
Reset Your EdiPhy Advisors' Password

EDIPHY ADVISORS HELP DESK | (205) 314-8900

EDIPHY ADVISORS

RESET PASSWORD

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

1a. If you are not able to access this link successfully, you may also go to <https://ediphy.com/> and click Employee Support.

2. Click “Password Self-Service (Change Password)” and it will take you to the **ADSelfService Plus** site.

Employee Help Desk

If you are in need of technical assistance, please submit a support ticket to EdiPhy Advisor's Help Desk.

Help Desk

Submit a support ticket through our secure portal for EdiPhy Advisors

Call: 205-314-8900 (Internally, extension 890)

Email: ediphy@buchanan-mail.onbmc.com

Password Self-Service (Change Password)

System Status

Downloads

[Omnissa Horizon Clients](#)

Instructions

[Reset Your EdiPhy Password](#)

[Unlock Your EdiPhy Account](#)

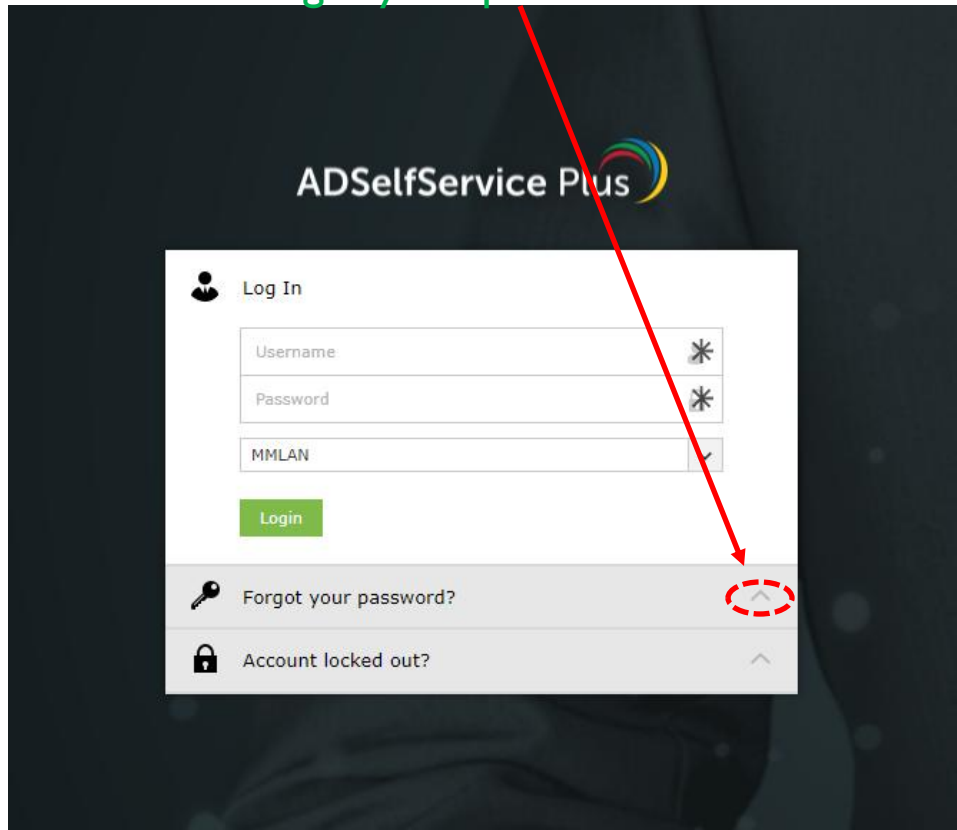
[Install Omnissa Horizon Client – Mac](#)

[Install Omnissa Horizon Client – Windows](#)

[Enrolling in AD Self Service Plus](#)

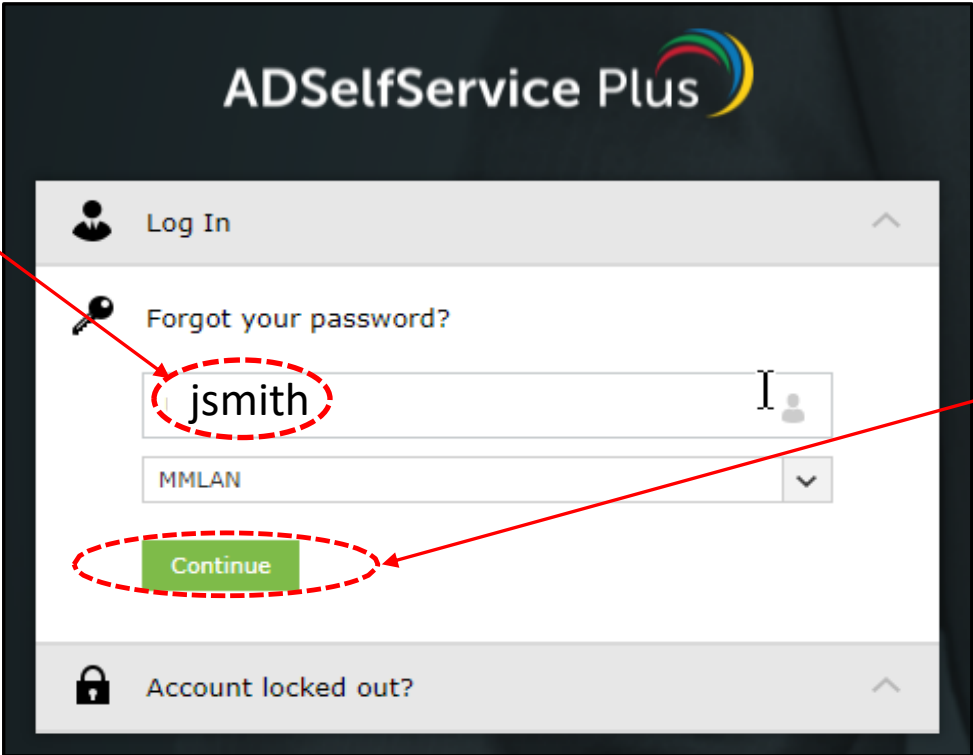
RESET PASSWORD

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



RESET PASSWORD

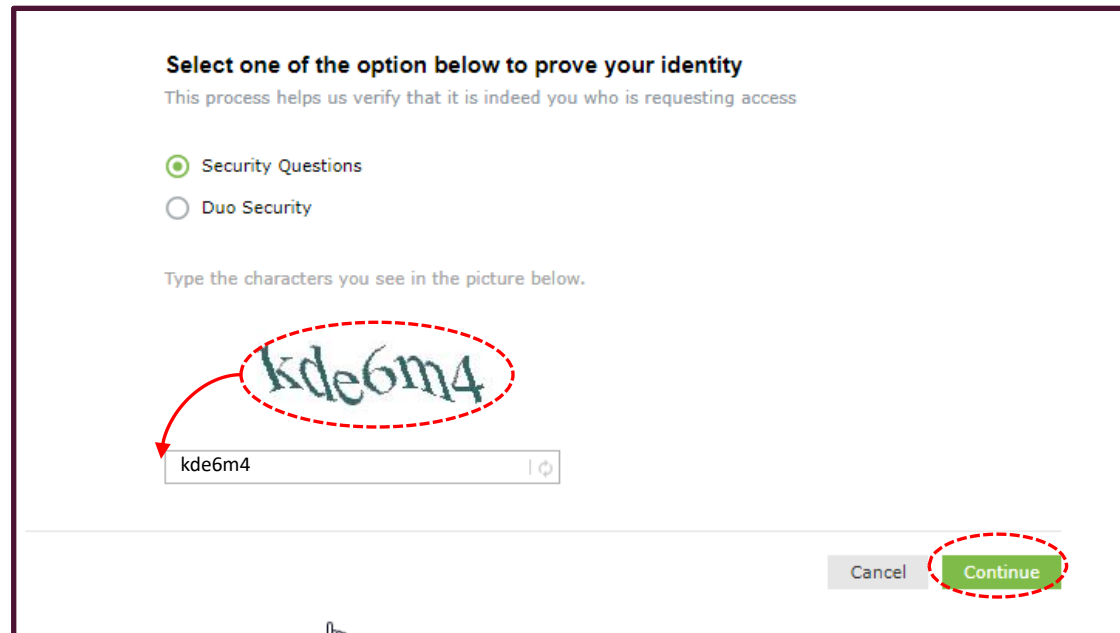
4. Enter your username only (this will be a one-word combination of your first initial and last name i.e. : John Smith= jsmith), leave the domain dropdown as “MMLAN”, and click **Continue**.



The screenshot shows the ADSelfService Plus login interface. At the top is the logo. Below it is a 'Log In' header. A 'Forgot your password?' link is visible. The main form has two fields: a text input containing 'jsmith' and a dropdown menu showing 'MMLAN'. A green 'Continue' button is below the fields. At the bottom is an 'Account locked out?' link. Red dashed circles highlight the 'jsmith' text and the 'Continue' button. Red arrows point from the text 'jsmith' in the instruction to the text in the input field, and from the word 'Continue' in the instruction to the 'Continue' button.

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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

The screenshot shows a security verification interface. At the top, it asks the user to select an option to prove their identity, with 'Security Questions' selected. Below this, a CAPTCHA challenge is presented, showing the text 'kde6m4' in a stylized font. A red dashed oval highlights the CAPTCHA text, and a red arrow points from it to a text input field containing the same text. At the bottom right, there are 'Cancel' and 'Continue' buttons, with the 'Continue' button highlighted by a red dashed oval.

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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?

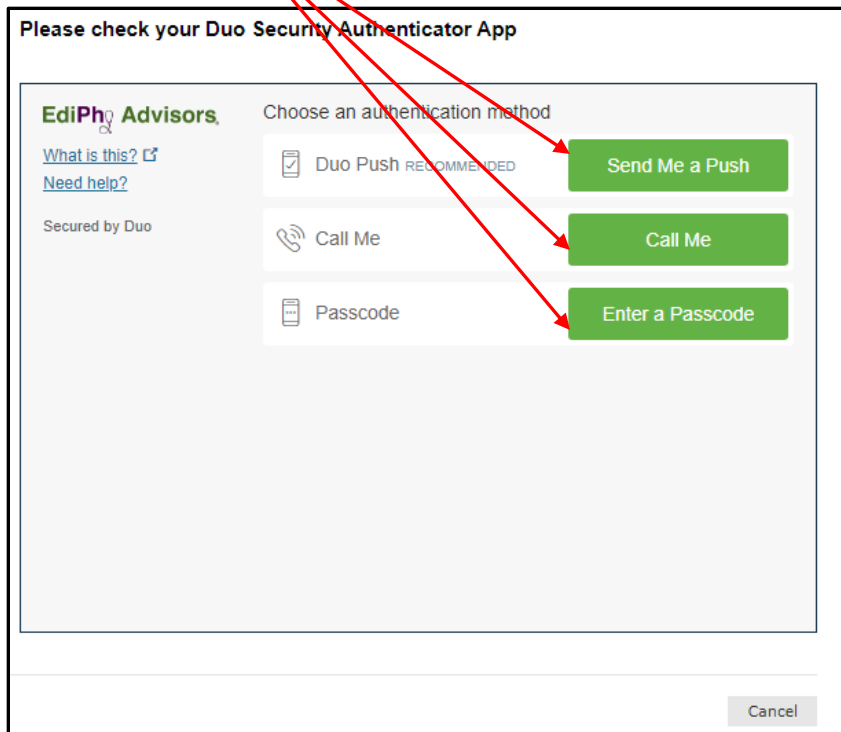
Question: Security Question 2?

Type the characters you see in the picture below.



RESET PASSWORD

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

RESET PASSWORD

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

The screenshot shows the Duo Security Authenticator App interface. At the top, it says "Please check your Duo Security Authenticator App". Below this, on the left, is the "EdiPhq Advisors" logo with links for "What is this?" and "Need help?", and the text "Secured by Duo". On the right, under "Choose an authentication method", there are three options: "Duo Push RECOMMENDED" with a "Send Me a Push" button, "Call Me" with a "Call Me" button, and a text input field containing "ex. 867539" with a "Log In" button. Below the input field, it says "Your next SMS Passcode starts with 1". At the bottom, there is a blue bar with the text "Enter a passcode from Duo Mobile or a text." and a button labeled "Text me new codes" with a close icon. A red arrow points from the left to the "Text me new codes" button, and another red arrow points from the left to the text input field.

Please check your Duo Security Authenticator App

EdiPhq Advisors

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

Secured by Duo

Choose an authentication method

☒ Duo Push RECOMMENDED Send Me a Push

☐ Call Me Call Me

Log In

Your next SMS Passcode starts with 1

Enter a passcode from Duo Mobile or a text. Text me new codes ×

Cancel

RESET PASSWORD

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](#).

The screenshot shows a 'Reset Password' form. It includes two input fields: '* New Password' and '* Confirm New Password'. Below these is a list of password criteria: Minimum length of 8, 2 special characters, 1 upper case character, 1 numeral, not a palindrome, not 5 consecutive characters from the username, no restricted patterns (with a 'List' link), and 1 lower case character. Below the criteria is a security instruction: 'Type the characters you see in the picture below.' This is followed by a CAPTCHA image showing the characters 'rppde7'. A red dashed oval highlights the CAPTCHA image, and a red arrow points from it to an input field containing 'rppde7'. At the bottom are 'Cancel' and 'Reset Password' buttons. A red dashed oval highlights the 'Reset Password' button. A callout box on the right lists the password criteria in detail.

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.



- 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)
- Must not contain dictionary words
 - You can meet this requirement by replacing a letter with a number or special character

RESET PASSWORD

8. Once you have entered a new password, and entered the characters in the box, click **Reset Password**.

Reset Password

* New Password

* Confirm New Password

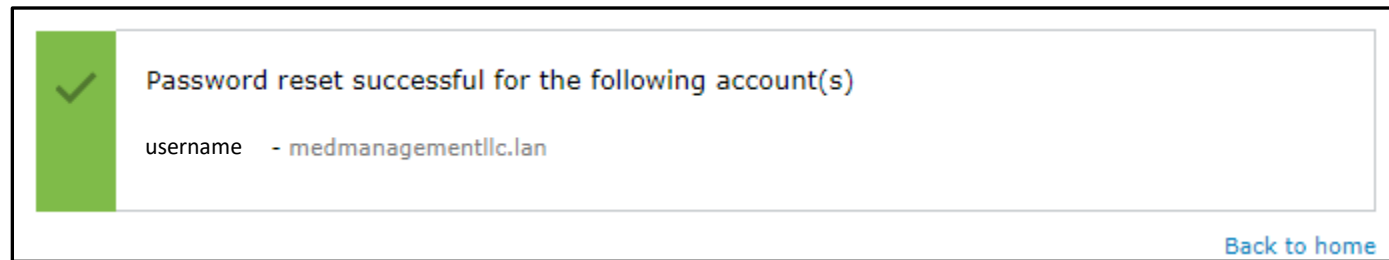
- ✓ Minimum length should be at least 8
- ✓ Number of special characters to include 2
- ✓ Must contain at least 1 upper case character(s)
- ✓ Number of numerals to include 1
- ✓ Must not be a palindrome
- ✓ Must not have 5 consecutive characters from username
- ✓ Must not contain restricted patterns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

Type the characters you see in the picture below.



RESET PASSWORD

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



RESET PASSWORD

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://ediphy.com/employee-support/>