



## Getting Started with EFIS 2.0

### Existing EFIS Users

EFIS users who had a user account in legacy EFIS should not create a new account. Doing so will create a duplicate account.

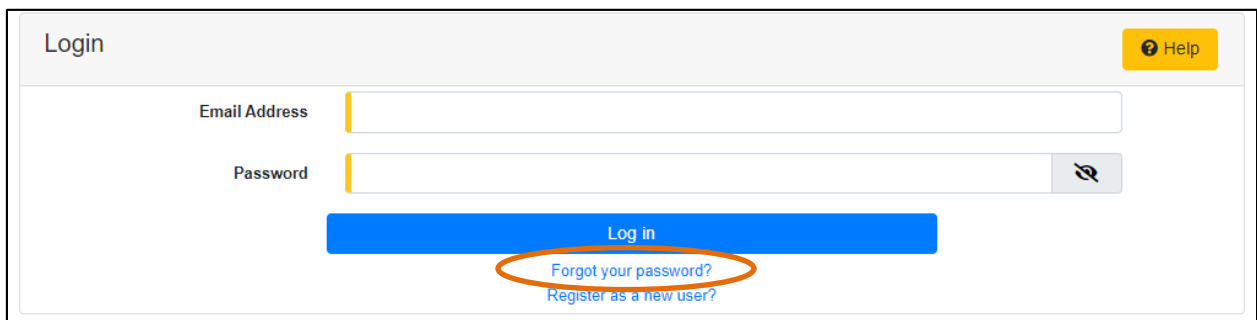
However, please note that legacy EFIS user ID's are not valid for login in EFIS 2.0. Instead EFIS 2.0 uses the user's e-mail address as the login.

If you have a legacy account, please follow the instructions below to get started in EFIS 2.0

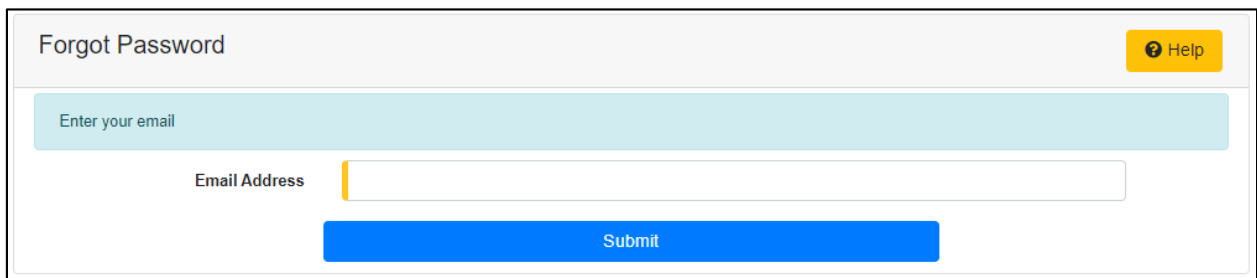
- 1) Navigate to EFIS.
- 2) Click the **Log In** link located in the *Header Links* in the upper, right-hand corner.



- 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.





## Getting Started – Existing EFIS Users

- 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](mailto:efis@psc.mo.gov).  
7) Click the **Reset password** link located in the body of the email.

**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](#)                      [Help](#)                      [Contact Us](#)


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- 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](#)

Confirm password  



## Getting Started – Existing EFIS Users

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- 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**.

Your password has been reset. Please [click here to log in](#).

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



## ***Getting Started – Existing EFIS Users***

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