



Enroll in ADSelfService Plus

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

EDIPHY ADVISORS

Enroll in ADSelfService Plus

Before we get started: This guide will walk you through enrolling in Self Service using any web browser available on your device. While this process is compatible with a wide range of web browsers, we recommend using Microsoft Edge for the best performance and compatibility.

Enrolling in this portal allows you to independently reset your password and/or unlock your account in the future.

Using Any Web Browser:

You have the flexibility to perform this task using any web browser you're comfortable with. Whether you prefer Google Chrome, Mozilla Firefox, Apple Safari, or other popular browsers, the process will work. This cross-browser compatibility ensures that you can access and complete the task from a device of your choice, such as a computer, laptop, tablet, or smartphone.

Please note: You will only need to go through this process once, you will not go through this process each time you have to reset your password or unlock your account.

Once enrolled in AD Self Service, you will only need to log in to update your security questions, when needed.

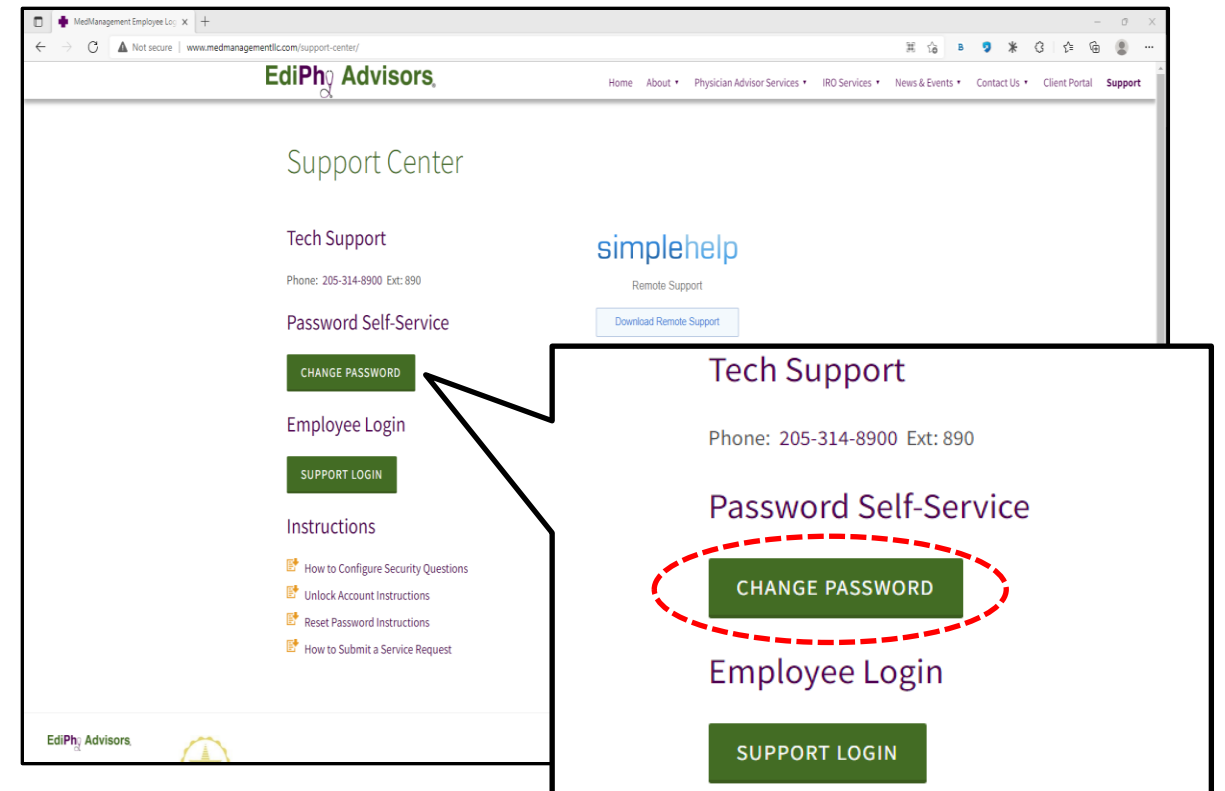
It is important to enroll/register while your account is in good standing.

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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.

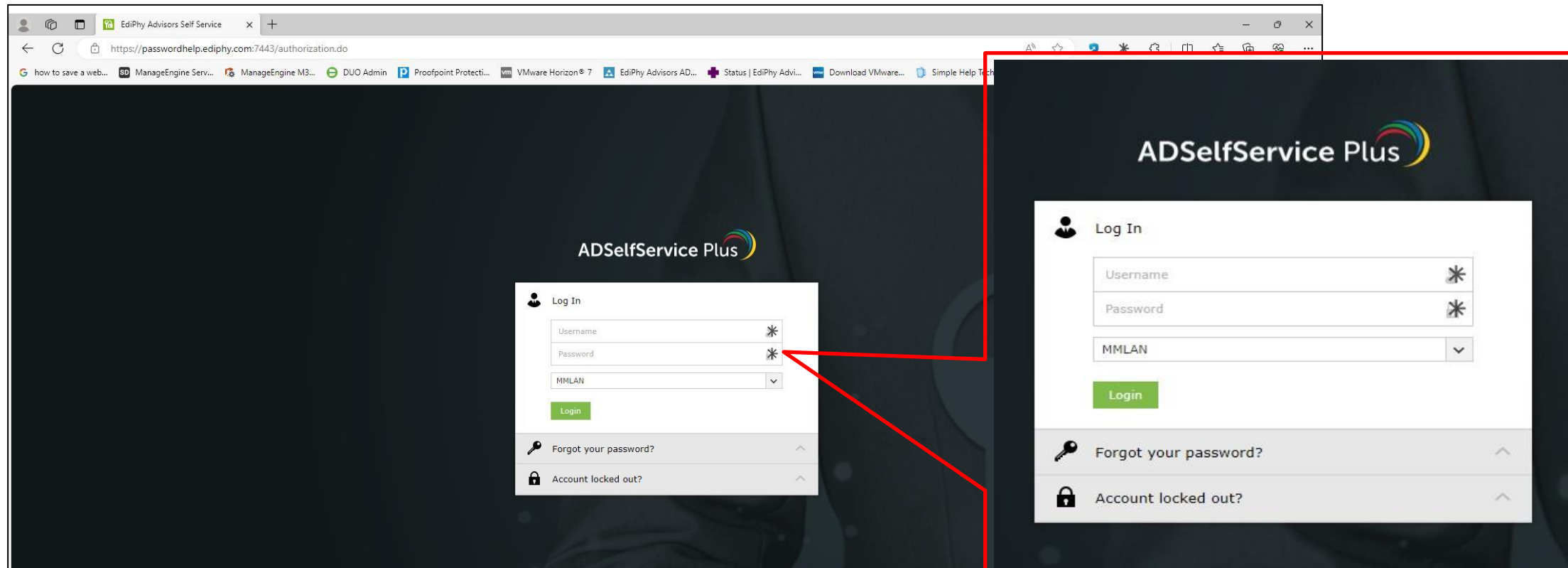


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3. You should be directed to **ADSelfService Plus**.

Here, you will need to log in with your current EdiPhy username and password.

It is important to enroll/register while your account is in good standing.



The image shows a browser window displaying the ADSelfService Plus login page. The page has a dark background with the ADSelfService Plus logo at the top. A white login form is centered on the page. The form includes fields for Username, Password, and MMLAN, along with a green Login button. Below the form are links for 'Forgot your password?' and 'Account locked out?'. A red box highlights the login form, and a zoomed-in view of the form is shown to the right, enclosed in a red border. The zoomed-in view shows the Username and Password fields with asterisks indicating they are required, and the MMLAN dropdown menu. The Login button is also visible in the zoomed-in view.

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3a. Here, you will need to log in with your current EdiPhy username and password.

Enter your EdiPhy **username**.

Enter **current** EdiPhy password.

Leave the 3rd box as “**MMLAN**”.

Click the **Login Button**.

Once enrolled in AD Self Service, you will only need to log in to update your security questions, when needed.

The screenshot shows the ADSelfService Plus login interface. It features a dark header with the logo. The main content area is a white box titled "Log In" with a user icon. It contains three input fields: "Username" with a password icon, "Password" with a password icon, and a dropdown menu showing "MMLAN". Below the fields is a green "Login" button. At the bottom are links for "Forgot your password?" and "Account locked out?" with upward arrows.

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4. Once you are logged in, you will be taken to the MFA Enrollment Page. Here, you will need to **choose or create your security questions and answers.**

Alert

Give unique answer to each question

OK

Please enroll for the forced verification methods enabled for your account.

Security Questions

Question : -- Please Select a Question --

Answer Confirm Answer

Question : -- Please Select a Question --

Answer Confirm Answer

Question : -- Please Select a Question --

Answer Confirm Answer

Question : Write your own question

Answer Confirm Answer

Hide Answer(s)

- The minimum length of the question(s) should be 3 characters and maximum allowed is 255 characters
- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters

Step 1 of 2 Next

Please note:

- The minimum length of the questions(s) should be 3 characters and maximum allowed is 255 characters.
- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters.
- Be sure to give a unique answer to each question.

Please enroll for the forced verification methods enabled for your account.

Security Questions

Question : -- Please Select a Question --

Answer Confirm Answer

Question : -- Please Select a Question --

Answer Confirm Answer

Question : -- Please Select a Question --

Answer Confirm Answer

Question : Write your own question

Answer Confirm Answer

Hide Answer(s)

- The minimum length of the question(s) should be 3 characters and maximum allowed is 255 characters
- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters

Step 1 of 2 Next

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5. After you create your security questions and answers, click the “Next” button to continue.

The screenshot displays the enrollment interface for ADSelfService Plus. On the left, an 'Alert' dialog box with a green 'OK' button contains the message: 'Give unique answer to each question'. The main form area is titled 'Please enroll for the forced verification methods enabled for your account.' and contains a 'Security Questions' section. This section includes four question entries, each with a dropdown menu for the question and two text input fields for the answer and its confirmation. The fourth question entry has a text input field for 'Write your own question'. Below the questions, there is a checked checkbox for 'Hide Answer(s)'. At the bottom of the form, there are two bullet points: 'The minimum length of the question(s) should be 3 characters and maximum allowed is 255 characters' and 'The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters'. A red arrow points from the word 'Next' in the instruction above to the 'Next' button at the bottom right of the form. The 'Next' button is circled in red. The text 'Step 1 of 2' is visible to the left of the 'Next' button.

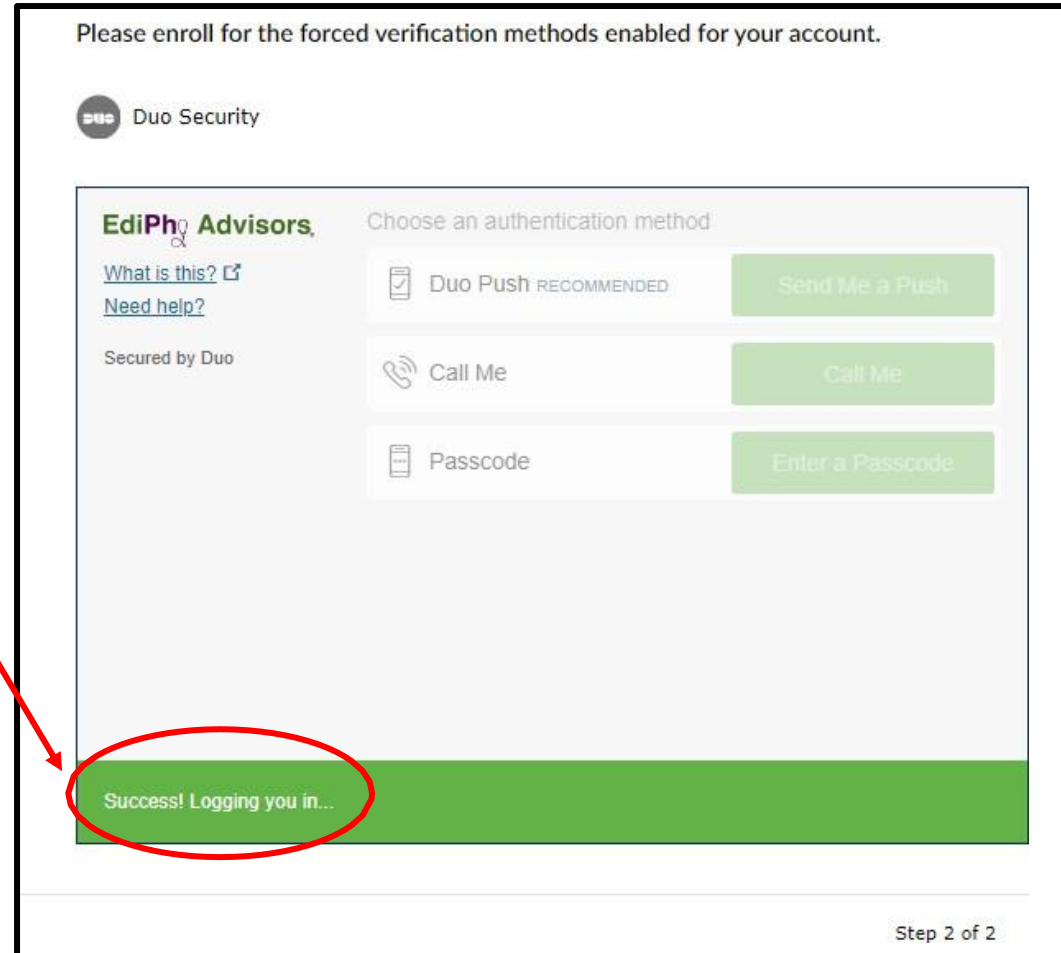
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6. After you click “Next”, you will need to **choose an authentication method** for the system to verify your successful enrollment.

The screenshot displays the ADSelfService Plus MFA Enrollment interface. At the top, there are navigation tabs for 'Enrollment' and 'Helpdesk', with 'MFA Enrollment' selected. The main content area is titled 'Choose an authentication method' and features three options: 'Duo Push RECOMMENDED' with a 'Send Me a Push' button, 'Call Me' with a 'Call Me' button, and 'Passcode' with an 'Enter a Passcode' button. A callout box on the right provides additional context, stating 'Please enroll for the forced verification methods enabled for your account.' and showing a 'Duo Security' icon. The bottom right corner of the page indicates 'Step 2 of 2'.

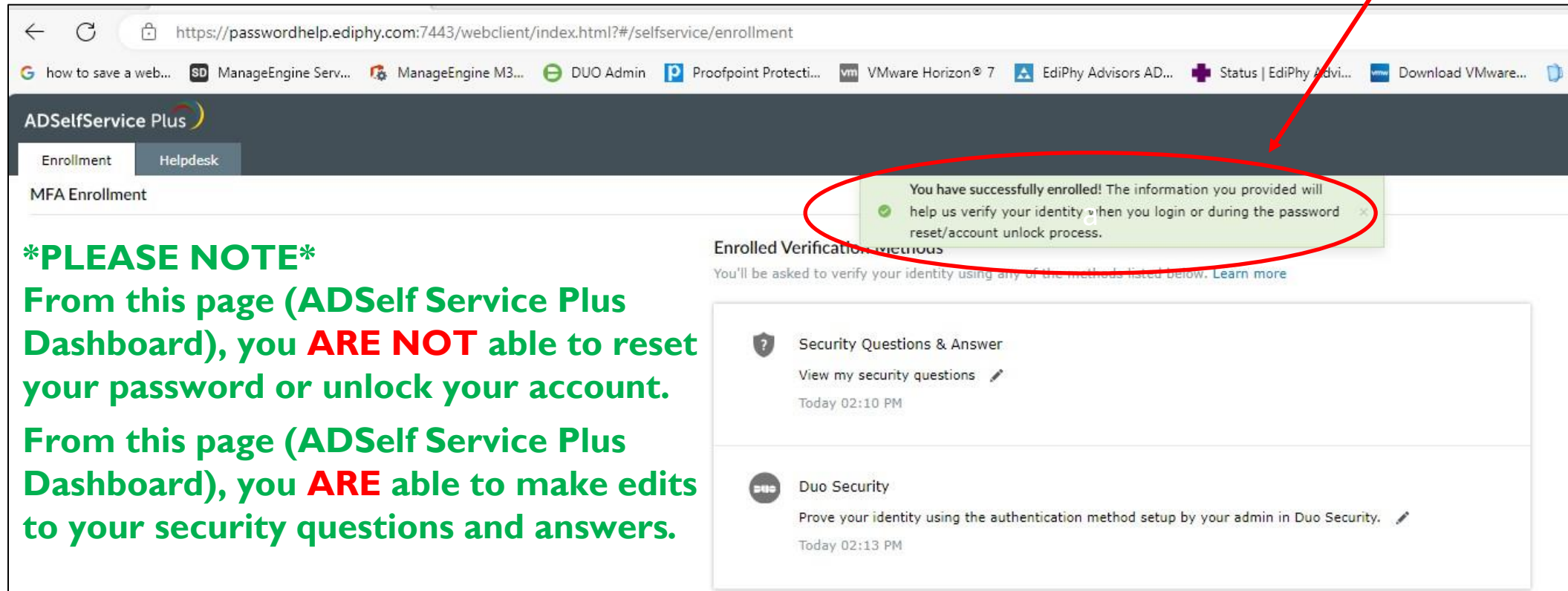
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7. Once you have been successfully authenticated using one of the provided DUO methods, you should see a “**Success! Logging you in...**” message.



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8. Lastly, you should be automatically re-directed to your ADSelfService Plus Dashboard with a message that you are successfully enrolled.

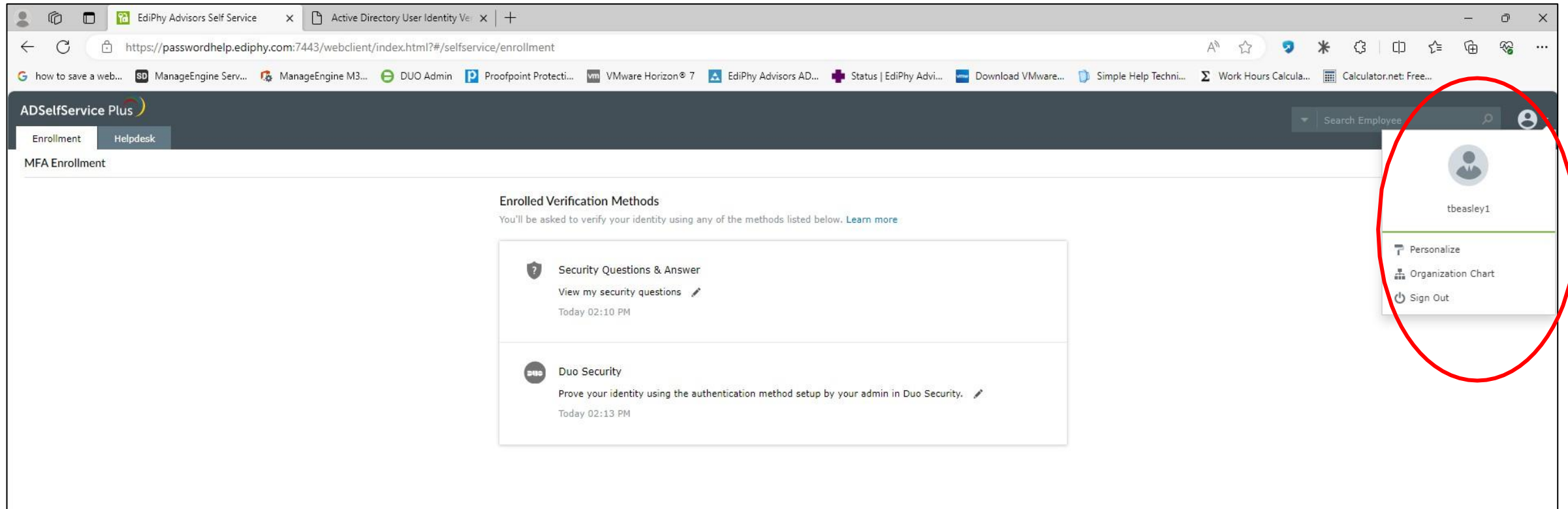


The screenshot shows a web browser window with the URL <https://passwordhelp.ediphy.com:7443/webclient/index.html?#/selfservice/enrollment>. The page title is "ADSelfService Plus" and the navigation menu includes "Enrollment" and "Helpdesk". The main heading is "MFA Enrollment". A green success message is displayed: "You have successfully enrolled! The information you provided will help us verify your identity when you login or during the password reset/account unlock process." A red circle highlights this message, and a red arrow points from the top right towards it. Below the message, the text reads "Enrolled Verification Methods" and "You'll be asked to verify your identity using any of the methods listed below. [Learn more](#)". A list of verification methods is shown, including "Security Questions & Answer" (with a link to "View my security questions" and a timestamp of "Today 02:10 PM") and "Duo Security" (with a description "Prove your identity using the authentication method setup by your admin in Duo Security." and a timestamp of "Today 02:13 PM").

PLEASE NOTE
From this page (ADSelf Service Plus Dashboard), you **ARE NOT** able to reset your password or unlock your account.
From this page (ADSelf Service Plus Dashboard), you **ARE** able to make edits to your security questions and answers.

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9. To log out, you will need to click the **profile icon at the top right**, and select **Sign Out**.



The screenshot shows a web browser window with the URL `https://passwordhelp.ediphy.com:7443/webclient/index.html?#/selfservice/enrollment`. The page title is "ADSelfService Plus" and the main content area is titled "MFA Enrollment". Under the heading "Enrolled Verification Methods", there are two entries: "Security Questions & Answer" and "Duo Security". On the right side of the page, a user profile dropdown menu is open, showing the user's name "tbeasley1" and three options: "Personalize", "Organization Chart", and "Sign Out". The "Sign Out" option is highlighted with a red circle.

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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