



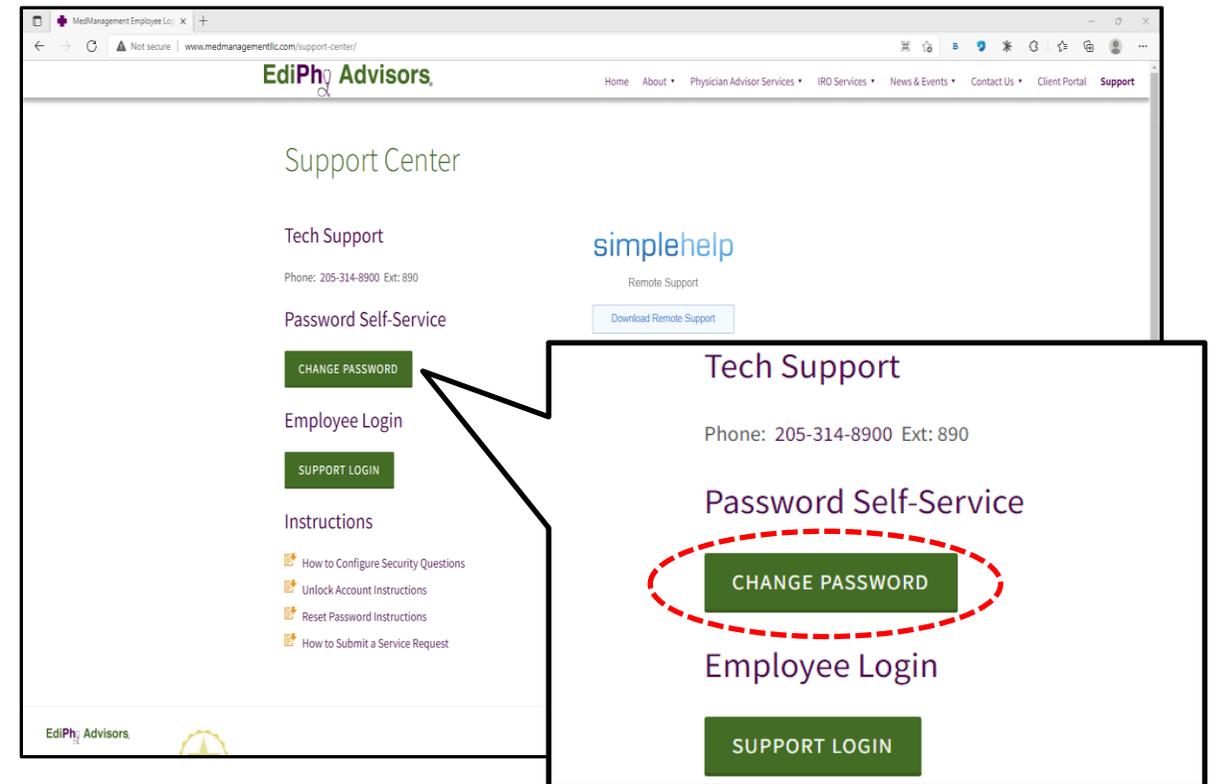
RESET PASSWORD

HELP DESK | MEDMANAGEMENT LLC | (205) 314-8900

EDIPHY ADVISORS

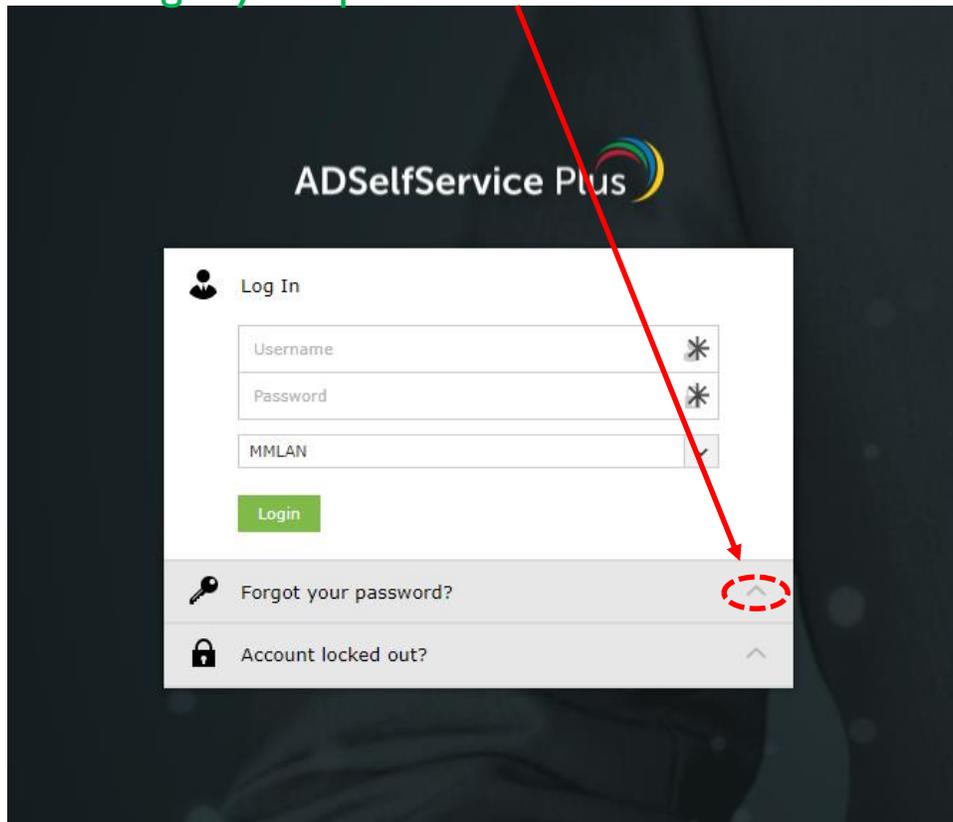
RESET PASSWORD

1. Click the below link to access the EdiPhy Support Page: [Support | EdiPhy Advisors](#)
 - a) 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. 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) and click **continue**.

The screenshot displays the ADSelfService Plus interface. At the top, the logo 'ADSelfService Plus' is visible. Below it, there are three main sections: 'Log In', 'Forgot your password?', and 'Account locked out?'. The 'Forgot your password?' section contains a text input field with 'jsmith' entered, a dropdown menu showing 'MMLAN', and a green 'Continue' button. 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

RESET PASSWORD

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 the **Text me new codes** to receive SMS codes

Please check your Duo Security Authenticator App

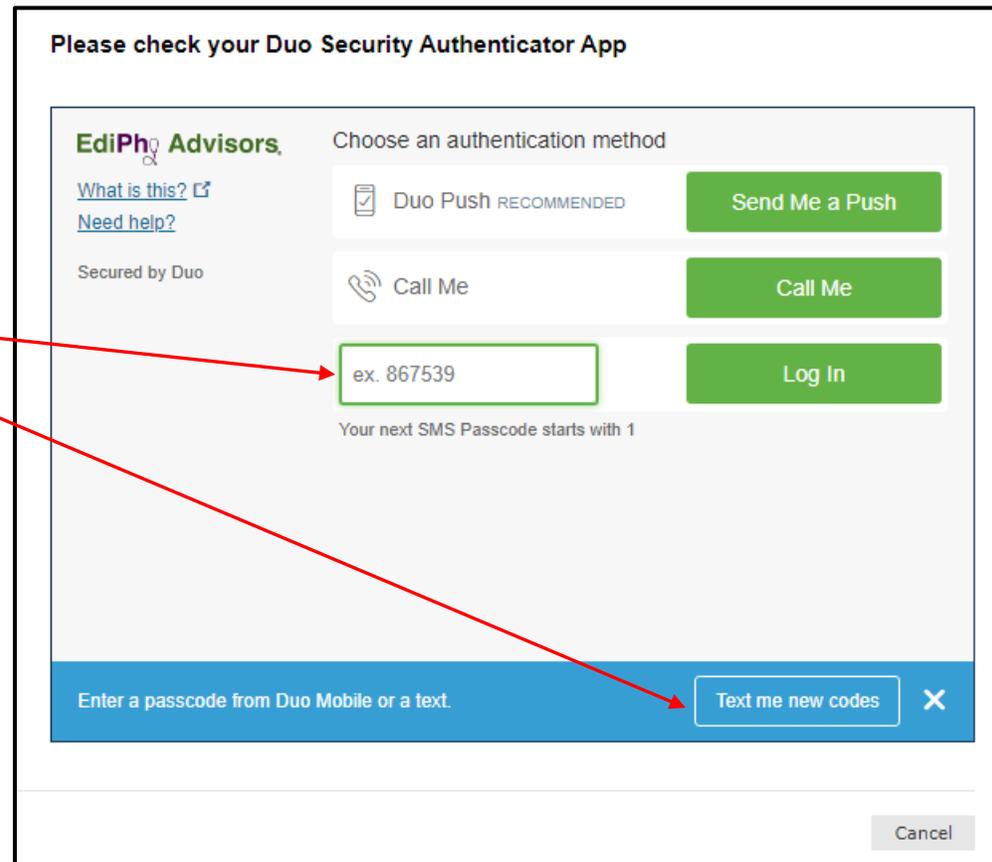
EdiPhg Advisors, Choose an authentication method
[What is this?](#) [Need help?](#)
Secured by Duo

<input checked="" type="checkbox"/> Duo Push <small>RECOMMENDED</small>	Send Me a Push
<input type="checkbox"/> Call Me	Call Me
<input type="text" value="ex. 867539"/>	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 step you will enter your new password, following the password criteria provided, next 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.



- 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
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- Must contain at least 1 lower case character(s)

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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 password has been successfully reset, you should receive the following message:

