



## Benefits Portal Password Reset

Go to the Benefits Portal login page. Enter your User ID, then select the “Forgot Your Password?” link.

The screenshot shows the EBD - Login page. At the top right, there are links for "EBD Main Site" and "EBD Help Desk". The main heading is "EBD - Login". Below the heading are two input fields: "User ID" and "Password". Below these fields is an orange "LOGIN" button and a blue link for "Forgot Your Password?". At the bottom, there is a logo for "Benefits Administration System".

From the next page enter your full SSN number and your date of birth in the required format. Click “Submit” to proceed.

The screenshot shows the EBD - Forgot Your Password page. The heading is "EBD - Forgot Your Password". Below the heading is a paragraph: "Please answer the following questions. The answers to these questions are used to validate that you are in your account. Once questions are answered, click the submit button." Below this are three input fields: "User ID" (with a blacked-out value), "SSN (Ex: 123456789)", and "Date of Birth (mm/dd/yyyy, ex: 06/25/1980)". Below the fields are "SUBMIT" and "CANCEL" buttons. A "Note!" section contains the following instructions:

- SSN field is your Social Security Number with numbers only. Ex: 123456789.
- Your Date of Birth must have the format mm/dd/yyyy. Ex: if your birthdate is June 25th, 1980, the value is 06/25/1980.

You will be directed to a page to confirm your email and to create a new password.

Once you are finished creating your new password click “submit” and you will be directed to your EBD/BAS account.

The screenshot shows the EBD - Change Your Profile and Password page. The heading is "EBD - Change Your Profile and Password". Below the heading is a paragraph: "To enter the Benefits System, you must complete the boxes below. Once information is entered, click the Submit button. **The new password must be at least 8 characters long, but not longer than 20 characters.** It must include at least one upper case letter one lower case letter, one number and a special character, such as ), \$, ?, #, or (." Below this are several bullet points:

- Your password is case-sensitive. Be sure you remember if you used upper or lower case.
- Use a combination of letters, numbers and special characters.
- Use something you can remember.
- Do not use proper names such as the name of your best friend, pet, or significant others.
- Do not use personal information that someone could easily figure out.

Below the bullet points is a section titled "To protect your password" with a paragraph: "Never share your BAS password. No EBD employee will ever ask for your current password either over the phone or by e-mail. EBD asks for your password only when you sign in to your BAS account, and even then, it is not displayed. If you receive a message that asks for your password, please contact your Benefits Coordinator immediately. Do not respond to the inquiry." Below this is a note: "\* Indicates Mandatory Field". The form fields are: "User ID" (with a blacked-out value), "Preferred Language\*" (English), "E-mail Address\*" (julianthompson23jt@yahoo.com), "Confirm E-mail Address\*" (empty), "New Password\*" (empty), and "Confirm Password\*" (empty). A "Strength: No Password" indicator is visible next to the password fields. At the bottom are "SUBMIT" and "CLEAR" buttons.