



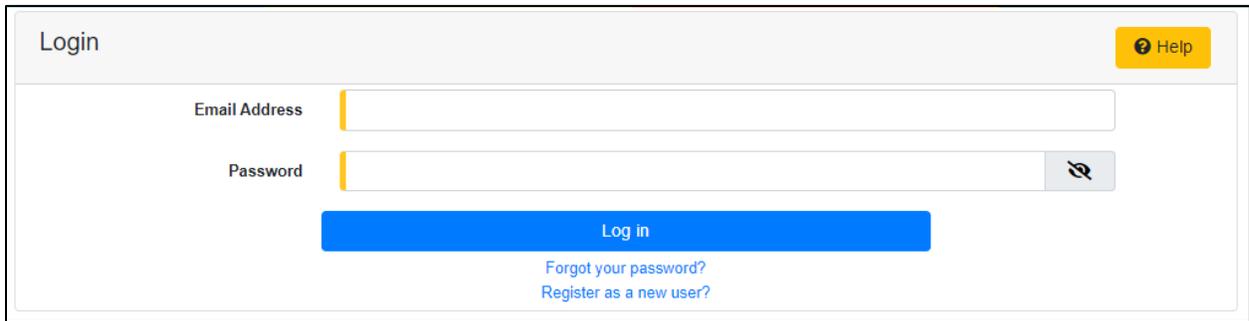
# Update User Password, Account Email, Security Question/Answer

To update a user’s account (login) email address or to change the security question/answer:

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



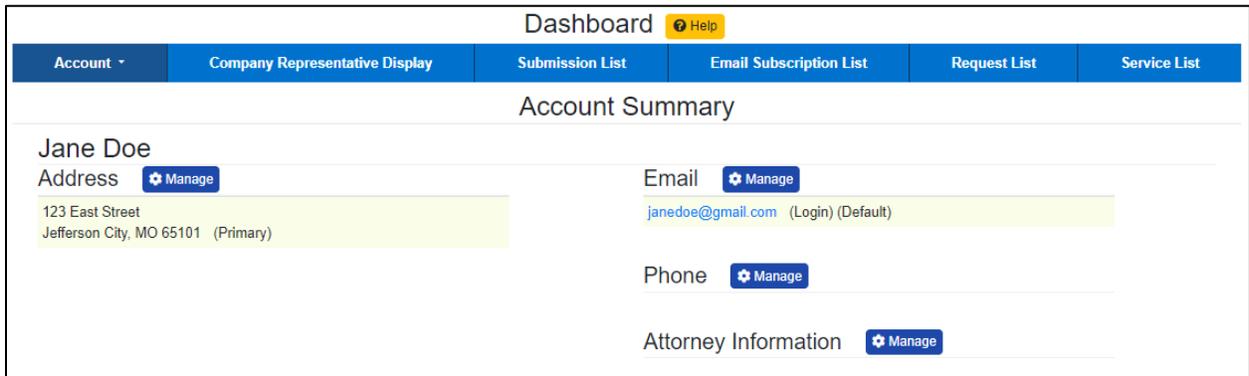
- 3) In the **Email Address** field, input the user’s email address registered with their user account.
- 4) In the **Password** field, input the user’s password.
- 5) Click the **Log In** button.



- 6) Once logged in, users are always directed to their *Dashboard*.
  - a) If the user isn’t directed to their Dashboard, select the **Dashboard** link located in the *Header Links* in the upper, right-hand corner.



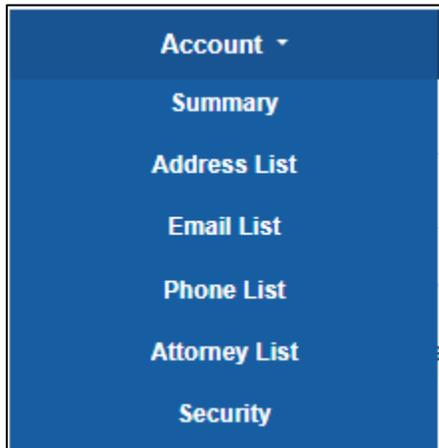
- 7) In the *Dashboard* screen, go to the ‘Account’ tab.



- 8) Select the ‘Security’ link.



## Update User Password, Account Email, Security Question/Answer



### UPDATE PASSWORD

- 1) In the *Password* section, complete the following:
  - a) In the **Current Password** field, input the user's current password.
  - b) In the **New Password** field, input the user's new password.
    - i) *Passwords must be at least 8 characters.*
    - ii) *Passwords must have at least one non alphanumeric character.*
    - iii) *Passwords must have at least one digit ('0'-'9').*
    - iv) *Passwords must have at least one lowercase ('a'-'z').*
    - v) *Passwords must have at least one uppercase ('A'-'Z').*
  - c) In the **Confirm New Password** field, input the same new password as the previous field.
  - d) Click the **Update Password** button to submit the change.

The screenshot shows a form titled "Password" with three input fields: "Current Password", "New Password", and "Confirm New Password". Each field has a small icon on the right side. Below the fields is a blue button labeled "Update Password".

- e) A message will be displayed at the top of the *Password* section letting the user know their password has been updated.

The screenshot shows the "Password" section with a green message box at the top that says "Your password has been updated."

### UPDATE ACCOUNT EMAIL ADDRESS



## Update User Password, Account Email, Security Question/Answer

- 1) In the *Change Account Email* section, complete the following:
  - a) In the **New Account Email Address** field, input the user's new account email address.
  - b) In the **Confirm New Account Email Address** field, input the user's new account email address again.
  - c) In the **Password** field, input the user's current password.
  - d) Click the **Send Confirmation Email** button to submit the new email address.

Change Account Email

New Account Email Address

Confirm New Account Email Address

Password

[Send Confirmation Email](#)

- 2) Once submitted, a message will be displayed at the top of the *Change Account Email* section which lets the user know an email has been sent to the new user account email address for confirmation.

Change Account Email

An email has been sent to professional.user@yahoo.com.

- 3) Go to the user's email server and locate the *Confirm EFIS User Account Email Change* email from [efis@psc.mo.gov](mailto:efis@psc.mo.gov).
- 4) Click the **Verify E-mail** link located in the body of the email.

**Missouri Public Service Commission**

To complete your EFIS user account email change, please click [Verify E-mail](#).

If you were not the one who made this attempt, please ignore this email.

*This email was sent from a notification-only address that cannot accept incoming emails.  
Do **not** reply to this message*

- 5) The user will be redirected to EFIS.
- 6) In the **Password** field, input the user's current password.



## Update User Password, Account Email, Security Question/Answer

- 7) Click the **Submit** button to confirm the email address change.

Confirm Account Email Address Change Help

Please enter the password for professional.user@gmail.com. Once confirmed, the Account Email Address will be changed from professional.user@gmail.com to professional.user@yahoo.com.

Password

**Submit**

- 8) A message will be displayed letting the user know their email has been confirmed and they are ready to log in to EFIS.

Email confirmed for professional.user@yahoo.com.

### UPDATE SECURITY QUESTION/ANSWER

- 1) In the *Change Security Question/Answer* section, complete the following:
- a) In the **Security Question** field, select a question applicable to the user from the drop-down list.
  - b) In the **Security Answer** field, input the answer to the question in the previous field.
  - c) In the **Password** field, input the user's password.
  - d) Click the **Update Question/Answer** button to submit the change.

Change Security Question/Answer

Current Security Question In what town or city did you meet your spouse/partner?

Security Question (Select)

Security Answer

Password

**Update Question/Answer**

- e) A message will be displayed at the top of the *Change Security Question/Answer* section letting the user know their password has been updated.

Change Security Question/Answer

The update has been completed.



## ***Update User Password, Account Email, Security Question/Answer***

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