

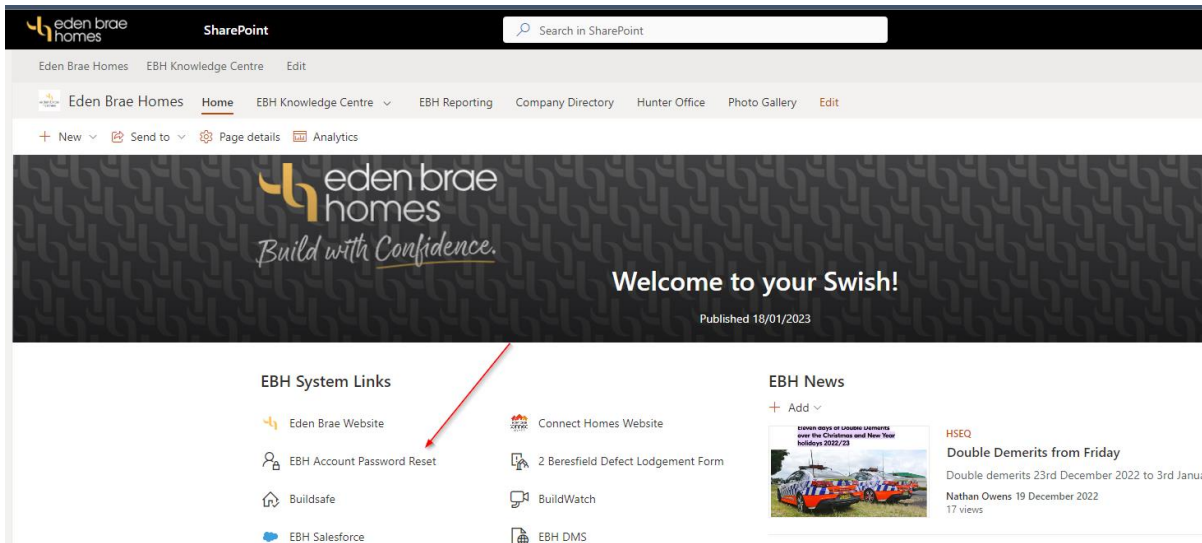
Eden Brae Self Service Password Reset Guide

A new self-service portal is now available to all EBH users to unlock or reset their Network/Computer/Email/Tableau password. The following instructions will guide you through the process of how to reset the password from any location with an internet connection,

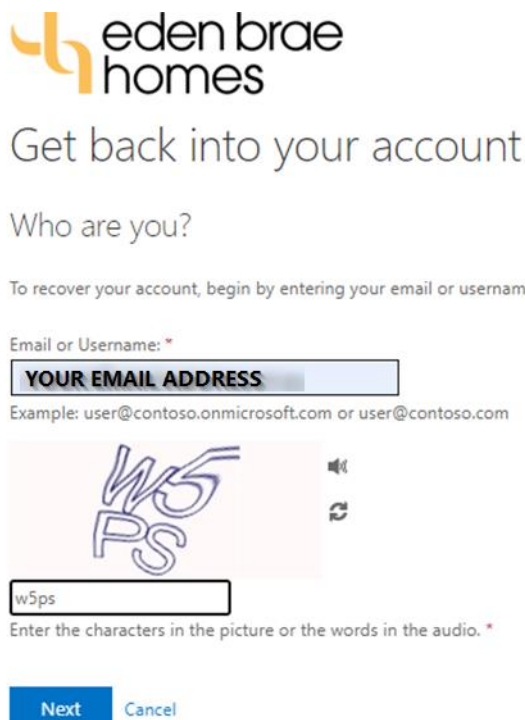
This will allow staff who do not visit the office often to reset their password remotely when it expires.

- 1) Go to Swish and click EBH Account Password Reset link or [click here](#)

Note: This can be done from any device Work or Home Computer, Tablet, Phone.



- 2) You will be presented with a page where you will type in your Eden Brae email address and the verification code (this is NOT case sensitive), Once completed press next.



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- 3) If you can't remember your password or you think its expired choose the top option "I forgot my password"
If you are getting a message saying you are locked out of your account choose the bottom option "I know my password, but I can't sign in"



Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

- 4) Use one of the verification methods available (You would of set these up last quarter of 2022) Type in the details to have a verification code sent to you. The example below shows the option to get a 6 digit code sent via SMS to your phone.

When you have selected your option and entered the details press the blue button



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Email my alternate email

☒ Text my mobile phone

☐ Call my mobile phone

☐ Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****40) below. You will then receive a text message with a verification code which can be used to reset your password.

04

Text

Cancel

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5) Now at the verification screen enter the code that was sent to you and press Next.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Email my alternate email

☒ Text my mobile phone

☐ Call my mobile phone

☐ Enter a code from my authenticator app

We've sent you a text message containing a verification code to your phone.

455434

Next

[Cancel](#)

6) Now that you have verified who you are you can reset your password, enter in the new password and click finish. Your password will now update through the EBH system and you will be able to login to your account again.

If you choose to unlock your account you will see the message that "Your Account has been unlocked" you will now have access to your account again.

PLEASE NOTE: Minimum password requirements are 12 characters and needs to contain upper case letters, lower case letters, digits and special characters.



Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish

[Cancel](#)



Get back into your account



Your account has been unlocked

End of Document