



Reset Your EdiPhy Password

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

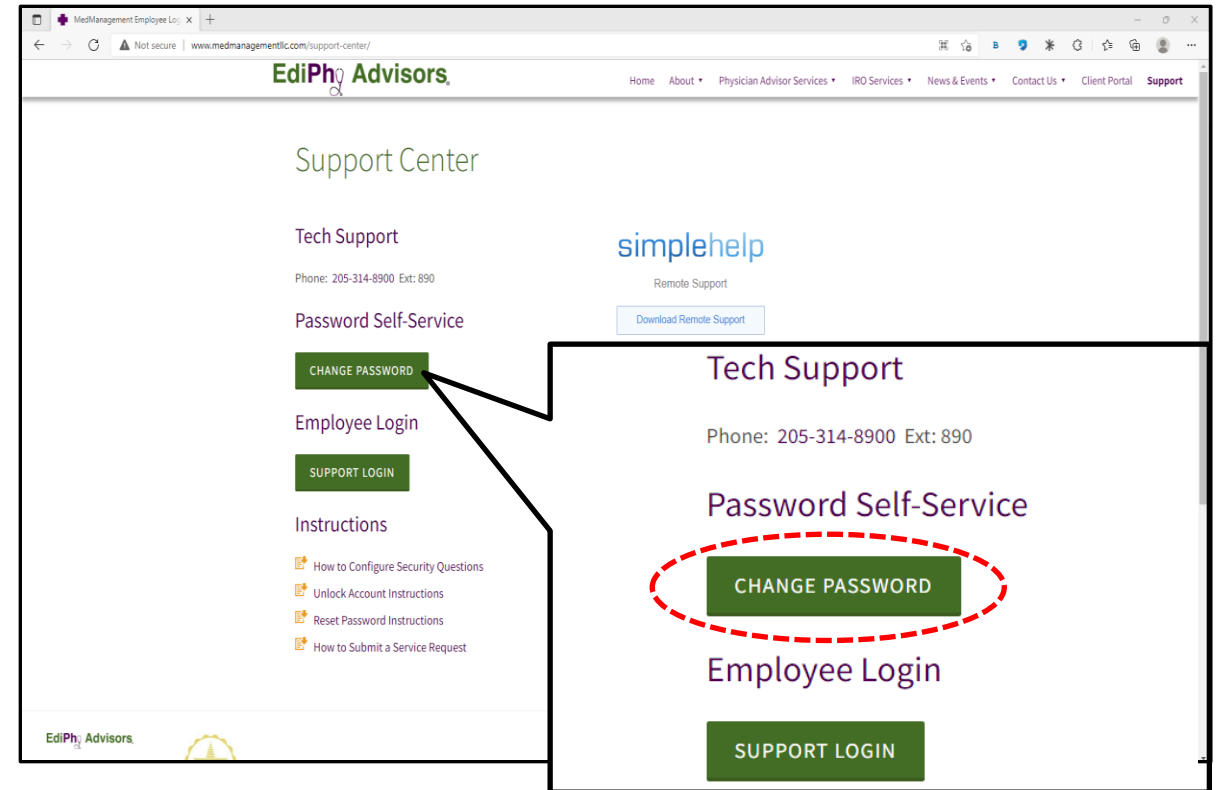
EDIPHY ADVISORS

RESET PASSWORD

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

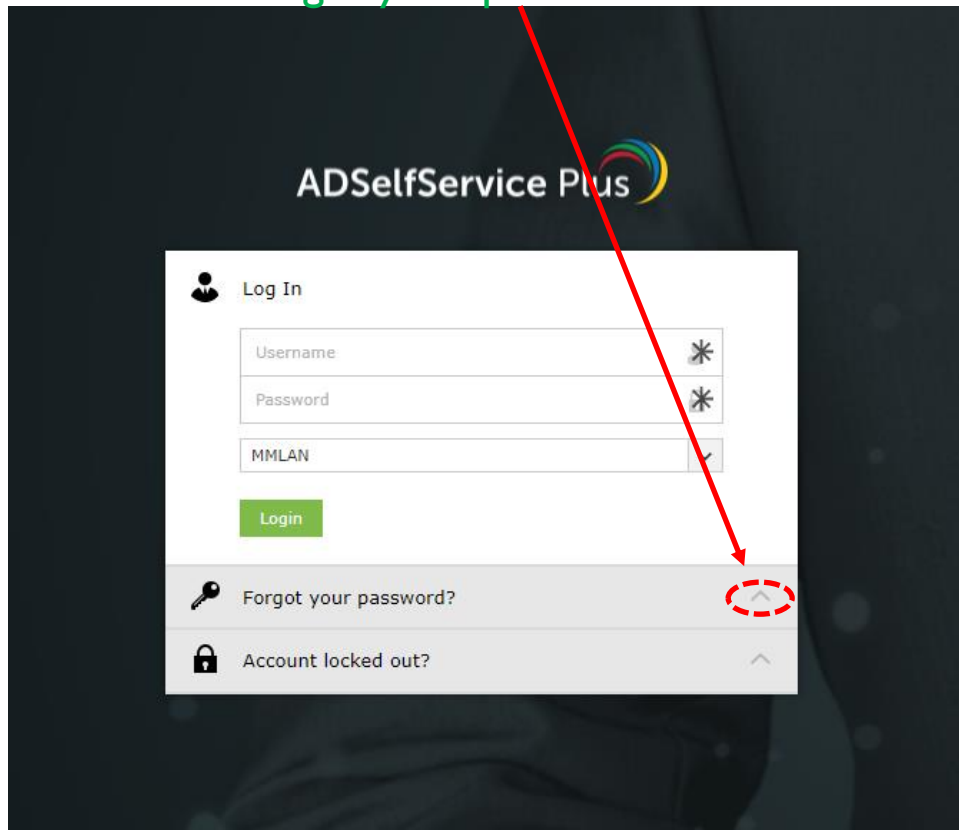
1a. If you are not able to access this link successfully, you may also open a web browser and go to Ediphy.com, hover over Support at the top right, and click Employee Support.

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



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3. 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), leave the domain dropdown as “MMLAN”, and click [Continue](#).

The screenshot shows the ADSelfService Plus login page. At the top, the logo 'ADSelfService Plus' is displayed. Below it, there are three main sections: 'Log In' with a user icon, 'Forgot your password?' with a key icon, and a login form. The login form has a text input field containing 'jsmith', a dropdown menu showing 'MMLAN', and a green 'Continue' button. At the bottom, there is a link for 'Account locked out?' with a lock icon. Red dashed circles highlight the 'jsmith' text and the 'Continue' button. Red arrows point from the text in the list above to these two 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

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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?

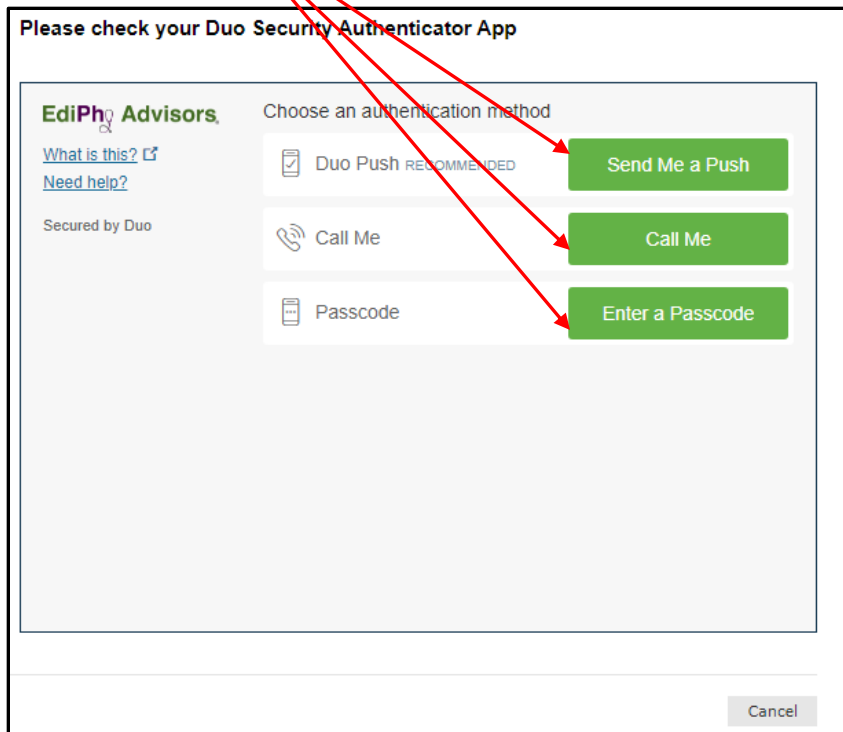
Question: Security Question 2?

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

<input checked="" type="checkbox"/> Duo Push <small>RECOMMENDED</small>	Send Me a Push
Call Me	Call Me
Passcode	Enter a Passcode

Cancel

The screenshot shows a Duo Security authentication interface. At the top, it says 'Please check your Duo Security Authenticator App'. Below that, the 'EdiPhy Advisors' logo is on the left, and 'Choose an authentication method' is on the right. There are three links: 'What is this?', 'Need help?', and 'Secured by Duo'. The main content area lists three authentication options, each with a corresponding green button: 'Duo Push' (marked as 'RECOMMENDED') with 'Send Me a Push' button, 'Call Me' with 'Call Me' button, and 'Passcode' with 'Enter a Passcode' button. A 'Cancel' button is at the bottom right. Three red arrows originate from the word 'option' in the text above and point to each of the three authentication options.

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

Please check your Duo Security Authenticator App

EdiPh Advisors
[What is this?](#)
[Need help?](#)
Secured by Duo

Choose an authentication method

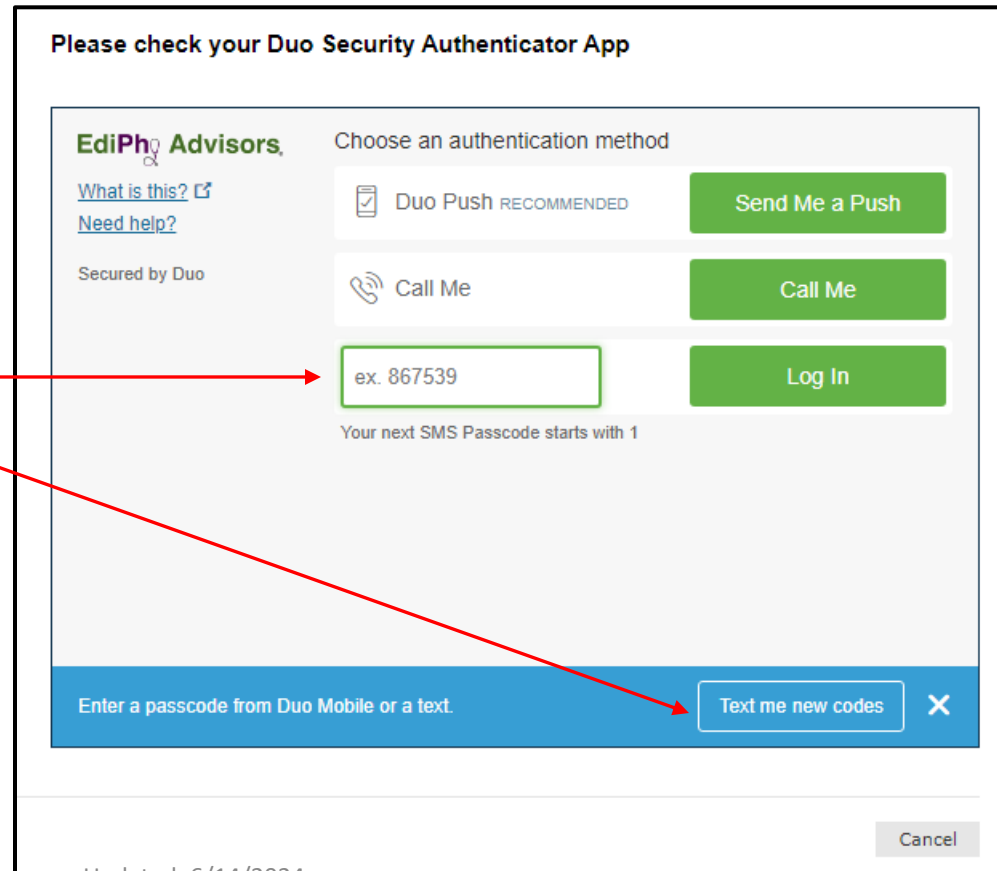
<input checked="" type="checkbox"/> Duo Push <small>RECOMMENDED</small>	Send Me a Push
<input type="checkbox"/> Call Me	Call Me
<input type="text" value="ex. 867539"/>	Log In

Your next SMS Passcode starts with 1

Enter a passcode from Duo Mobile or a text. **Text me new codes** X

Cancel

Updated: 6/14/2024



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7. Next, you will enter your new password, following the password criteria provided, then 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.



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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

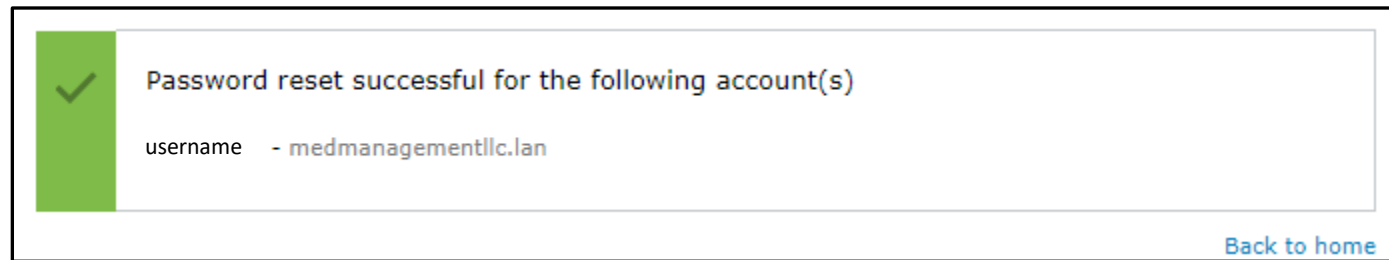
- ✓ Minimum length should be at least 8
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- ✓ Must not contain restricted patterns [List](#)
- ✓ Must contain at least 1 lower case character(s)

Type the characters you see in the picture below.



RESET PASSWORD

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



RESET PASSWORD

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