

To log in to the new LSBHI Licensee Portal, please complete the following steps:

1. Go to the direct link for the LSBHI Licensee Portal login page:  
<https://lsbhi.portalus.thentiacloud.net/webs/portal/service/#/login>
2. Click on the "Reset Password" button. On the next page, enter your portal access email address and click "Next."

You **must** use the email address associated with your listing on the LSBHI website. **Do not create a new account under a different email address.** If you are unsure which email address you have listed, please search our website to verify.

<https://lsbhi.state.la.us/home-buyers/find-an-inspector/>

You will then receive an email with a temporary password. Check your email, **including your spam/junk folder**, and copy this temporary password. The email will be from [no-reply@thentia.com](mailto:noreply@thentia.com) subject: Bilingual Password Reset

1. Return to the LSBHI Licensee Portal login page and enter your temporary password to log in.
2. Once logged in with your temporary password, you will be prompted to create a new password.
3. You will then be able to select from two different two-stage authentication protocols: "Enter Security Code (Email)" or "Answer Security Questions." Choose your preferred option and click "Next." Remember that passwords and security answers are case-sensitive. If you choose to enter a security code, you will receive another email from [Thentia Cloud](mailto:noreply@thentiacloud.com)- or [noreply@thentiacloud.com](mailto:noreply@thentiacloud.com)
4. You will then be logged into the system and can access your portal.

Once you have entered your LSBHI Portal, take a minute to get familiar with the system.

You will only be able to start a license renewal application 60 days prior to your expiration date.

YOU MUST submit your Continuing Education completion certificates before starting a renewal. Uploading the certificates to your portal as you get them is best. Make sure you enter the correct information when uploading your CE certificates to avoid delays in the renewal process.

Please email our office at [lsbhi@lsbhi.la.gov](mailto:lsbhi@lsbhi.la.gov) if you have any problems accessing the new LSBHI Portal.