EDI Support Services

Password Information for EDISS Gateway and EDISS Connect

The Self-Service Password Reset (SSPR) portal provides convenience to our customers by allowing them to reset and unlock their passwords without calling EDISS. While this system has been designed with ease of use in mind, see below for some useful tips to follow when using the SSPR portal. If you are having difficulty with the SSPR portal, please follow the instructions below before contacting EDISS.

Intitial Login and Security Questions

Upon initial login to the SSPR portal using your EDISS-generated User ID/Username and temporary password, you will be required to update your epassword and set up a series of security questions. These security questions will aid you in recovering your username or resetting your password using the Forgot Username/Forgot Password options on the logon screen.

Note: When the account is created by the Submitter, it will be imperative that anyone who will be accessing the account has access to the security questions and answers that were used to create the account.
Note: Only the first portion of the EDISS generated User ID/Username needs to be used.

Example: Use BS12345 instead of BS12345/BS12345

Please use the following tips when completing the security questions:
- For security purposes, the SSPR sessions are timed and all questions and answers must be completed within three minutes.
- Security questions are not case sensitive.
- Each security question can be used only once.
- Answers to security questions can be used only once. The same answer cannot be used for multiple security questions.
- Answers to security questions must be at least four characters long.
- When answering security questions, you cannot use any of the words in the security question within your answer.
  - Example: Q: What City Were You Born, A: Panama City

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- All five security questions must be complete before clicking on **Save Answers**.
- After clicking on Save Answers, you will be taken to a screen where all five security questions, along with answers, are displayed. EDISS strongly recommends that you print this page for future reference and distribute to any staff who will be accessing the account.
- When viewing security questions and answers, if there are any corrections that need to be made, click on **Go Back** to access the previous screen and modify answers or questions.

Password Reset

Once you have set your security questions, please log out of SSPR and close all active windows of your internet browser. When all windows are closed, you will be able to go back into your internet browser and re-log into SSPR. Once logged in, you will be able to change your password from the EDISS-generated temporary password to your own. Please follow the following criteria closely to ensure that your new password is compliant with EDISS password requirements:

Password criteria*:*
- *At least eight (8) characters, maximum of sixteen (16)*
- *At least one upper-case letter*
- *At least one lower-case letter*
- *At least one number*
- *At least one special character* ($, #, *, -, or _). *Do not use '&' or '+'*
- The use of dictionary names or words as passwords is prohibited.
- *The same password cannot be reused for six (6) generations.*
- Maximum Sequential Repeat: 2 (e.g. LL or GG or 00 is the max of repeats of a character allowed)
- Maximum characters from previous password: 4

Note: It is strongly recommended that you distribute this new password to any staff who will be accessing this account.

Troubleshooting
Clear Browser Cookies and Temporary Internet Files
Please note that the instructions below have been provided for Internet Explorer versions: 9, 10 and 11 for Windows. If you have an older version of Internet Explorer or are using an alternate browser, please ask your IT support for

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assistance on research clearing cookies and temporary internet files using the internet.

1. Select **Tools (via the Gear Icon) > Safety > Delete browsing history...**.
Note: You can also access this menu by holding **Ctrl + Shift + Delete**.

2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.