



## Update User's Email Address Information

To update a user's email address information:

- 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.

The screenshot shows the login form. It has a title "Login" and a "Help" button. There are two input fields: "Email Address" and "Password". Below the fields is a blue "Log in" button. There are also links for "Forgot your password?" and "Register as a new user?".

- 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.



### OPTION 1

**NOTE:** This option allows users to update or change their current email address and add additional email addresses to their user account.

- 1) In the *Dashboard* screen, go to the 'Account' tab.
- 2) Users are always directed to 'Summary' link under the Account tab.
  - a) If the user isn't directed to the Summary link, click on the 'Account' tab and then select the 'Summary' link.



## Update User's Email Address Information

3) Select the 'Email List' link.

OR

Click the **Manage** button beside the *Email* section.

4) Click on the *Add Email Address* section.

5) If this will be the user's default email address, check the box labeled **Default Notification Email**.

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



## Update User's Email Address Information

Items with an orange left border ( ) are required.

Default Notification Email

Email Address

- 7) Users will be directed back to their *Account Email List* page.
  - a) Users can set their default email address for EFIS notifications by checking the box in front of the email address under the **Default Notification Email** column.
  - b) Users can close any email addresses by selecting the **Close** button, located at the end of the row of the email address needing closed.

Account Email List		
Default Notification Email	Email Address	
<input type="checkbox"/>	johnjohn@gmail.com (Login)	<input type="button" value="Close"/>
<input checked="" type="checkbox"/>	john@gmail.com	<input type="button" value="Close"/>

Add Email Address ▾

- i) A pop-up message is displayed which makes the user confirm their selection.
- ii) Select the **Confirm** button to confirm the closure or click the **Cancel** button to cancel the closure.

Confirm ✕

---

Are you sure you want to close this record?

---

- 8) Once the user has any closed email address, a check box will be displayed which is labeled **Include closed**. This allows users to see any closed email addresses that may be tied to their account.



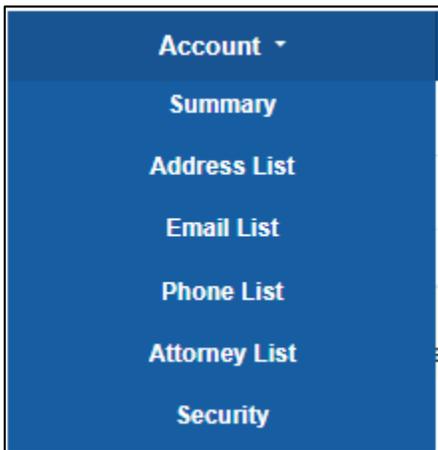
## Update User's Email Address Information

Account Email List	
Include closed: <input type="checkbox"/>	
Default Notification Email	Email Address
<input checked="" type="checkbox"/>	johnjohn@gmail.com (Login) <span style="float: right; border: 1px solid red; padding: 2px;">Close</span>

### OPTION 2

*NOTE: This option allows users to update or change their account login email address only.*

- 1) Click on the 'Account' tab.
- 2) Select the 'Security' link.



- 3) In the *Change Account Email* section, complete the following steps:
  - 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 same user's new account email address.
  - c) In the **Password** field, input the user's password.
  - d) Click the **Send Confirmation Email** button to submit the new user account email address information.



## Update User's Email Address Information

### Change Account Email

New Account Email Address

Confirm New Account Email Address

Password

[Send Confirmation Email](#)

- e) A message will be displayed at the top of the *Change Account Email* section letting the user know they must verify their new email address by going to their email server.

### Change Account Email

An email has been sent to john@gmail.com.

- f) 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).
- g) Select the **Verify E-mail** link to confirm the users 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*

- h) The user will be redirected to EFIS to the *Confirm Account Email Address Change* page.
- i) In the **Password** field, input the user's password.
- j) Click the **Submit** button to confirm the change.



## Update User's Email Address Information

Confirm Account Email Address Change Help

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

Password

Submit

k) A message will be displayed letting the user know the mail has been confirmed.

Email confirmed for john@gmail.com.

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