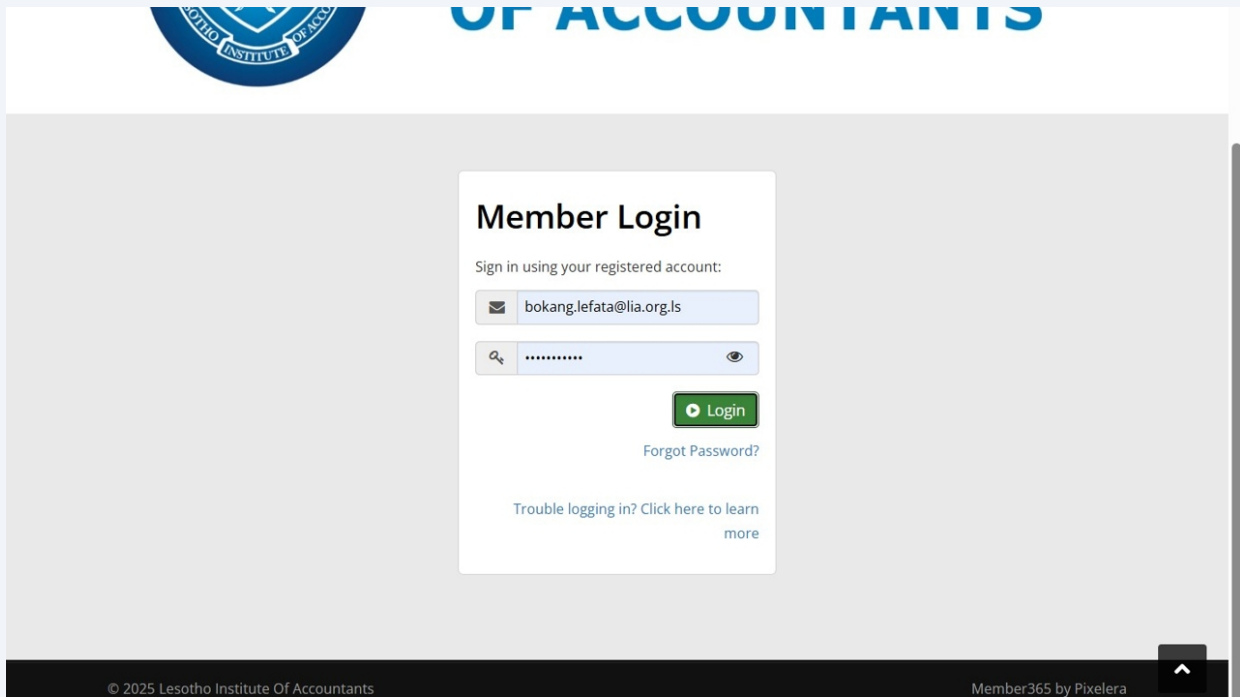
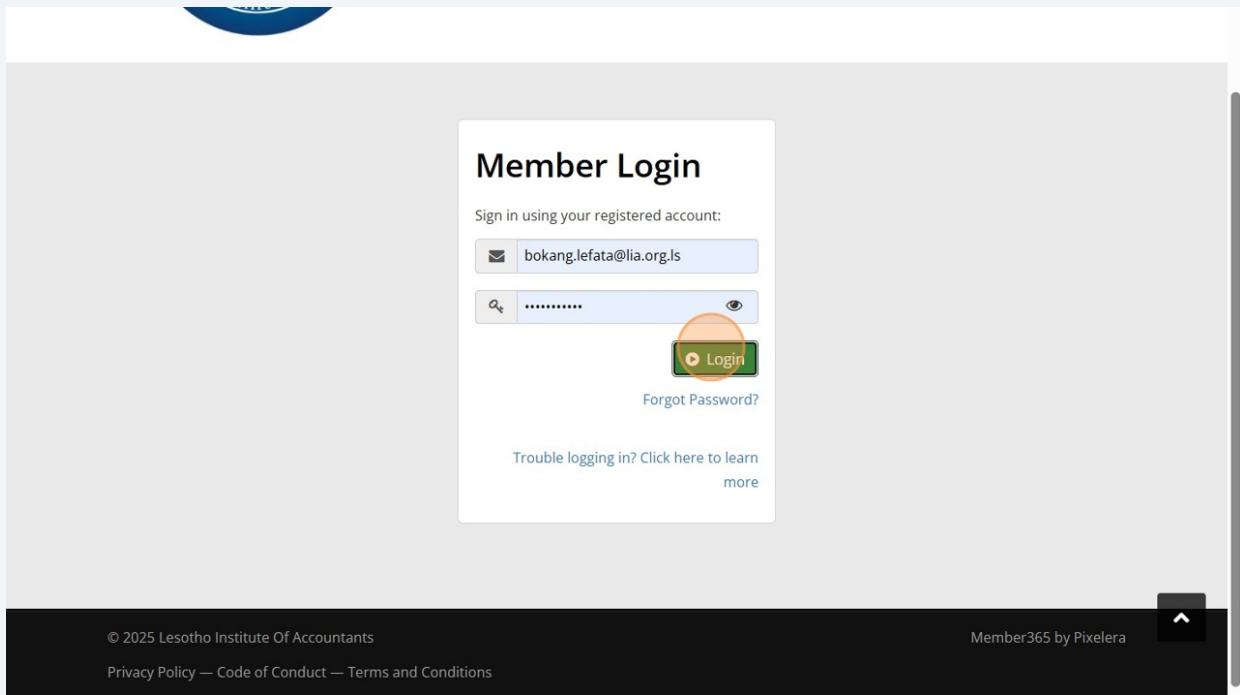


Updating Your Profile and Submitting Inquiries

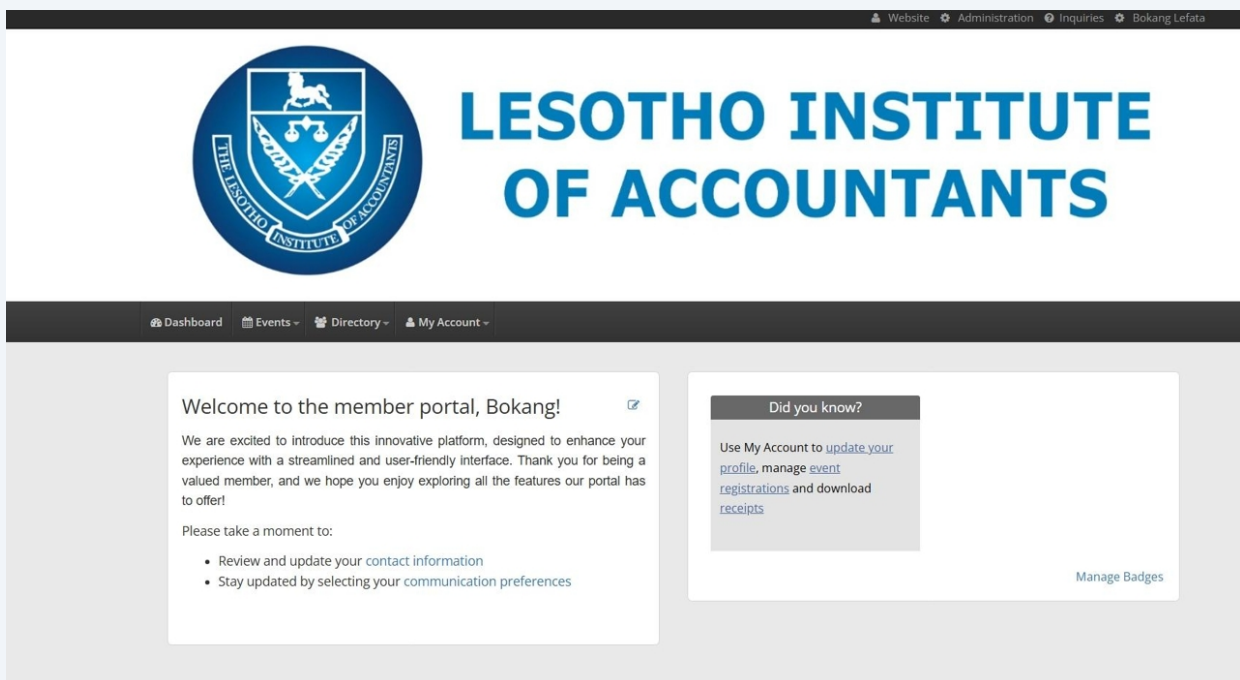
1 Navigate to [MyLIA Portal](#)



2 Enter your registered email address and password then Click "Login"



3 This will be the interface that will appear after you log in.



4

To view and update all your personal details Click "My Account"

The screenshot displays the website interface for the Lesotho Institute of Accountants. At the top, there is a navigation bar with links for Website, Administration, Inquiries, and Bokang Lefata. The main header features the institute's logo on the left and the text "LESOTHO INSTITUTE OF ACCOUNTANTS" in large blue letters on the right. Below the header is a secondary navigation bar with links for Dashboard, Events, Directory, and My Account. The "My Account" link is highlighted, and a dropdown menu is open, showing options: My Profile, Membership, Invoices & Receipts, Email Notifications, and My Directory Listing. The main content area is divided into two columns. The left column contains a "Welcome to the member" message, followed by a list of actions to take: "Review and update your contact information" and "Stay updated by selecting your communication preferences". The right column contains a "Did you know?" section with a message encouraging users to use their account to update their profile, manage event registrations, and download receipts. A "Manage Badges" link is also visible in this section. The footer of the page includes the copyright notice "© 2025 Lesotho Institute Of Accountants" and the text "Member365 by Pixelera".

5

After selecting my account menu, proceed with updating your personal information "click my profile". Here you can navigate to check membership certificates and invoices, also there is an option to change your temporary password.

The screenshot shows the 'My Profile' page with a navigation bar at the top containing 'Dashboard', 'Events', 'Directory', and 'My Account'. The page title is 'My Profile' and a breadcrumb trail reads 'You Are Here: / Dashboard / My Account'. Below the title are tabs for 'My Profile', 'Membership', and 'Invoices & Receipts'. Underneath are sub-tabs: 'Personal Info' (selected), 'Contact Info', 'Password', and 'Member List Profile'. The 'Personal Information' section contains the following fields: Salutation (dropdown menu with 'Mr.' selected), Suffix (text input), First Name (text input with 'Bokang'), Last Name (text input with 'Lefata'), Date Of Birth (calendar icon and text input with '2025-03-12'), Email Address (text input with 'bokang.lefata@lia.org.ls'), Alternate Email (text input), Organization (dropdown menu with 'Lesotho Institute Of Accountants'), and Job Title (text input). At the bottom of the form is a green 'Update My Profile' button.

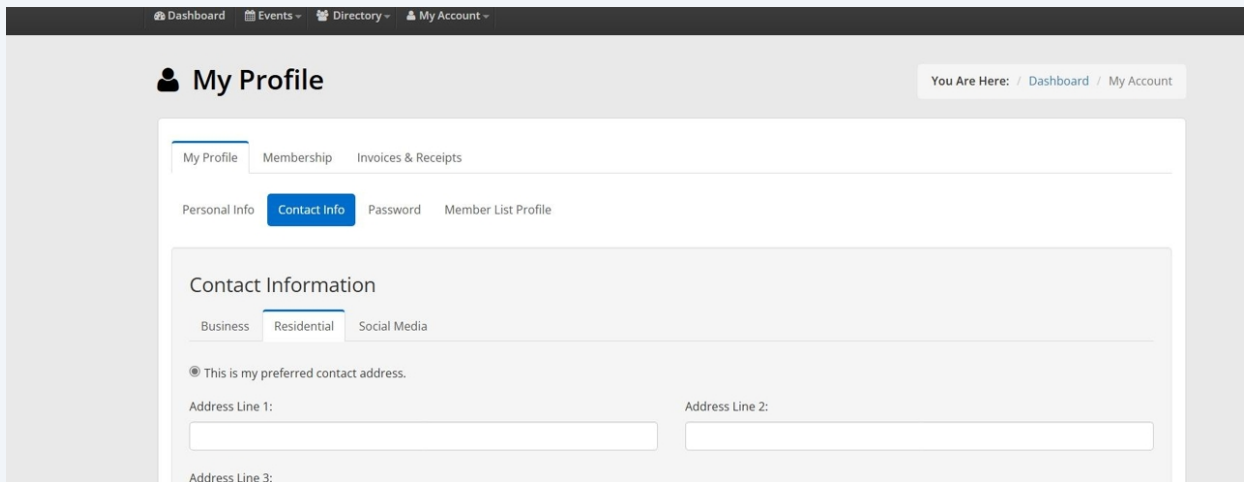
6

Click "Password" to update password after updating click the below button "Update password" to complete and save the new password.

The screenshot shows the 'My Profile' page with the 'Password' sub-tab selected. The 'Change Password' section contains three password input fields: 'Current Password' (with a masked password '.....' and an eye icon), 'New Password' (with an eye icon), and 'Confirm Password' (with an eye icon). At the bottom of the form is a blue 'Update Password' button.

7

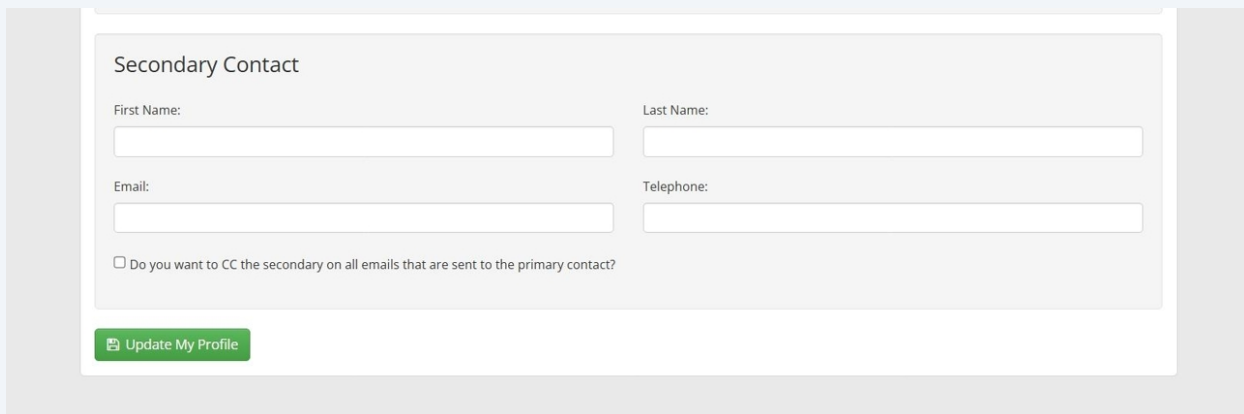
To update information regarding any secondary contacts and primary contacts. Click "Contact Info".



The screenshot shows a web interface for a user's profile. At the top, there is a navigation bar with links for 'Dashboard', 'Events', 'Directory', and 'My Account'. Below this, the page title is 'My Profile' with a user icon. A breadcrumb trail indicates 'You Are Here: / Dashboard / My Account'. The main content area has several tabs: 'My Profile', 'Membership', and 'Invoices & Receipts'. Under 'My Profile', there are sub-tabs: 'Personal Info', 'Contact Info' (which is highlighted in blue), 'Password', and 'Member List Profile'. The 'Contact Information' section is active, with sub-tabs for 'Business', 'Residential', and 'Social Media'. A radio button is selected for 'This is my preferred contact address.'. Below this, there are three input fields for 'Address Line 1', 'Address Line 2', and 'Address Line 3'.

8

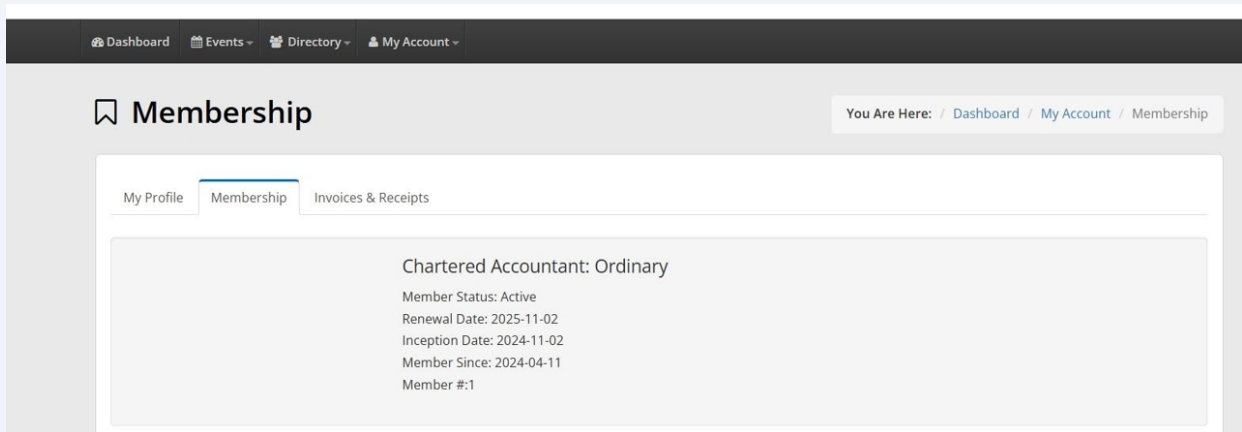
Click "Update My Profile" after completing all personal information update so that all updates can reflect in your membership profile.



The screenshot shows a form titled 'Secondary Contact'. It contains four input fields: 'First Name', 'Last Name', 'Email', and 'Telephone'. Below these fields is a checkbox with the text 'Do you want to CC the secondary on all emails that are sent to the primary contact?'. At the bottom of the form is a green button labeled 'Update My Profile'.

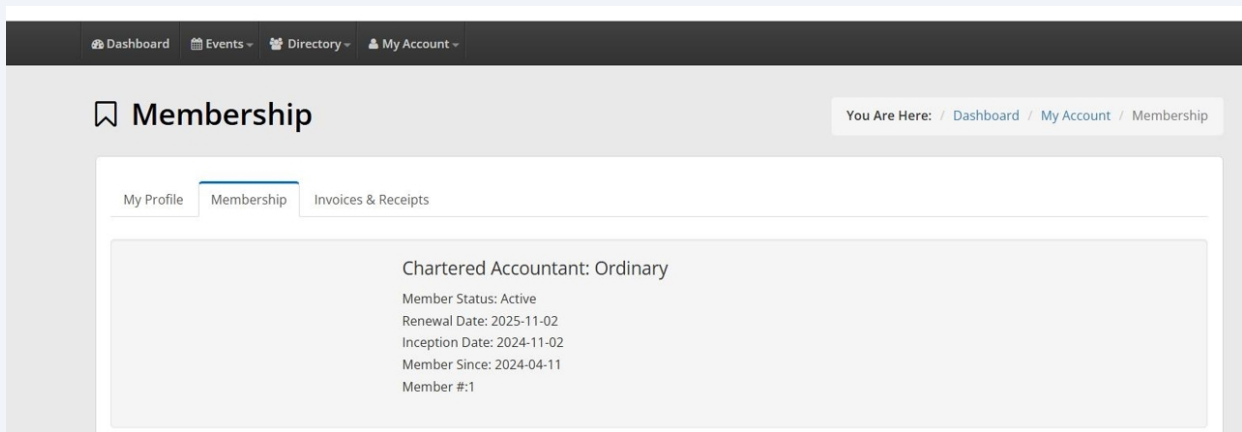
9

Click "Membership" to view and download your membership certificates.
NB: Certificates will be available for download starting from July 2025.

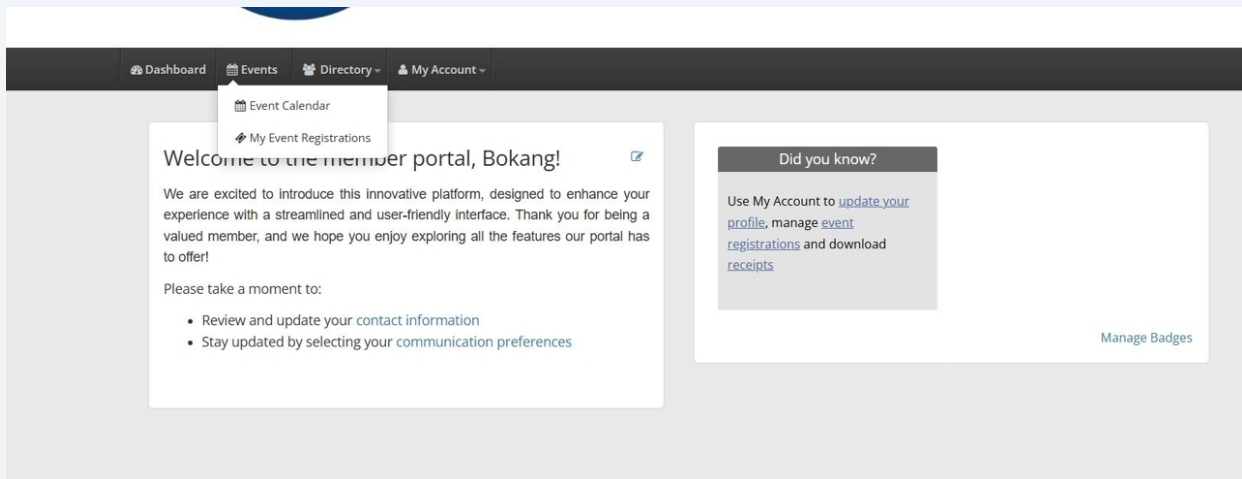


10

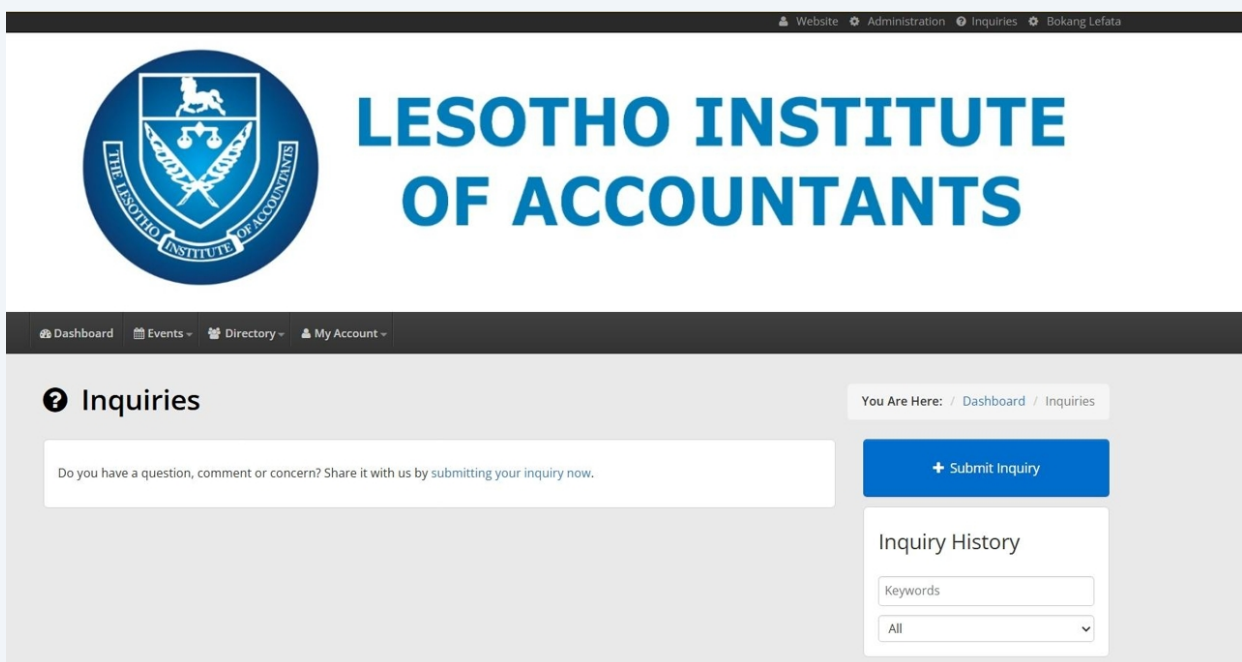
Click "Invoices & Receipts" to view and pay your outstanding fees.
NB: Viewing and clearing of invoices is not yet functional on the portal.



11 Click "Events" to view and register for upcoming events.

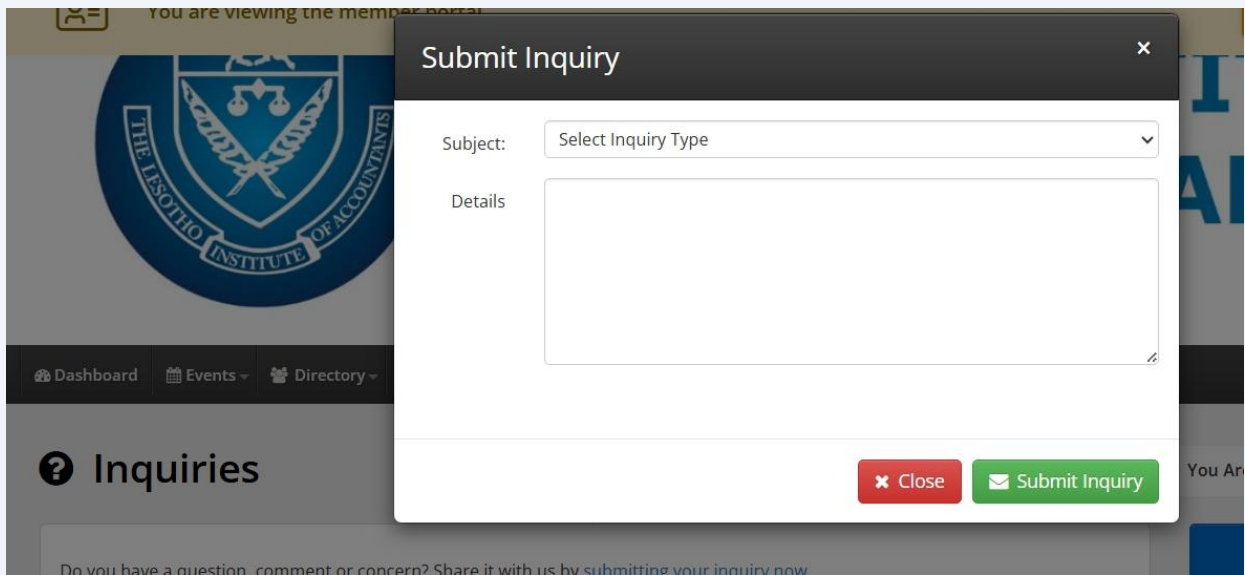


12 In case of inquiries Click "Inquiry" menu next to your name in the portal to create an inquiry.



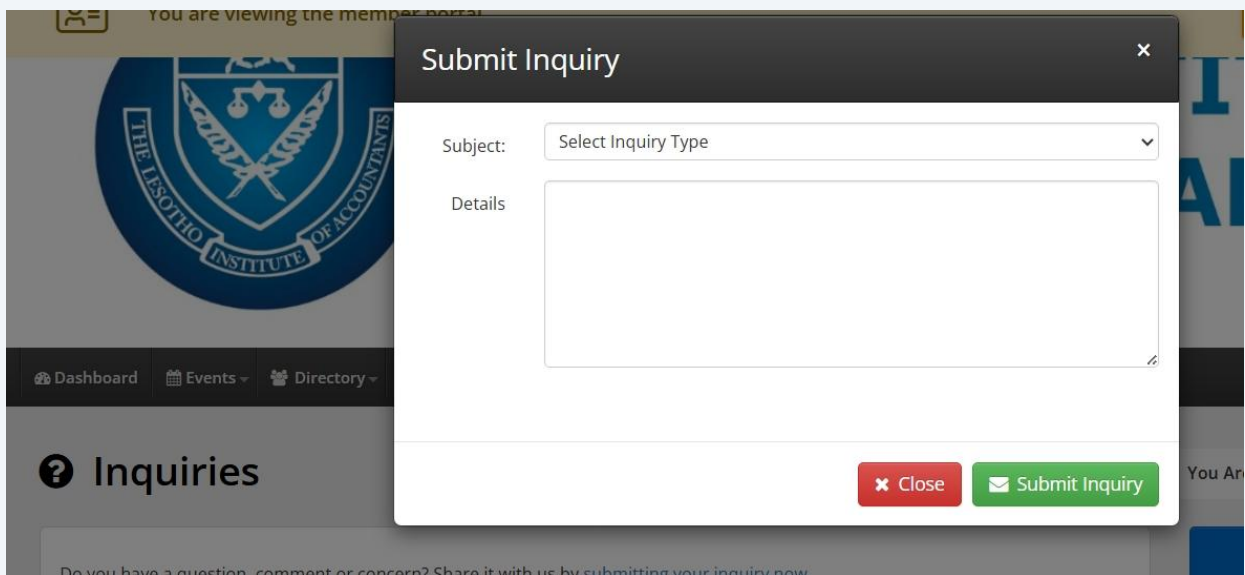
13

After you have clicked "+Submit Inquiry" and you will be presented with this tab where you will select the dropdown button to select the kind/type of inquiry you have and after selecting fill out the details of your inquiry.



14

Once the inquiry form is completed Click "Submit Inquiry".



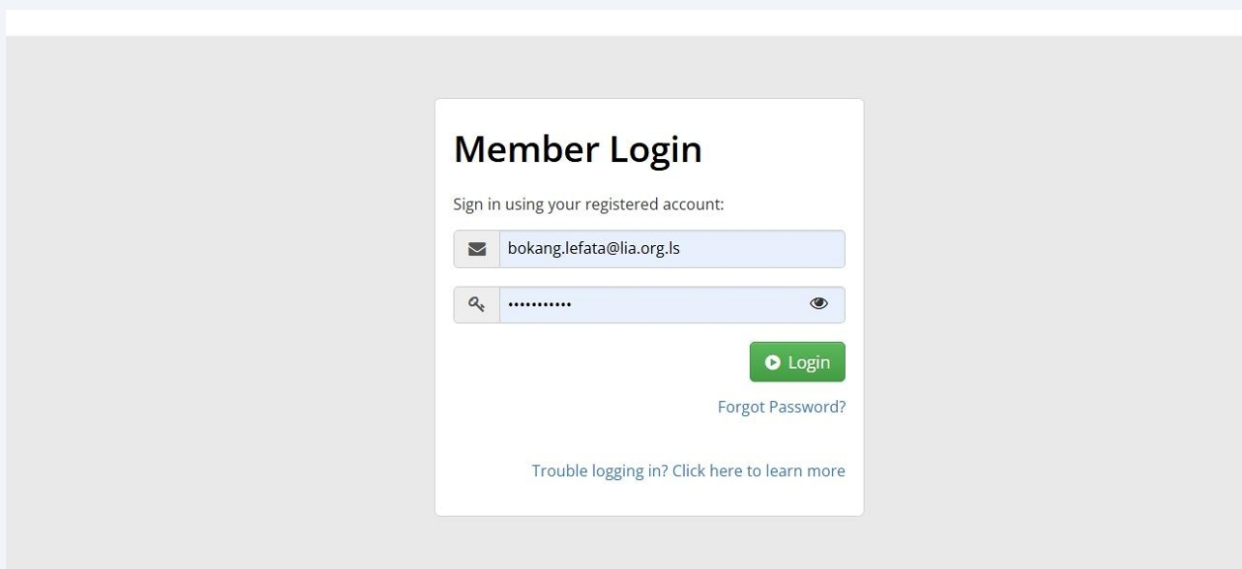
15

To logout of the portal Click "Your name (**right corner of the portal**)". and you will have the option to logout.



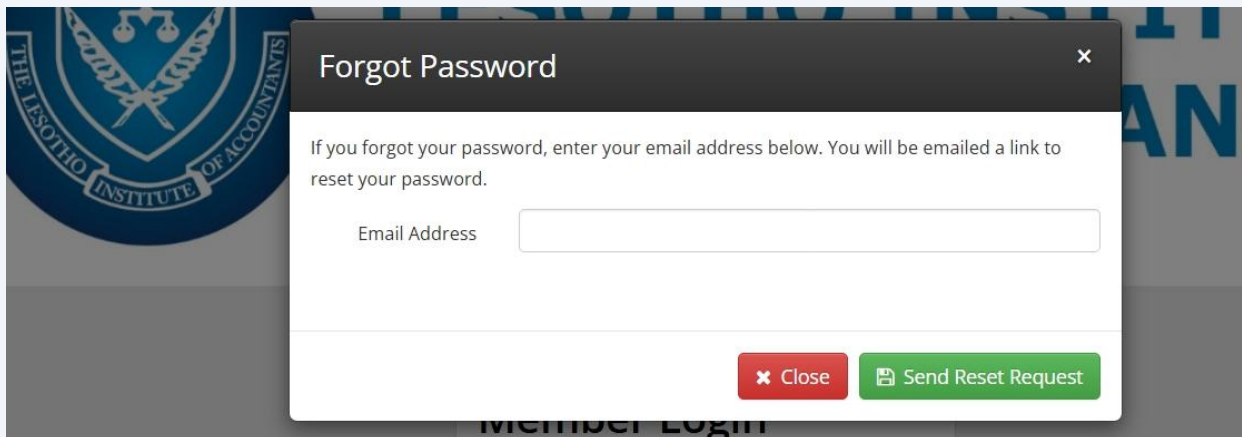
16

In a case whereby a member has forgotten their login password, they can click on the forgot password option.



17

After they click on the "forgot password" enter a registered email address and click on the "Send Reset Request" button.



The screenshot shows a 'Forgot Password' dialog box overlaid on a website background. The dialog box has a dark grey header with the title 'Forgot Password' and a close button (X) in the top right corner. Below the header, there is a white area with the text: 'If you forgot your password, enter your email address below. You will be emailed a link to reset your password.' Underneath this text is a text input field labeled 'Email Address'. At the bottom right of the dialog box, there are two buttons: a red button with a white 'X' icon and the text 'Close', and a green button with a white envelope icon and the text 'Send Reset Request'. The background of the website is partially visible, showing the logo of 'THE LESOTHO INSTITUTE OF ACCOUNTANTS' on the left and the text 'MEMBER LOGIN' at the bottom.