If the user has forgotten their EFIS password:

1) Navigate to EFIS.
2) Click the **Log In** link located in the *Header Links* in the upper, right-hand corner.

3) Click the **Forgot your password?** link located below the Log in button.

4) In the **Email Address** field, input the user's email address.

5) A message will be posted letting the user know to check their email to reset their password.

6) Go to the user's email server and locate the *Reset Password* email from efis@psc.mo.gov.
7) Click the **Reset password** link located in the body of the email.

8) The user will be redirected to EFIS.
9) In the **Email** field, input the user's email address
10) In the **Password** field, input a new password
    a) *Passwords must be at least 8 characters.*
    b) *Passwords must have at least one non alphanumeric character.*
    c) *Passwords must have at least one digit ('0'-'9').*
    d) *Passwords must have at least one lowercase ('a'-'z').*
    e) *Passwords must have at least one uppercase ('A'-'Z').*
11) In the **Confirm password** field, input the same password.
12) Select the **Submit** button to update the user's password.

13) A message will be posted letting the user know the password has been reset and the user is ready to log in by clicking the link **click her to log in**.

For additional assistance, please contact the Data Center at (573) 751-7496 or dcsupport@psc.mo.gov.