

Resetting Your Password

1

From the Login page, click the [Forgot your password?](#) button.



2

Enter your **Username** and the **Characters** below, then click **Next**.

Note: To choose a different Captcha Image, enter your Username and click **Next**.

Request New Password

To reset your password, enter your Username and the characters in the picture below.

Username:



Type the code from the image

3

Enter the answer to your security question and click **Next**.

Request New Password

Please answer your security question below.

What is the name of your first pet?

4

A temporary password has been sent to the email address provided on your User Account Request Form, click [Continue](#).

Request New Password

Password Request Successful. A temporary password has been sent to your email address.

[Continue](#)

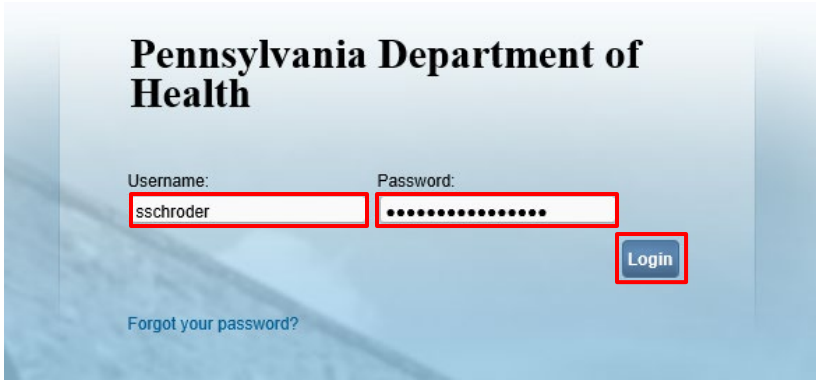
5

An example of the email that you will receive is below.



6

Enter your **Username** and the **Temporary Password** provided and then click **Login**.



7

Enter the Temporary Password provided to you in the **Old Password** field and set your new password by entering it in the **New Password** and **Confirm Password** fields. Then select a **Security Question** and enter a **Security Answer** and click **Save**.
Note: Password must be between 12 and 20 characters and consist of alpha-numeric characters to include at least one uppercase letter, one lowercase letter, and one number. Special characters are permitted except for the following () [] { } < > .

Note: You must select a Security Question and enter a Security Answer each time you reset your password.

Change Password

Your current password is temporary. Please set new password now before logging into the system.

Old Password:

New Password:

Confirm Password:

Security Question

Security Answer

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After clicking **Save**, you will get a message that your password has been changed successfully. Click **Logoff** to log out or **Continue** to access EDRS.

Change Password

Your password has been changed successfully.