

Tri-County Computer Services Association

# eFinancePlus Password Reset Process

Version 1.0 - 1/21/2017



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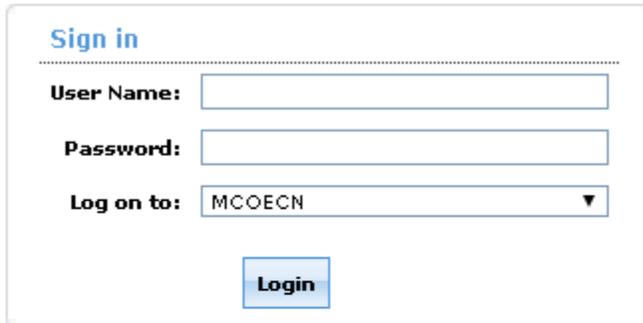
Password Reset Procedure .....1

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## Password Reset Procedure

A self-service password reset tool is available in the event an eFinancePlus user forgets their password. Follow the steps detailed below to reset your eFinancePlus password.

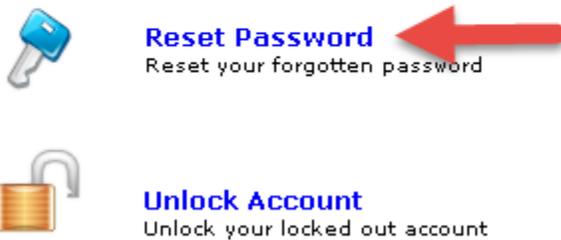
Using an internet browser, navigate to <https://selfservice.mcoecn.org>. As shown in the image below, click on the 'Reset Password' link.



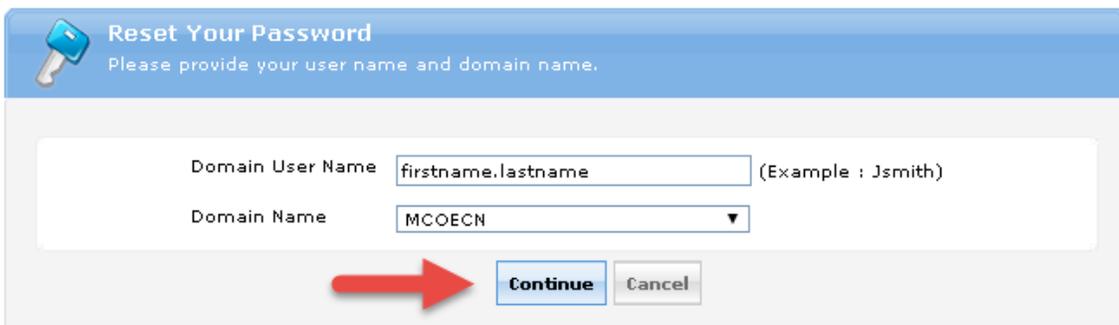
The image shows a 'Sign in' form with the following fields:

- User Name:**
- Password:**
- Log on to:**

Below the fields is a **Login** button.



In the 'Domain User Name' field on the next screen, type your eFinancePlus username (first name and last name separated by a period). As an example, John Doe should enter his username as john.doe. Click 'Continue' to proceed to the next step in the reset process.



The image shows a 'Reset Your Password' form with the following fields:

- Domain User Name:**  (Example : Jsmith)
- Domain Name:**

Below the fields are **Continue** and **Cancel** buttons. A red arrow points to the **Continue** button.

Your email address will be displayed on the next screen. Click 'Continue' to initiate the sending of an email containing a verification code to the email address displayed on the screen.

**Select where you want to receive the verification code**  
A verification code ensures that it is indeed "you" that we are talking with

My E-Mail Id  
[Redacted Email Address]

**Continue** Cancel

You will receive an email from 'noreply@selfservice.mcoecn.org'. Retrieve the verification code in the email and paste the code into the verification field in the self-service portal as shown below. Type the characters you see in the picture into the box below the picture. Click 'Continue'.

**Enter Verification Code**  
A verification code ensures that it is indeed "you" that we are talking with

**Please check your email / mobile phone**  
A verification code has been dispatched to your email / mobile phone, depending on your choice. Please check.

Once you receive the code, enter it in the textbox given below:

Verification Code : 34719591 **1**

Type the characters you see in the picture below.

45tq5g

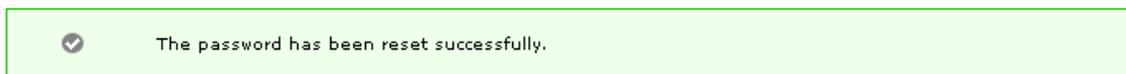
45tq5g **2**

**3** **Continue** Cancel

On the next screen, enter your choice of a new password in both the 'New Password' and the 'Confirm New Password' fields. The password must meet the requirements shown below the password fields. Type the characters you see in the picture into the box below the picture. Click 'Reset Password'.

The screenshot shows a 'Reset Password' form with a blue header. The header contains a key icon and the text 'Reset Password' and 'Please enter a new password in the boxes below:'. The main content area is titled 'Reset Password' and contains two input fields: 'New Password' (marked with a red circle '1') and 'Confirm New Password' (marked with a red circle '2'). Below these fields are four password requirements: 'Minimum length should be at least 8', 'Number of special characters to include 1', 'Must contain both upper and lowercase characters', and 'Must contain at least one number'. A horizontal line separates this section from the next. The second section is titled 'Type the characters you see in the picture below.' and contains a small image box showing the characters 's32hff'. Below the image is an input field (marked with a red circle '3') containing the text 's32hff'. At the bottom of the form are two buttons: 'Reset Password' (marked with a red circle '4') and 'Cancel'.

If the password change is successful, you will see the following message as shown below, 'The password has been reset successfully.' You will also receive a password reset acknowledgement via email.



You may now use your new password to login to eFinancePlus.