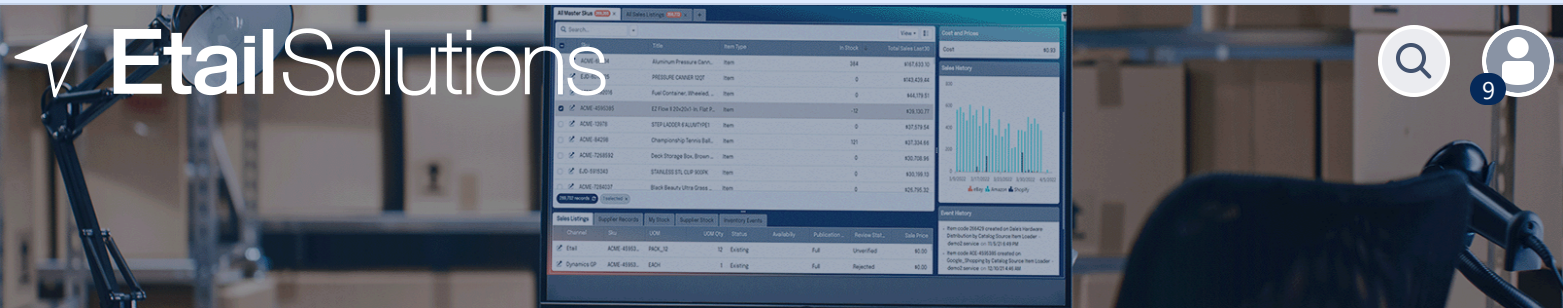


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Preferences

Only necessary

✓ Accept all



# Change Your EVP Password (Web App)

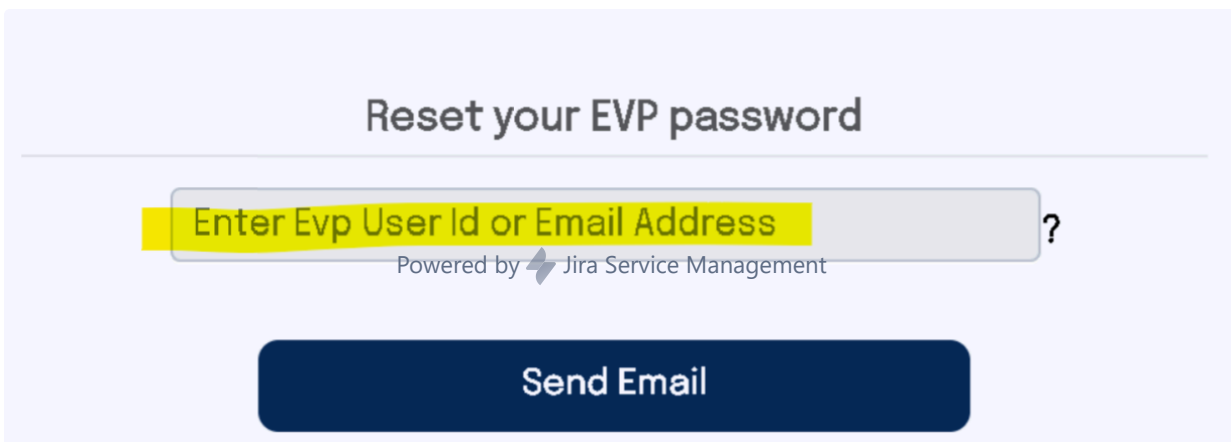
Users may log into the EVP Web Application using one of three methods:

- An external email address and an EVP Web App password
- An Etail user id and EVP password (in the format etail\<abbr>.<username>)
- An external Email Address using their organization's Single Sign On (SSO) Provider

Users that use one of the first two methods above who have an email address on file may reset/change their own passwords.

To change a password:

1. Visit <https://start.etailsolutions.com/forgotpassword>
2. Enter your email address or user id and click the Send Email button.

The screenshot shows a web form titled "Reset your EVP password" in a light blue box. Below the title is a horizontal input field with a yellow highlight and the placeholder text "Enter Evp User Id or Email Address". To the right of the input field is a question mark icon. Below the input field, it says "Powered by" followed by a Jira logo and the text "Jira Service Management". At the bottom of the form is a dark blue button with the text "Send Email" in white.

3. Follow the instructions in the email to reset the password

Users that use their organization's SSO provider must follow the instructions to change their password and should contact their internal IT department for assistance.

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Did this article help?

 Yes

 No

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