why am I receiving this error message in red?

Forgot Password

Please enter your User name below and we will send instructions for resetting your password to the email address on file.

User name:

I'm not a robot 

There was an error processing your request: CAPTCHA validation failed

You must check off the “I’m not a robot” before you submit your change to eService or you will receive this error. Just check the box and press Submit again.


Why am I receiving this error message in red?

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Forgot Password

Please enter your User name below and we will send instructions for resetting your password to the email address on file.

User name:

I'm not a robot 

There was an error processing your request: The User name you entered doesn't belong to an account. Please check your User name and try again or contact your client portfolio analyst for assistance.

If you enter an incorrect User name, during your password reset, eService will not let you continue. Unless otherwise requested at time of setup, your User name is your email address.


What if I do not know my User name?

Password Reset Request

Please enter your User name below and we will send instructions for resetting your password to the email address on file.

User name:

If you forgot your User name, please [click here](#)

I'm not a robot 

Use the link which says “If you forgot your user name, please click here”.

You will be asked for an email address to send this information and then you will follow the steps to reset your password.

Why am I getting this message when I click on the link in my reset email?

Your password reset link has expired. Please initiate another reset from the eservice login page. Your password reset link is valid for approximately 30 minutes from the time it is requested.

When a reset is requested an email is sent, it is only good for 30 minutes - if that time has elapsed, you will get this message and need to request reset again.