



Unlock Your EdiPhy Account

HELP DESK | EDIPHY ADVISORS/MEDMANAGEMENT LLC | (205) 314-8900

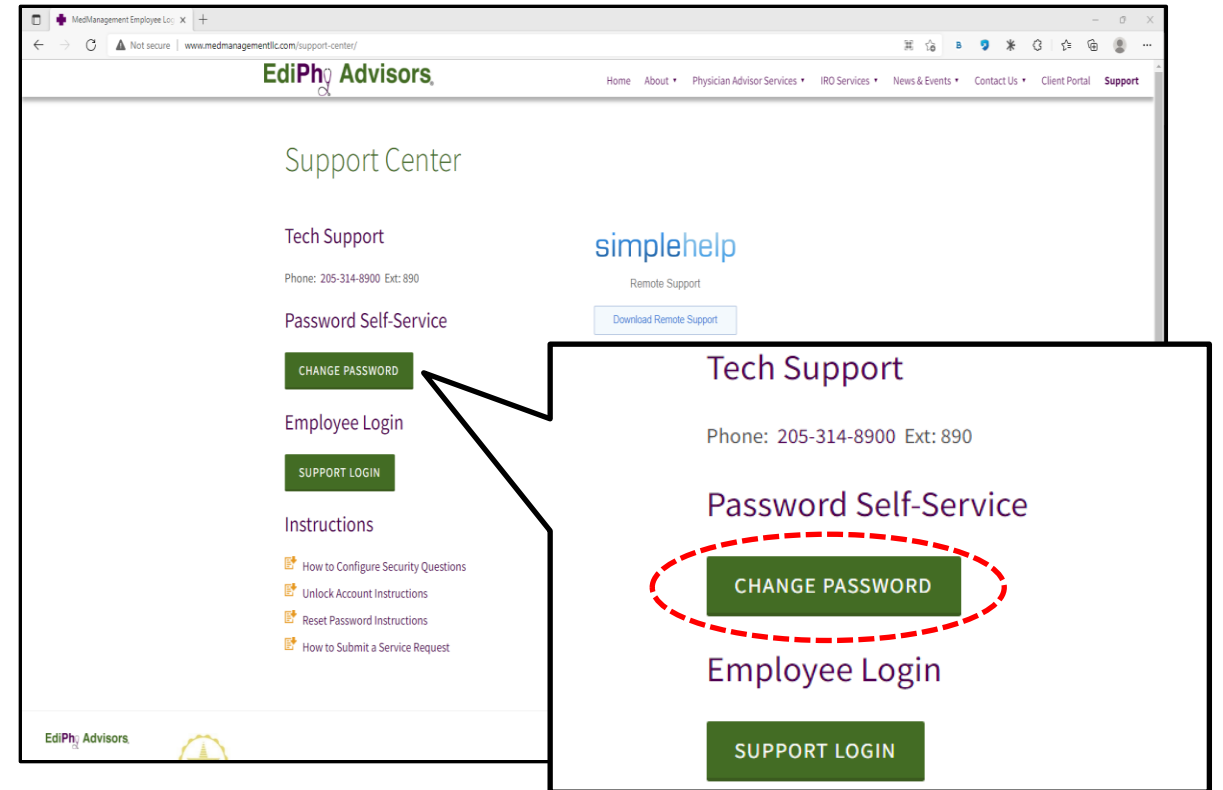
EDIPHY ADVISORS

How to Unlock your EdiPhy Account

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

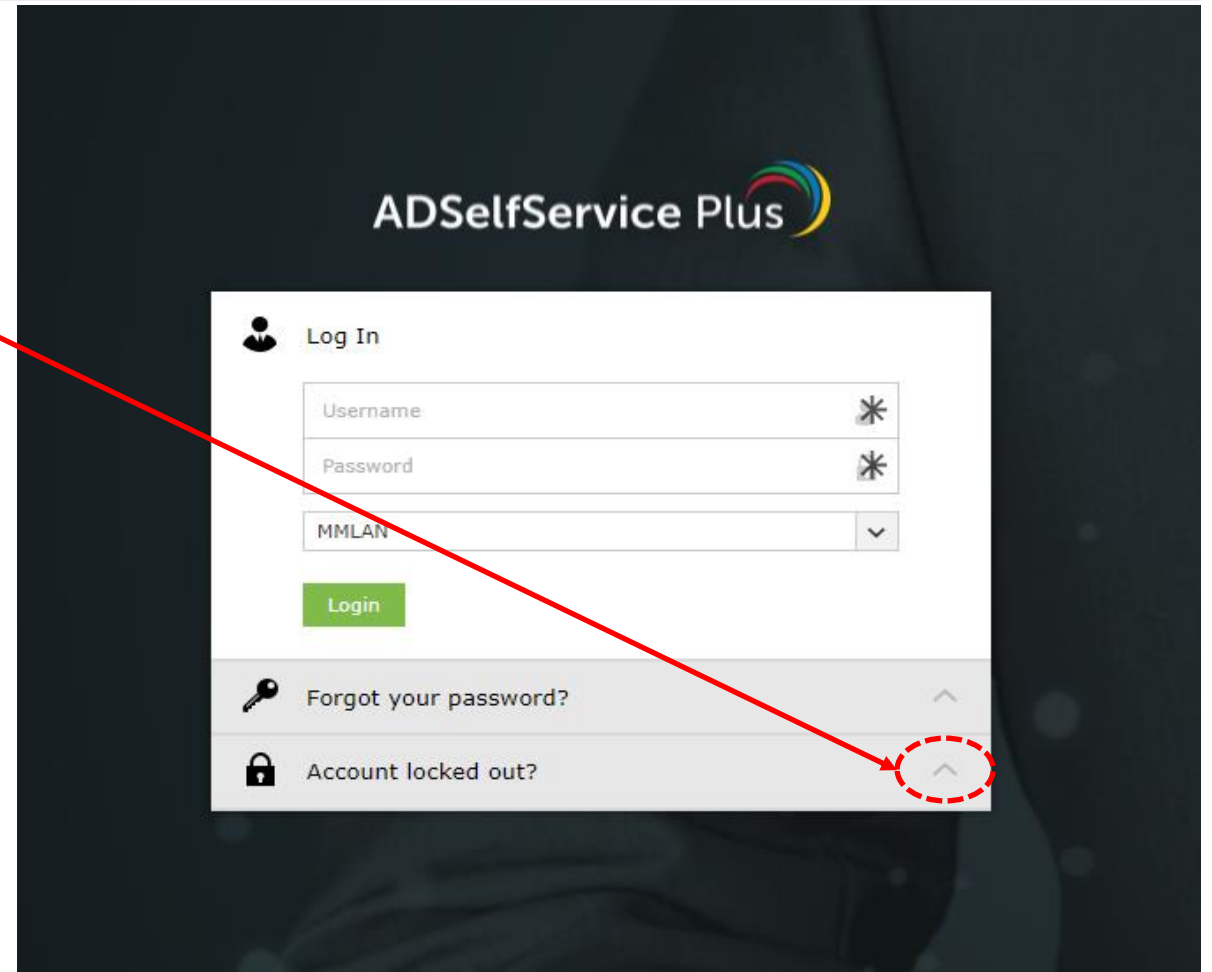
1a. If you are not able to access this link successfully, you may also open a web browser and go to Ediphy.com, hover over Support at the top right, and click Employee Support.

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



How to Unlock your EdiPhy Account

3. At the ADSelfService Plus website, click the drop-down arrow next to **Account locked out?**



How to Unlock your EdiPhy Account

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**.

ADSelfService Plus

Log In

Forgot your password?

Account locked out?

jsmith

MMLAN

Continue


How to Unlock your EdiPhy Account

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.



How to Unlock your EdiPhy Account


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

Please answer the following question(s) to unlock your account

Question: Security Question 1?

Question: Security Question 2?

Type the characters you see in the picture below.



How to Unlock your EdiPhy Account

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

Please check your Duo Security Authenticator App

EdiPhy Advisors. [What is this?](#) [Need help?](#)

Secured by Duo

Choose an authentication method

- Duo Push RECOMMENDED [Send Me a Push](#)
- [Call Me](#) [Call Me](#)
- [Passcode](#) [Enter a Passcode](#)

[Cancel](#)

How to Unlock your EdiPhy Account

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

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**

Log In

Your next SMS Passcode starts with 1

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

Cancel

Updated: 6/14/2024

The screenshot shows a Duo Security Authenticator App interface. At the top, it says "Please check your Duo Security Authenticator App". Below that, the "EdiPhy Advisors" logo is on the left, and "Choose an authentication method" is on the right. There are three main 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, 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 "Text me new codes" button with a close icon (X). A red arrow points from the left to the "Text me new codes" button, and another red arrow points from the left to the phone number input field. A "Cancel" button is at the bottom right. At the very bottom, it says "Updated: 6/14/2024".

How to Unlock your EdiPhy Account

7. You will encounter one last security page. Enter the characters in the box as requested before clicking [Unlock Account](#).

Unlock Account

Your identity has been verified successfully. Please proceed with the self service action.

Type the characters you see in the picture below.



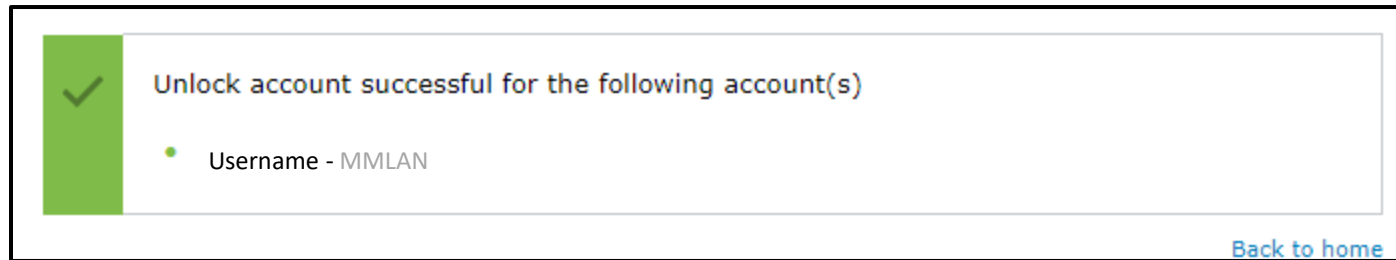
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Cancel **Unlock Account**

How to Unlock your EdiPhy Account

8. Once your account has been successfully unlocked, you should receive the following message:



How to Unlock your EdiPhy Account

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

Tech ticket website: <https://servicedesk.ediphy.com>

Email: TechnicalSupport@ediphy.com

Call: (205) 314-8900