



Reset Your EdiPhy Password

EDIPHY ADVISORS HELP DESK | (205) 314-8900

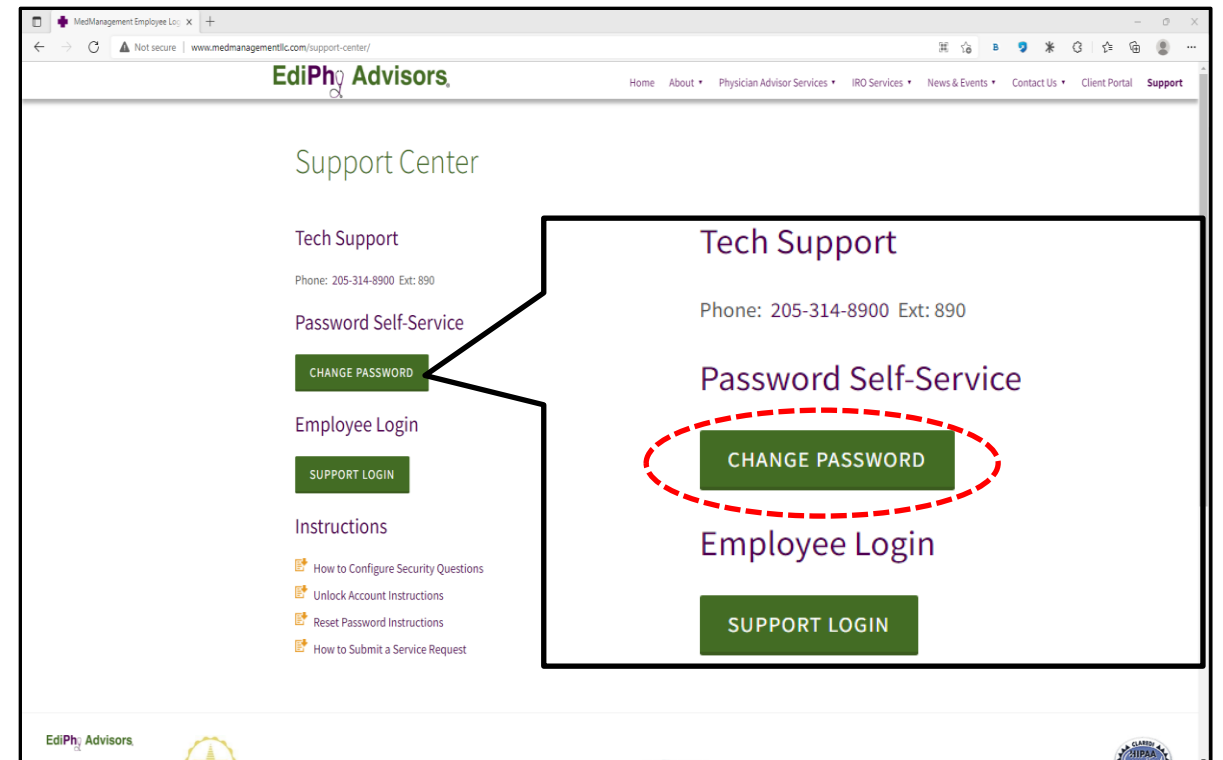
EDIPHY ADVISORS

RESET PASSWORD

1. Click the below link to access the EdiPhy Support Page:
<https://www.ediphy.com/support>

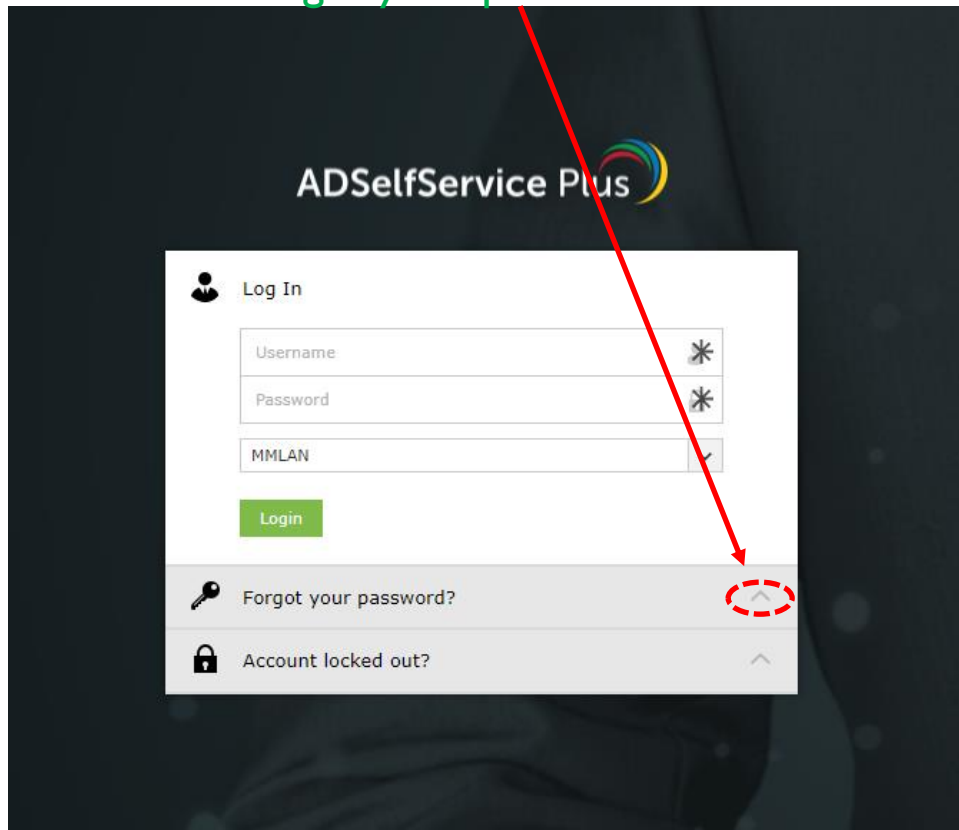
1a. If you are not able to access this link successfully, you may also open a web browser and go to [Ediphy.com](https://www.ediphy.com), hover over Support at the top right, and click Employee Support.

2. Click on the Green Change password button and it will take you to the **ADSelfService Plus** site.



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3. At the ADSelfService Plus website, click the drop-down arrow next to **Forgot your password?**



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4. Enter your username only (this will be a one-word combination of your first initial and last name i.e. :John Smith= jsmith), leave the domain dropdown as “MMLAN”, and click [Continue](#).

The screenshot shows the ADSelfService Plus login page. At the top, the logo 'ADSelfService Plus' is displayed. Below it, there are three main sections: 'Log In' with a user icon, 'Forgot your password?' with a key icon, and a text input field containing 'jsmith'. Below the text field is a dropdown menu showing 'MMLAN'. A green 'Continue' button is located below the dropdown. At the bottom, there is a section for 'Account locked out?' with a lock icon. Red dashed circles highlight the 'jsmith' text and the 'Continue' button. Red arrows point from the text above to these elements.

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5. Next, you will be taken to a security page with two options: **Security Questions** or **Duo Security**. You may choose either option, but you must enter the characters in the box as requested before clicking **Continue**.

Select one of the option below to prove your identity
This process helps us verify that it is indeed you who is requesting access

Security Questions
 Duo Security

Type the characters you see in the picture below.

kde6m4

Cancel Continue

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6. If you chose the security question option, answer both security questions and enter the characters provided.

Please answer the following question(s) to reset your password

Question: Security Question 1?

Question: Security Question 2?

Type the characters you see in the picture below.



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6a. If you chose the DUO Security option, please choose your DUO **option** to continue:

Please check your Duo Security Authenticator App

EdiPhy Advisors Choose an authentication method

[What is this?](#) [Need help?](#)

Secured by Duo

- Duo Push RECOMMENDED **Send Me a Push**
- Call Me **Call Me**
- Passcode **Enter a Passcode**

Cancel

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6b. You may need to click **Text me new codes** to receive SMS codes.

The screenshot shows a Duo Security Authenticator App interface. At the top, it says "Please check your Duo Security Authenticator App". Below this, there is a section for "EdiPhq Advisors" with links for "What is this?", "Need help?", and "Secured by Duo". The main area is titled "Choose an authentication method" and contains three options: "Duo Push RECOMMENDED" with a "Send Me a Push" button, "Call Me" with a "Call Me" button, and a phone number input field with "ex. 867539" and a "Log In" button. Below the phone number input field, it says "Your next SMS Passcode starts with 1". At the bottom of the interface, there is a blue bar with the text "Enter a passcode from Duo Mobile or a text." and a "Text me new codes" button with a close icon. A "Cancel" button is located at the bottom right of the interface. Two red arrows point from the left side of the image to the "Text me new codes" button and the phone number input field.

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7. Next, you will enter your new password, following the password criteria provided, then enter the characters provided in the empty box beneath them, then click the **Reset Password**.


Reset Password

* New Password

* Confirm New Password

- Minimum length should be at least 8
- Number of special characters to include 2
- Must contain at least 1 upper case character(s)
- Number of numerals to include 1
- Must not be a palindrome
- Must not have 5 consecutive characters from username
- Must not contain restricted patterns [List](#)
- Must contain at least 1 lower case character(s)

Type the characters you see in the picture below.



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- Number of special characters to include 2
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- Number of numerals to include 1
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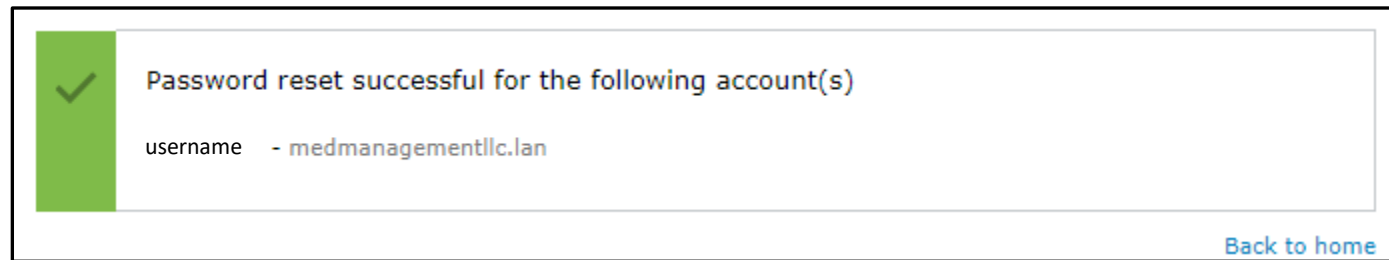
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8. Once you have entered a new password, and entered the characters in the box, click **Reset Password**.

The screenshot shows a 'Reset Password' form. At the top, it says 'Reset Password'. Below that are two input fields: '* New Password' and '* Confirm New Password', both containing masked characters. To the right of these fields is a list of password requirements, each preceded by a green checkmark: 'Minimum length should be at least 8', 'Number of special characters to include 2', 'Must contain at least 1 upper case character(s)', 'Number of numerals to include 1', 'Must not be a palindrome', 'Must not have 5 consecutive characters from username', 'Must not contain restricted patterns [List](#)', and 'Must contain at least 1 lower case character(s)'. Below the requirements is a CAPTCHA instruction: 'Type the characters you see in the picture below.' The CAPTCHA image shows the characters '37on33' in a handwritten style, enclosed in a red dashed oval. A red arrow points from this oval to an input field containing the text '37on33'. At the bottom right of the form are two buttons: a grey 'Cancel' button and a green 'Reset Password' button, which is also circled in red.

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10. Once your password has been successfully reset, you should receive the following message:



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If you're still experiencing issues after trying the provided solution, please contact our Help Desk for further assistance:

Call: (205) 314-8900

Email: ediphy@buchanan-mail.onbmc.com

Ticketing System and Live Chat: https://buchanan-dwp.onbmc.com/dwp/app/?user_domain=ediphy

If prompted, use [username]@ediphy.com and your EdiPhy password to log in.

Other guides can be found on our EdiPhy Employee Support page: <https://www.ediphy.com/support>