RESET PASSWORD

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

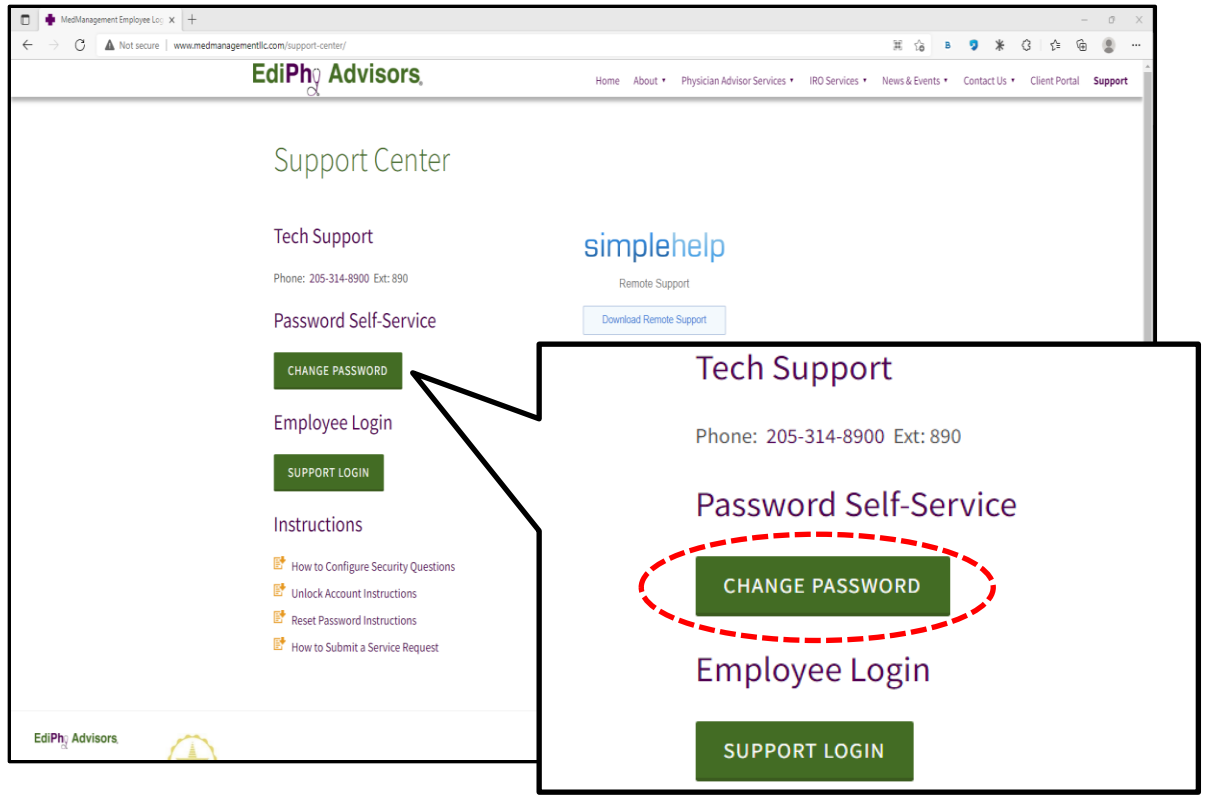
EDIPHY ADVISORS

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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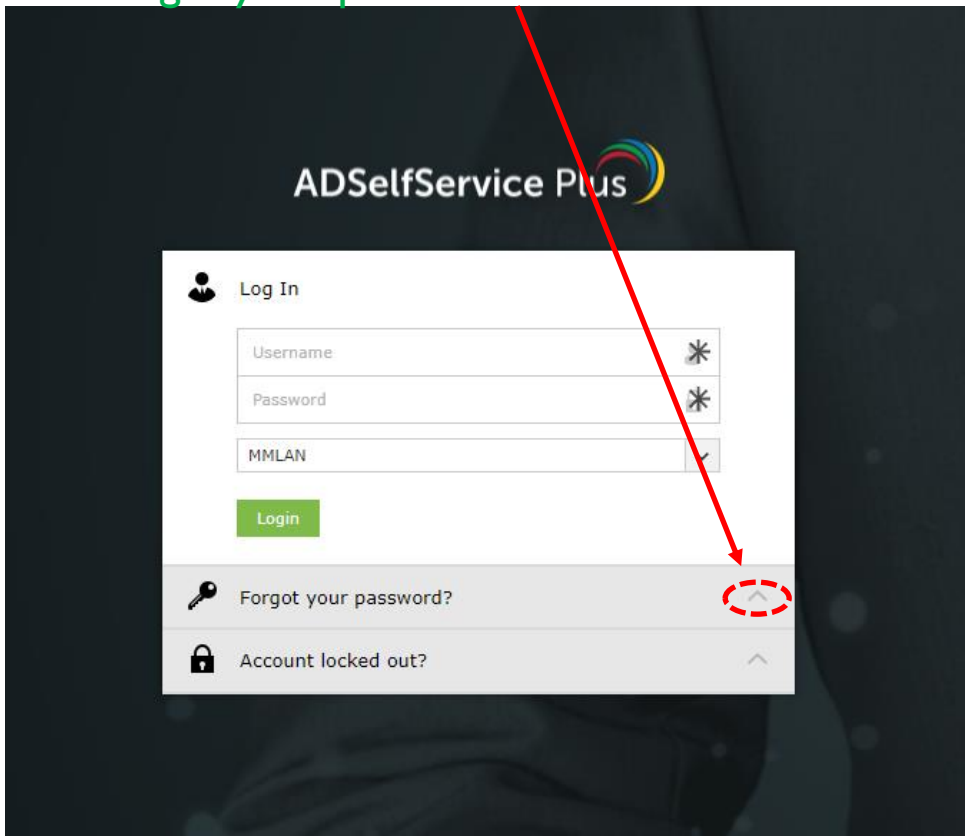
3. At the ADSelfService Plus website click the drop-down arrow next to forgot your password.



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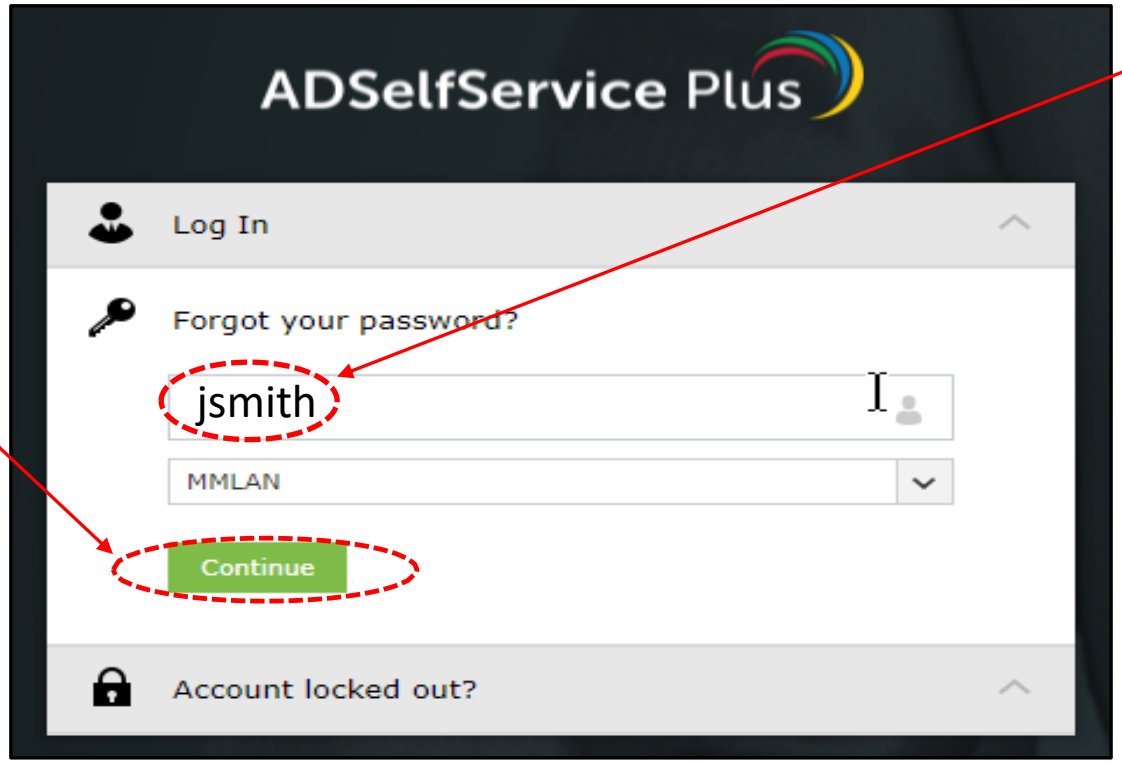
4. Enter your username only (This will be a one-word combination of your first initial and last name i.e. : John Smith= jsmith) and click continue.



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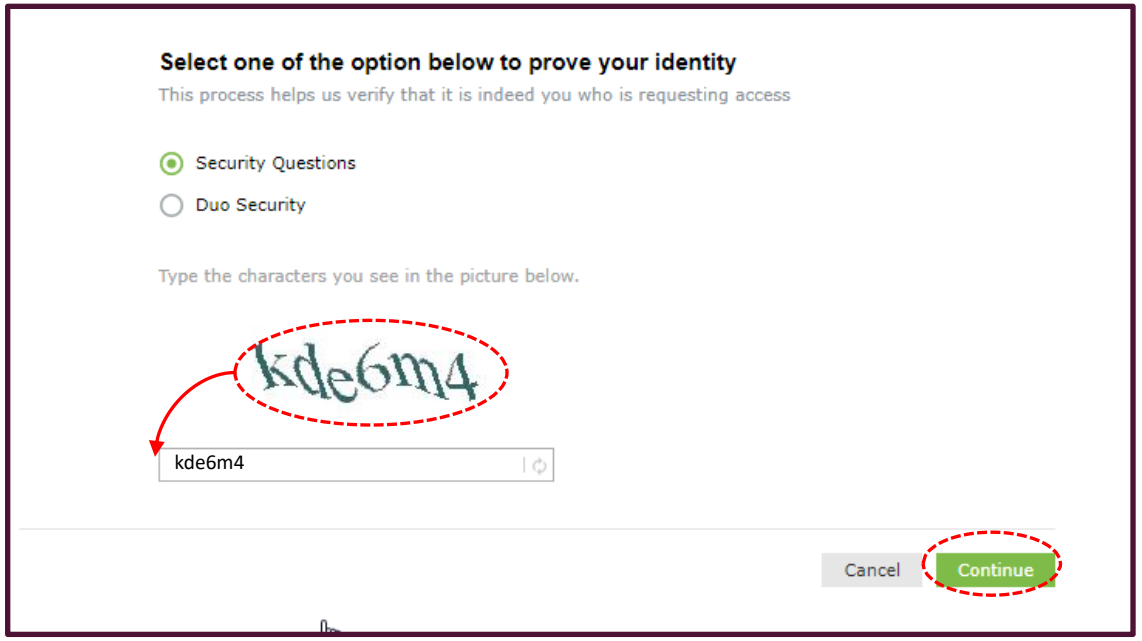
5. Next you will be taken to a security page with two options: Security Questions or Duo Security. You may choose either option, but you must enter the characters in the box as requested before clicking continue.



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

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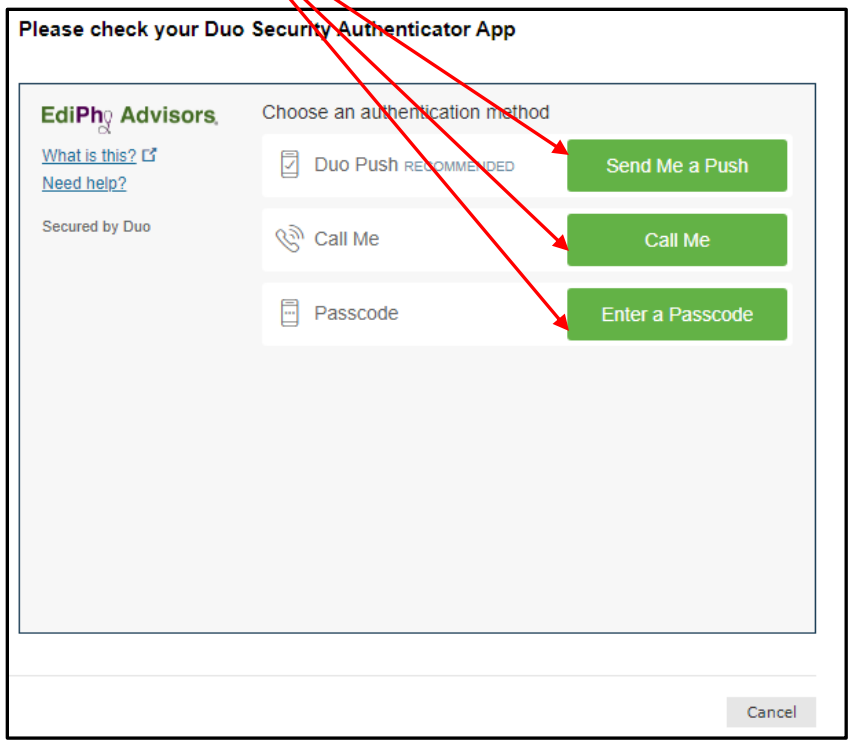
6a. If you chose the DUO Security option, please choose your DUO option to continue:



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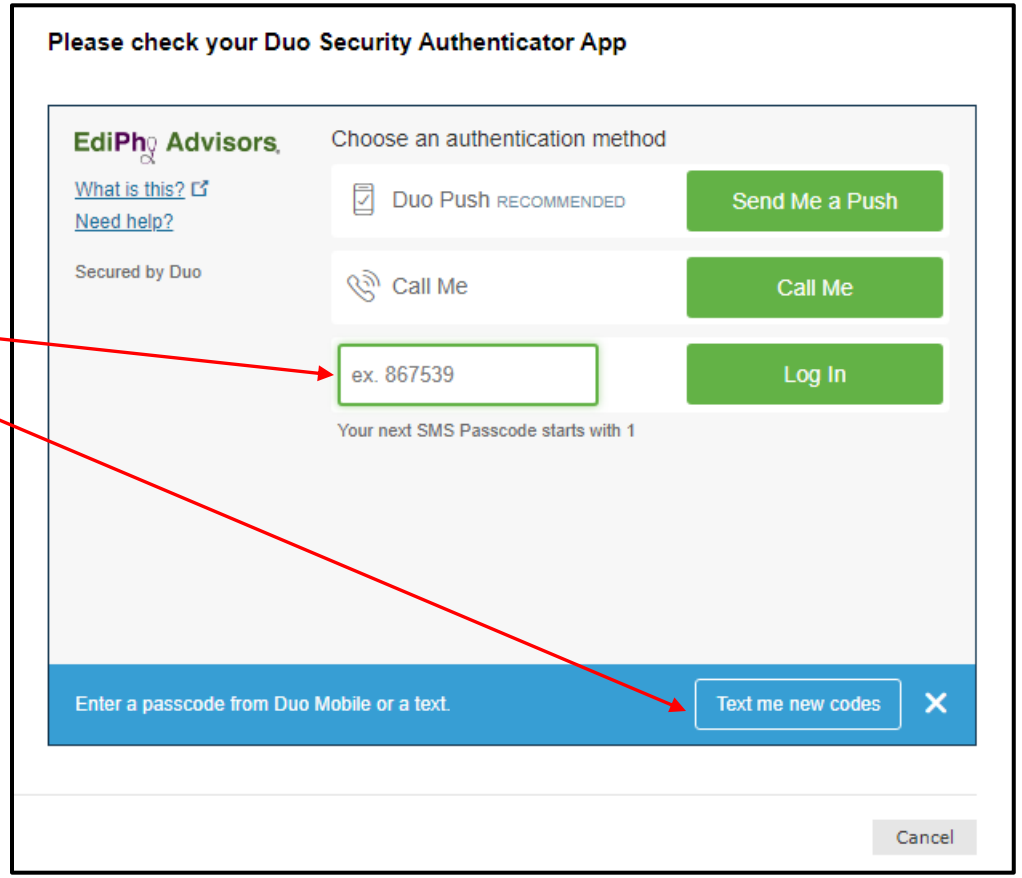
6b. You may need to click the Text me new codes to receive SMS codes



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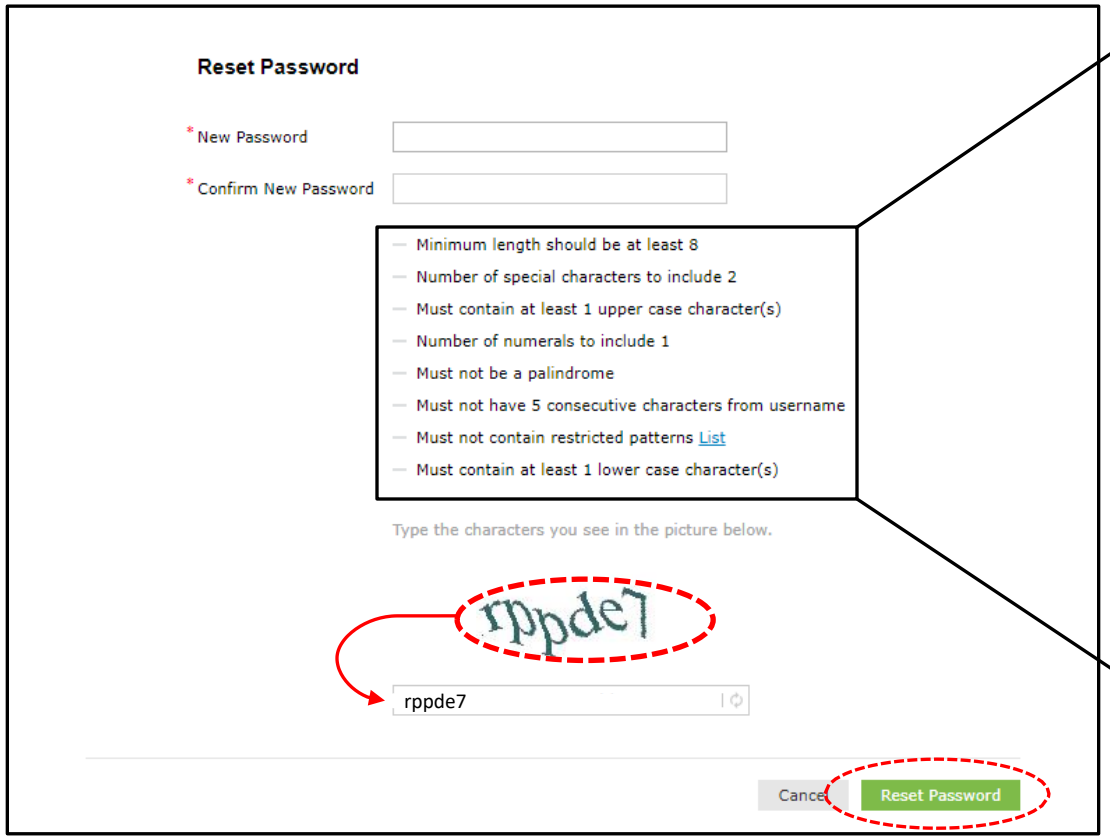
7. Next step you will enter your new password, following the password criteria provided, next enter the characters provided in the empty box beneath them, then click the Reset Password.



- 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)

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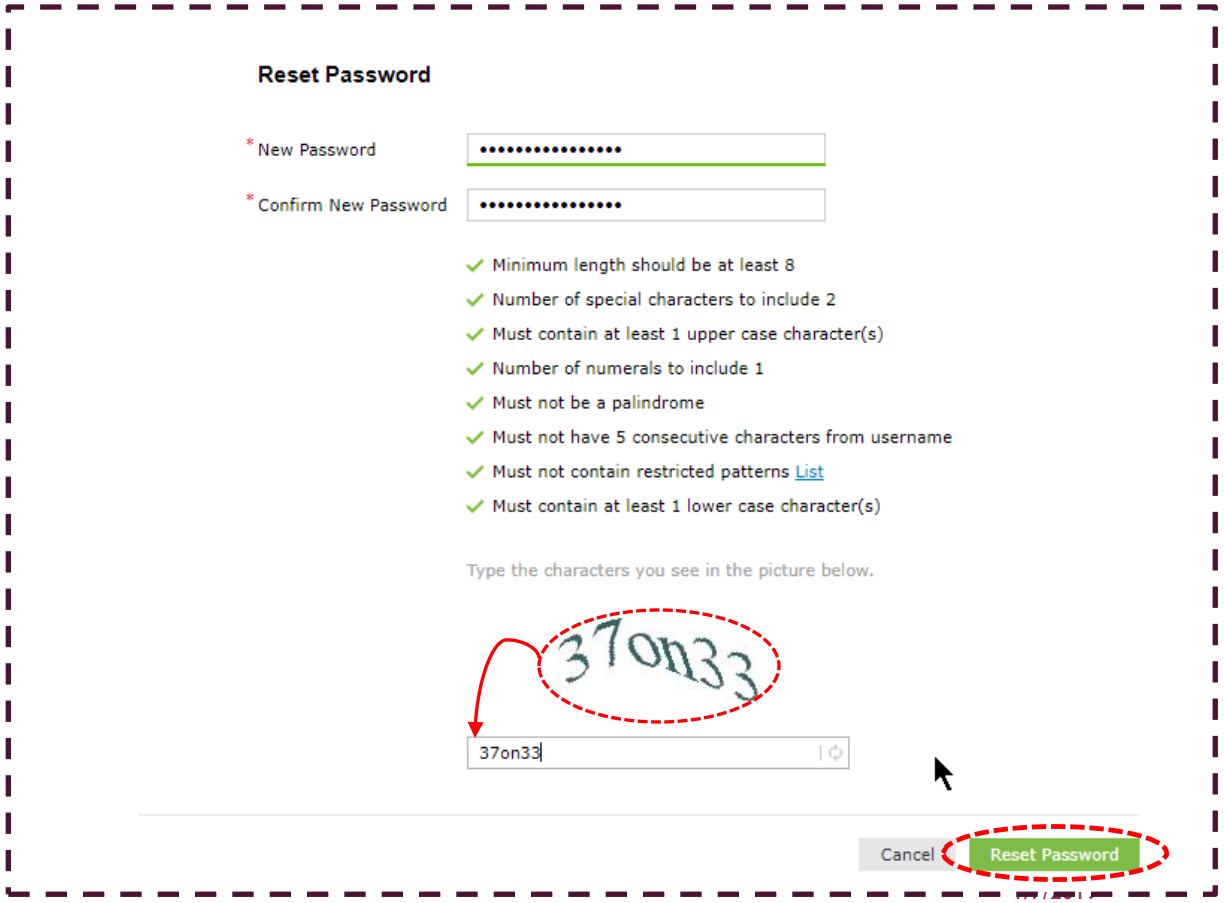
8. Once you have entered a new password, and entered the characters in the box, click Reset Password



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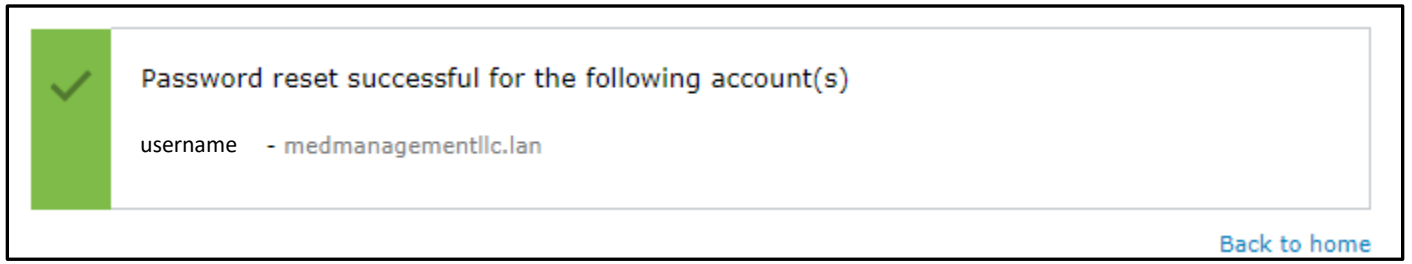
10. Once password has been successfully reset, you should receive the following message: