

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.

MISSOURI PUBLIC SERVICE COMMISSION	🚔 Regis(ar 📣 Log in 🚽 PSC Log in
ELECTRONIC FILING AND INFORMATION SYSTEM	Help Directory

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

Login		P Help
Email Address		
Password		Ø
	Log in	
	Forgot your password? Register as a new user?	

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

Forgot Password		Help
Enter your email		
Email Address		
	Submit	

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

Please check your email to reset your 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.



Forgot EFIS Password

Missouri Public Service Commission			
Please reset your password by clicking the link: Reset password			
This email was sent from a notification-only address that cannot accept incoming emails. Do not reply to this message			
Website Missouri Public Service Comm	<u>Help</u> ission 200 Madison Street, PO Bo	Contact Us x 360 Jefferson City, MO 65102-0360	

- 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.

Reset Password		Help
Email		
Password Password Requirements		Ø
Confirm password		Ø
	Submit	

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.