Change Your EVP Password (EVP RDP App)

Currently EVP passwords expire after 120 days. Password requirements:

- Must be at least 12 characters in length
- Be complex - include characters from at least three of the following four categories: uppercase letters, lowercase letters, digits, and special character
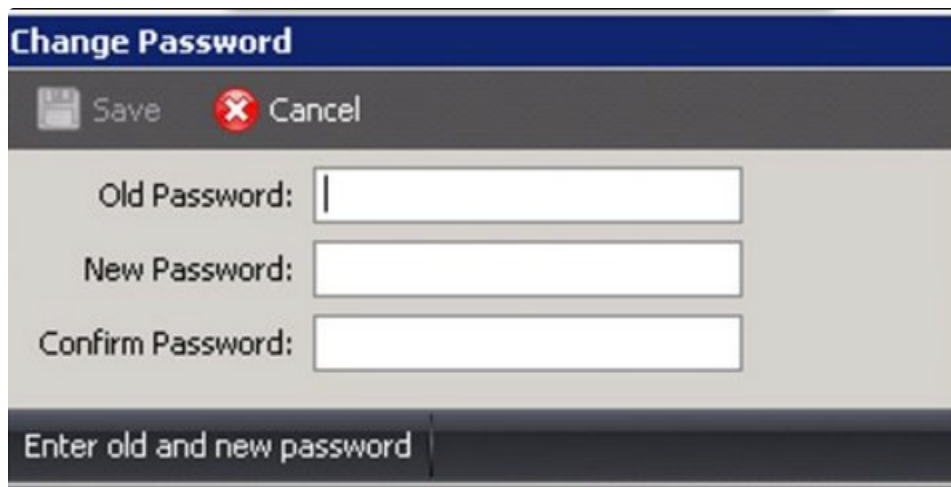- Do not repeat last 24 passwords

EVP includes a user password reset feature that will first warn users of password expiration, then force users to change EVP passwords as users approaches the expiration date. Here is how it works:

From 10 days before Password Expiration:

- Users will receive a daily email reminder to login and change their EVP Password
- Users will see a pop up upon logging into EVP prompting them to change their password

From 2 days before Password Expiration:

- Users are forced to change the EVP password upon login.

IMPORTANT NOTE: *Once your password expires you will be locked out of EVP and be required to submit a ticket to Etail requesting access. Be sure to* ***LOG OUT OF EVP*** *each day. Users who don't log on within the time period will be locked out of EVP as a result of password changes. As an additional best practice to avoid password expiration, users should set a calendar reminder to reset their EVP password 115 days from the date of their last reset. Passwords expire in 120 days.*

You can change your password at any time in the EVP app by following the instructions below.

There are 3 options to change your EVP RDP Password
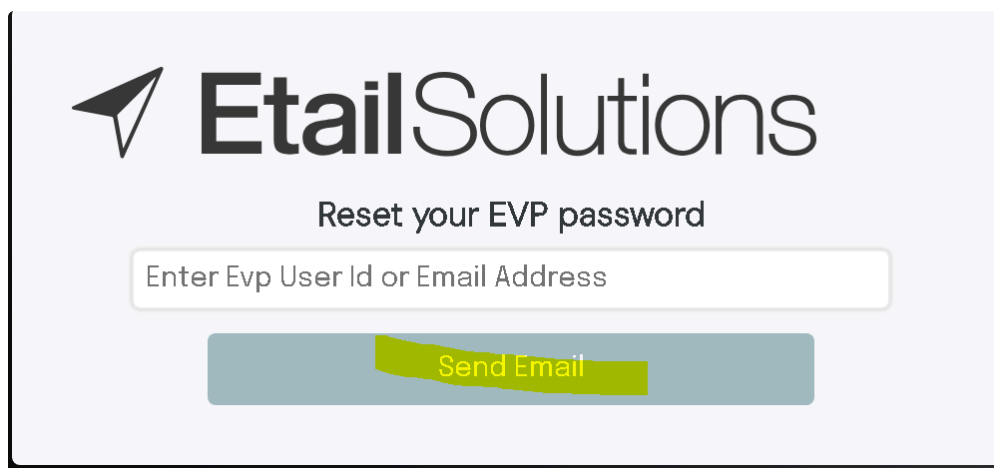
Change password via WebUI
*Web only users, use this method (non-AAD/SSO only)

Open your web browser to EVP WebUI password reset

https://start.etailsolutions.com/forgotPassword

RDP users, username = etail\abbr.username

Web only users, username = your email address

Change password via RD Web

Click Here to open user security dialog.

Etail Solutions LLC Remote Access Portal

Change password in EVP

To reset your EVP Password, login to EVP.

In the top left hand corner of the screen there is a key symbol with a change icon.

1. Click the "key – change" icon
   - That will open the Change Password box
2. Enter your Old Password
3. Enter New Password
4. Confirm Password

Change Password

Change Password ❌ **Cancel**

Old Password: |

New Password:

Confirm Password:

Enter old and new password

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