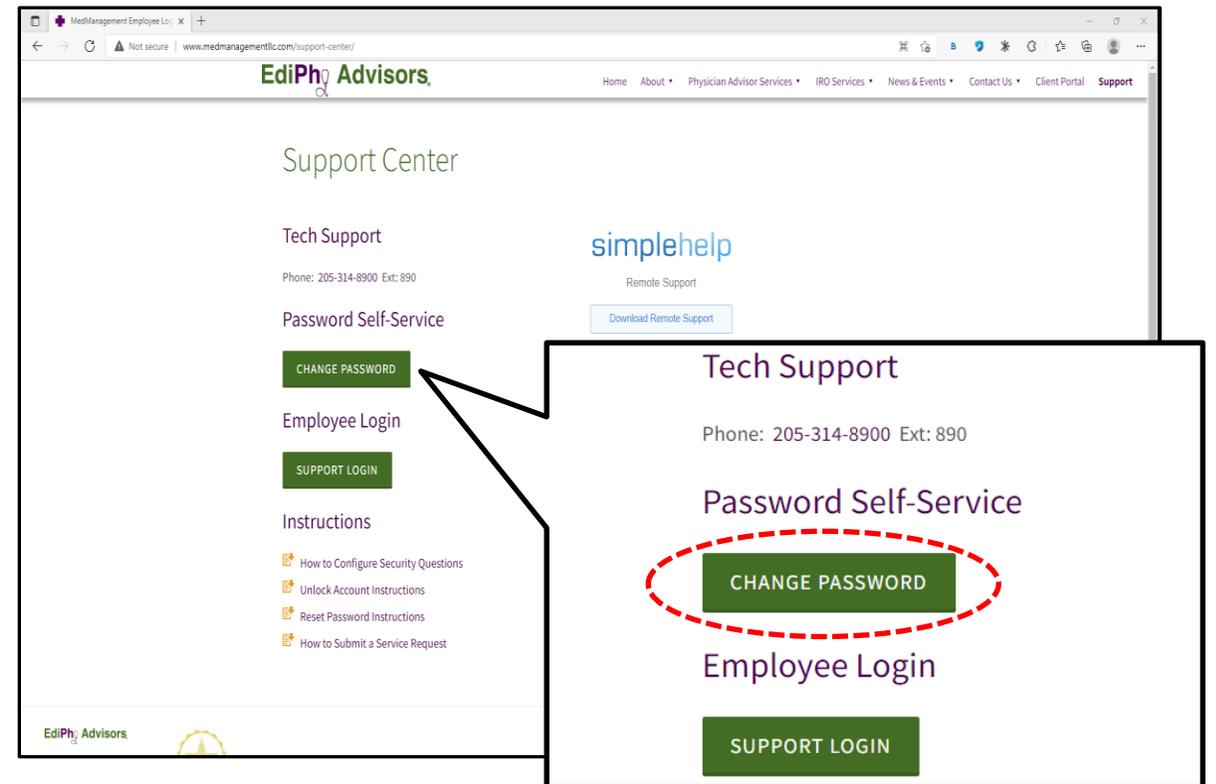# Unlock Your Ediphy Account

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

EDIPHY ADVISORS
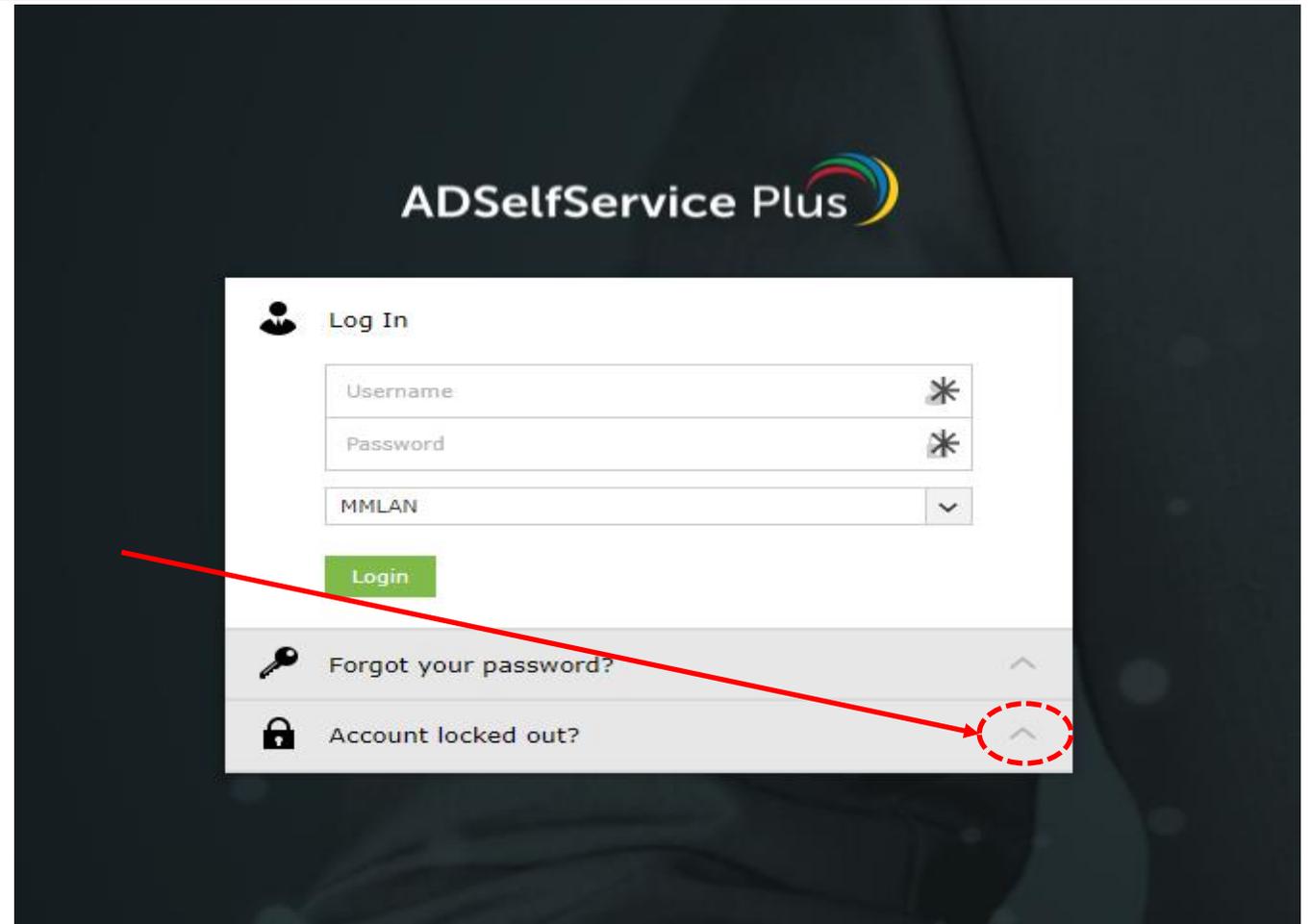
How to Unlock your EdiPhy Account

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

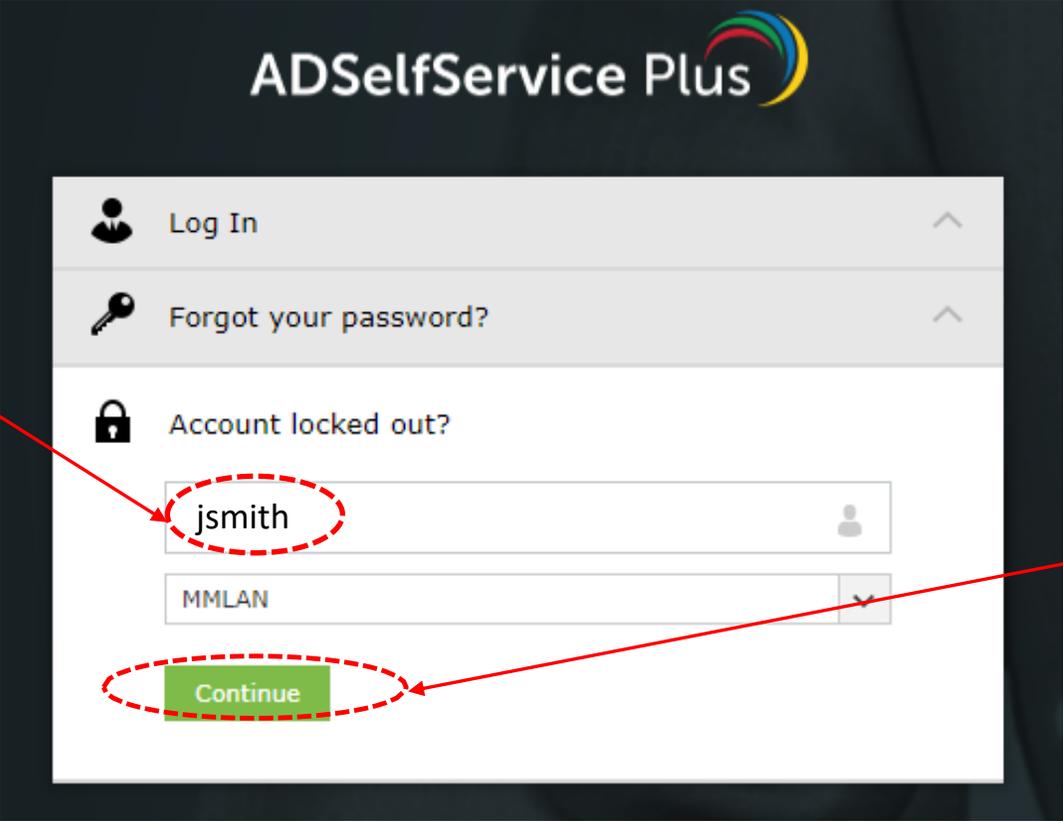2. Click on the Green Change password button and it will take you to the ADSelfService Plus site.

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) and click 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.

How to Unlock your EdiPhy Account

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

How to Unlock your EdiPhy Account

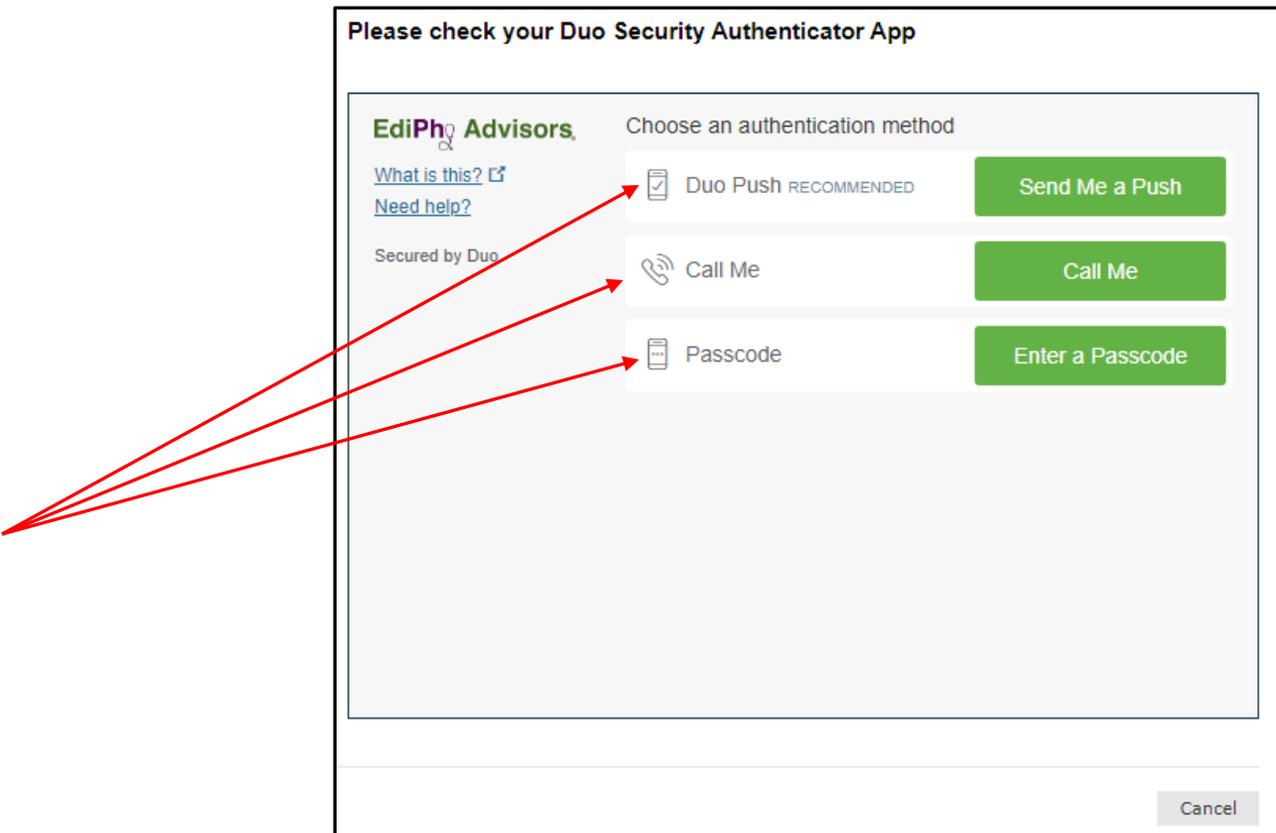**6a.** If you chose the DUO Security option, please choose your DUO option to continue:

How to Unlock your EdiPhy Account

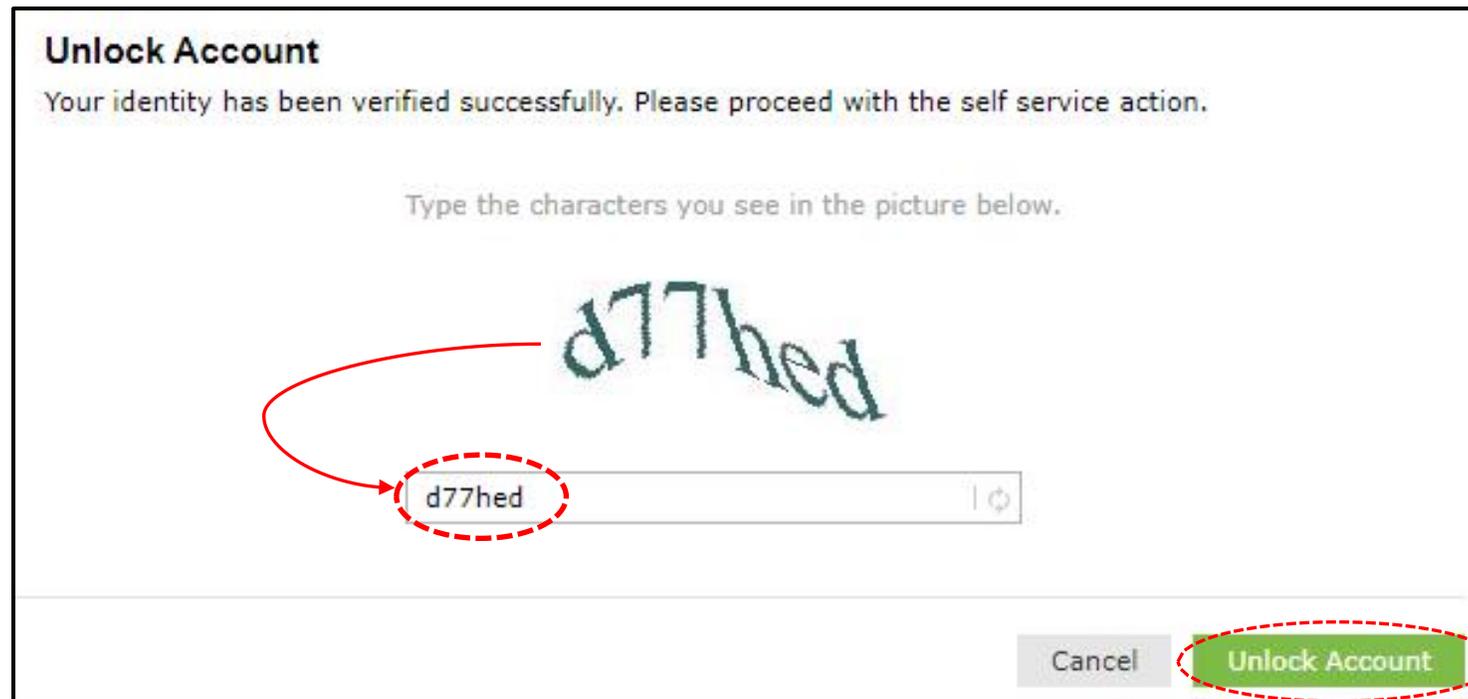**6b.** You may need to click the Text me new codes to receive SMS codes

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

How to Unlock your EdiPhy Account

10. Once your account has been successfully Unlocked, you should receive the following message: