



# Unlock Your EdiPhy Account

EDIPHY ADVISORS HELP DESK | (205) 314-8900

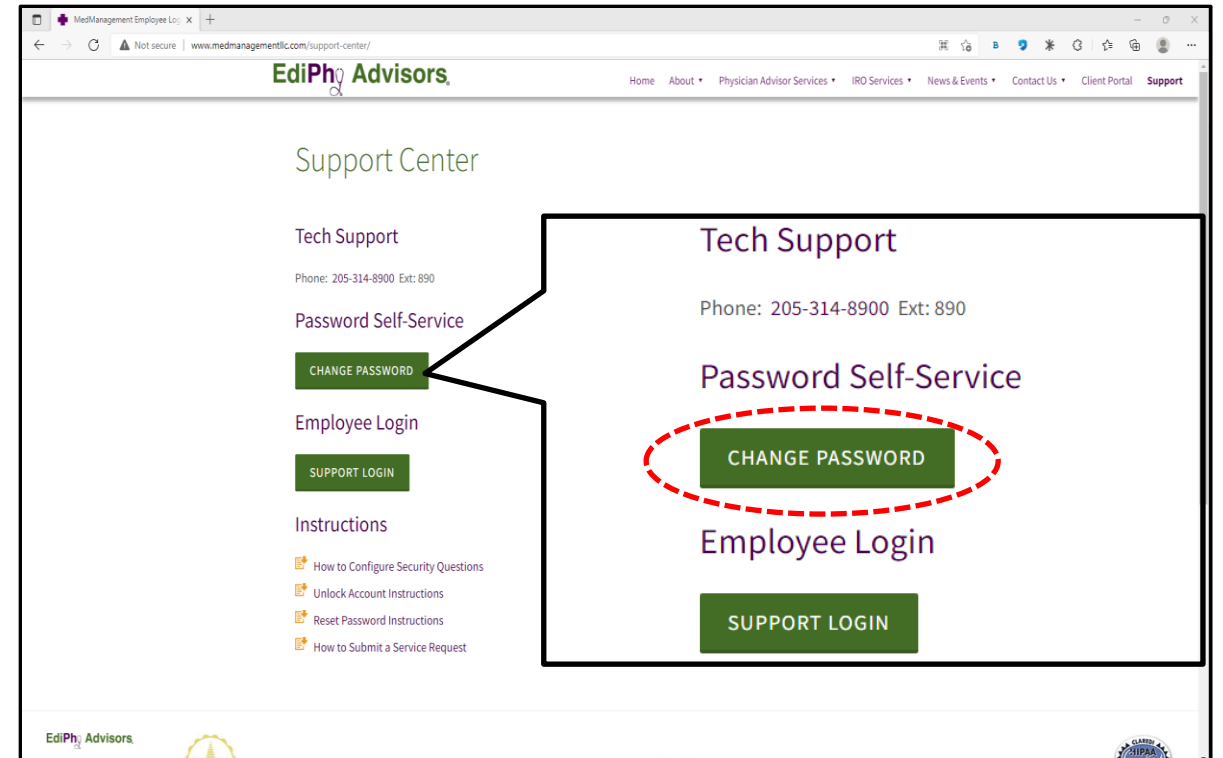
**EDIPHY ADVISORS**

# How to Unlock your EdiPhy Account

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

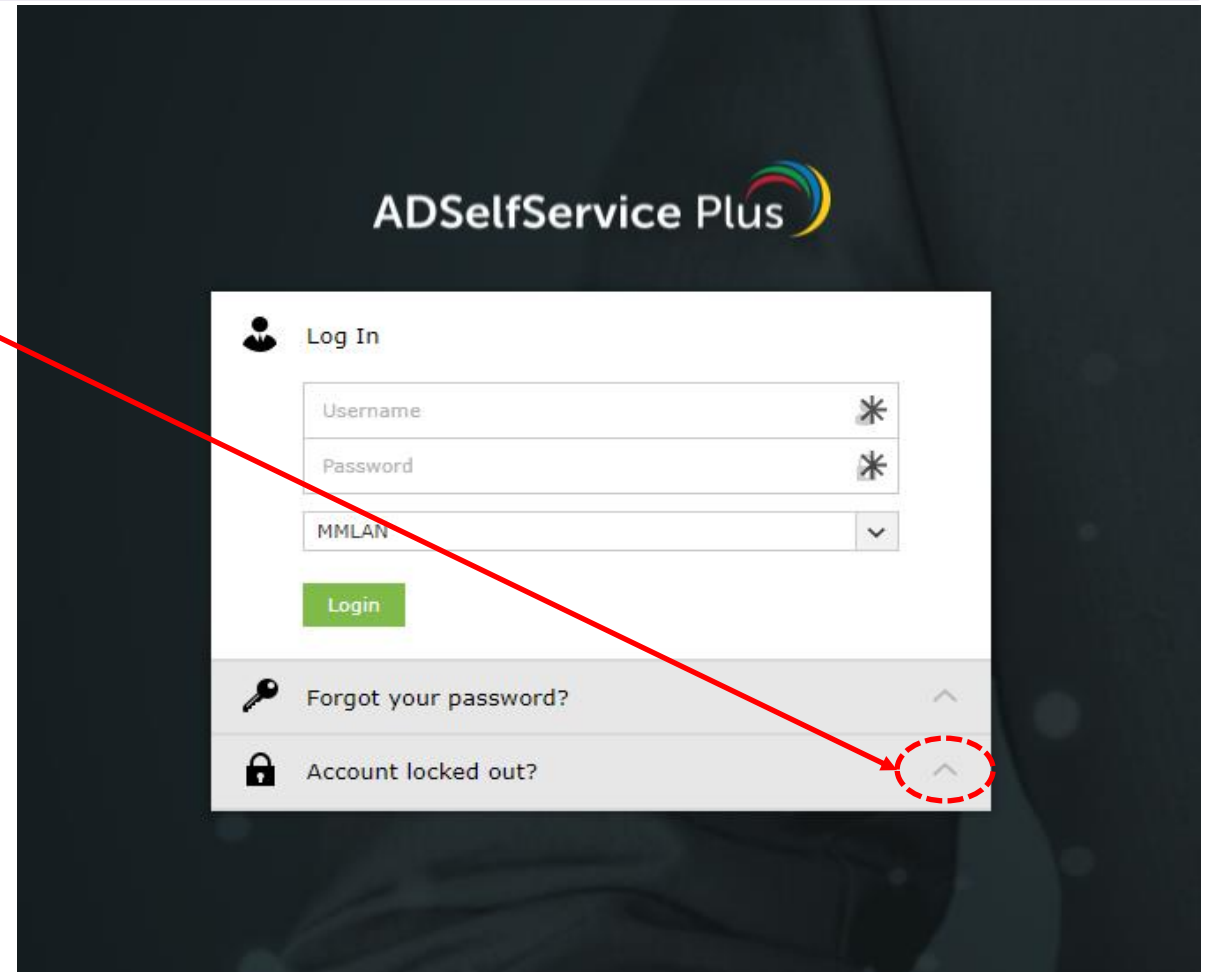
1a. If you are not able to access this link successfully, you may also open a web browser and go to [Ediphy.com](https://www.ediphy.com), hover over Support at the top right, and click Employee Support.

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



# 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.

kde6m4

Cancel Continue

# How to Unlock your EdiPhy Account

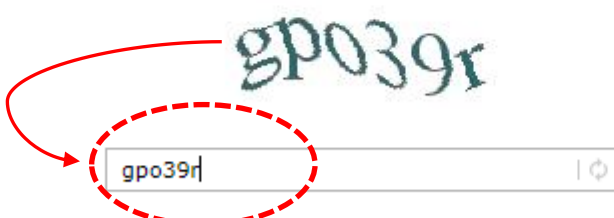
6. If you chose the security question option, answer both security questions and enter the characters provided.

**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.** 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

# 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

Call Me

Your next SMS Passcode starts with 1

Enter a passcode from Duo Mobile or a text.



# 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

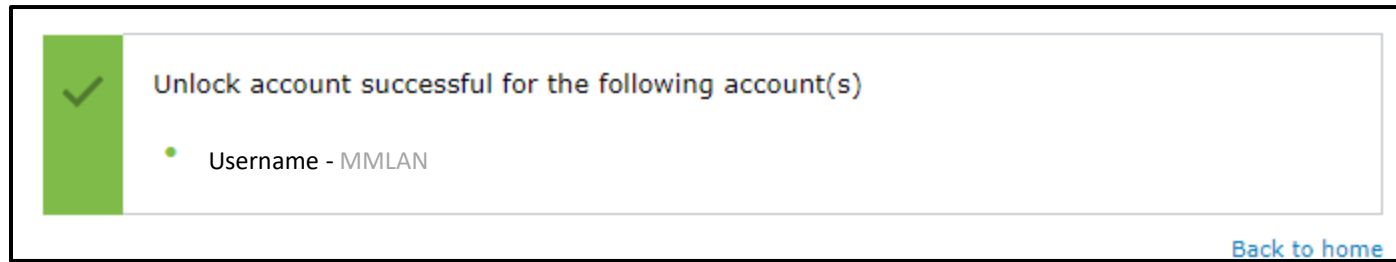
Your identity has been verified successfully. Please proceed with the self service action.

Type the characters you see in the picture below.



# 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 Help Desk for further assistance:

Call: (205) 314-8900

Email: [ediphy@buchanan-mail.onbmc.com](mailto:ediphy@buchanan-mail.onbmc.com)

Ticketing System and Live Chat: [https://buchanan-dwp.onbmc.com/dwp/app/?user\\_domain=ediphy](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>