

Tenant Portal

Reset My Password User Guide

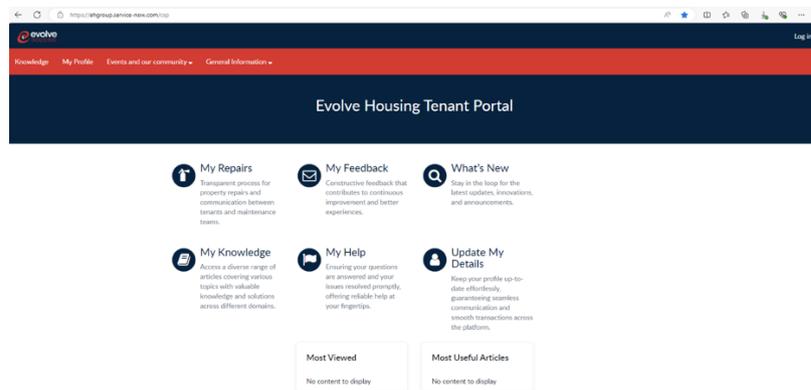


Occasionally you will need to rest your Tenant Portal password.
To reset your password, you will need your

- Username
- Email address

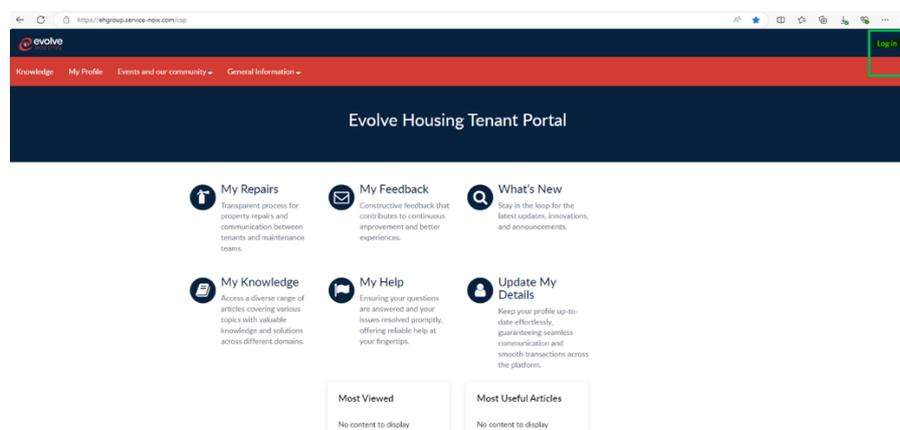
Step 1

- Go to the Tenant Portal link: ehgroup.service-now.com/csp
- You will arrive at this page below



Step 2

Click on 'Log In' at the top right corner of the page.



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A pop-up window will open and ask you for your login details

Log in

User name

Password

[Forgot Password?](#)

[Use external login](#)

Step 3

- Click on the [Forgot Password?](#) link underneath the Password field
- The window below will open

A screenshot of a mobile application interface for 'evolve HOUSING'. At the top, there are three numbered steps: 1 Identify, 2 Verify, and 3 Reset. The current screen is titled 'Forgot password?'. It contains a 'User name *' field, a 'CAPTCHA *' field with a visual captcha '27r8c' and a refresh button, and a 'Type the CAPTCHA' input field. A 'Next' button is at the bottom. At the very bottom of the screen, there is a link: 'Log in with user name and password'.

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Step 4

- Enter your username
- Enter the CAPTCHA code as seen on the screen and click on 'Next'

Step 5

- On the next screen, as shown below, enter your email address in the Email field.
- Click 'Next'.

Please note that if the email address you enter is incorrect, you will not receive the password reset email.

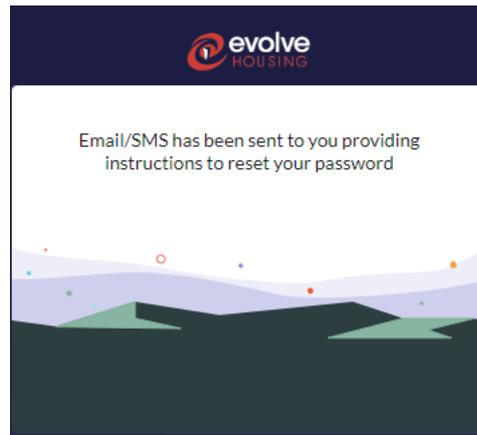
A screenshot of a mobile application screen titled "Personal Data Verification - Email Address". At the top, the Evolve Housing logo is visible. Below the logo, there are three numbered steps: 1 Identify, 2 Verify (which is currently selected), and 3 Reset. The main heading is "Personal Data Verification - Email Address". Below this, there is a text input field labeled "Email" with a red asterisk indicating it is required. A blue "Next" button is positioned below the input field. The background of the screen features a stylized landscape with green hills and a blue sky with colorful dots.

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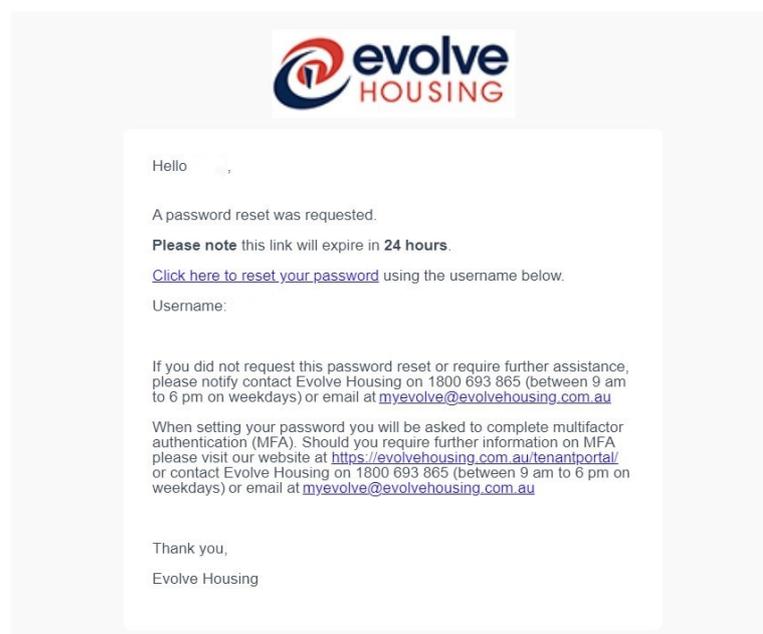


The below message will be displayed on the screen and you would get an email in your inbox to reset password



Step 6

You will receive a Password Reset Email like the one below.
In the email click on the link that says '[Click here to reset your password](#)'



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Step 7

After you click the link in the email, you will land on this page where you will be able to create a new password.

In the **New Password** field type your new password.

For it to be a valid password, it must be:

- Minimum 8 characters
- At least one lower case letter
- At least one upper case letter
- At least 1 number
- At least one special character

Once you have typed in your password, you will need to retype it into the Retype Password field.

Click on the button Reset Password

A screenshot of the "Reset Password" form. At the top, there are three numbered steps: 1 Identify, 2 Verify, and 3 Reset, with the "Reset" step highlighted in a dark blue circle. Below the steps, the title "Reset Password" is centered, followed by the status "Account is not locked". The form contains two input fields: "New password" and "Retype password", both with a red asterisk indicating a required field and a toggle icon for visibility. Below the "New password" field is a "Strength" indicator bar. A list of requirements is shown with radio buttons: Minimum 8 characters, Maximum 100 characters, At least 1 lowercase letter(s), At least 1 uppercase letter(s), At least 1 digit(s), and At least 1 special character(s). Below this, a note states "We'll also check these requirements once you submit" followed by three bullet points: "No repetitions more than 3 character(s)", "No sequence more than 3 character(s)", and "No user data like first name, last name, username, and company name". At the bottom of the form is a purple "Reset Password" button. The background of the page features a decorative graphic of a city skyline at the bottom.

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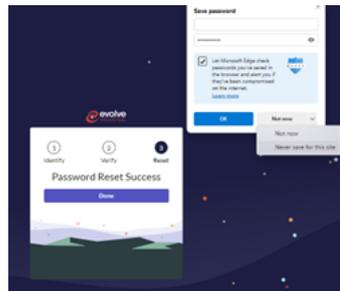
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Step 8

The password is set and a message will be displayed on the screen, asking if you want this password to be remembered.

Select 'Ok', 'Not Now' or 'Never for this website' as per your choice and click 'Done'

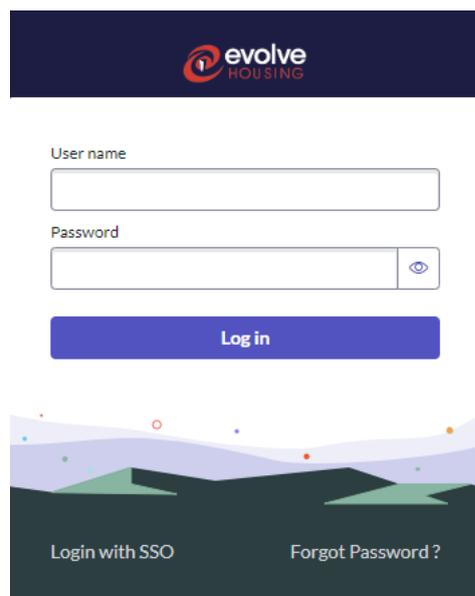


Step 9

You will then be taken back to the Login Page.

You are now all set to access the Tenant Portal.

Enter your username and your new password and click 'Log in'.



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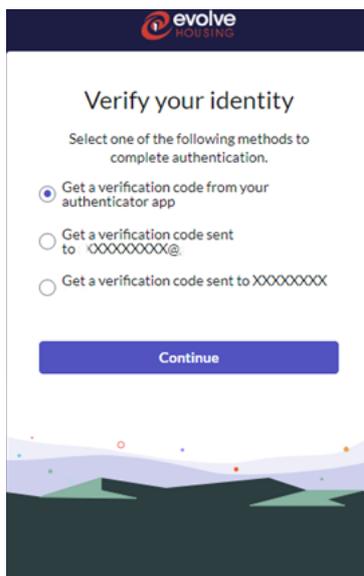
Step 10

It is best practice these days to have a double layer of security when accessing personal information on the internet. We have installed multi-factor authentication on the Tenant Portal.

You can verify your identity using 1 of 3 methods

1. Using a Multi-factor Authenticator App
2. Receive a verification code sent to your email account
3. Receive a verification code sent to your mobile phone

See the screen below



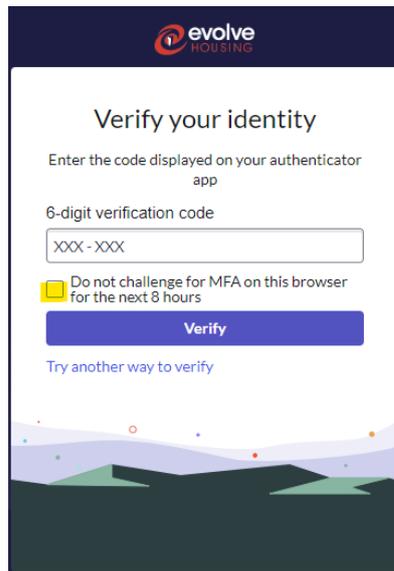
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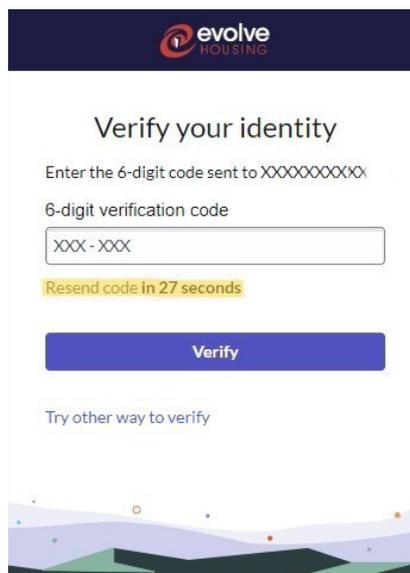


Step 11

- Choose which the option from the list you prefer. The easiest option is to receive a code to your mobile phone or email account.
- Type in the code you receive into the field 6 digit verification code.



Above: Verification screen for the MFA app



Above: Verification screen for a Mobile Phone

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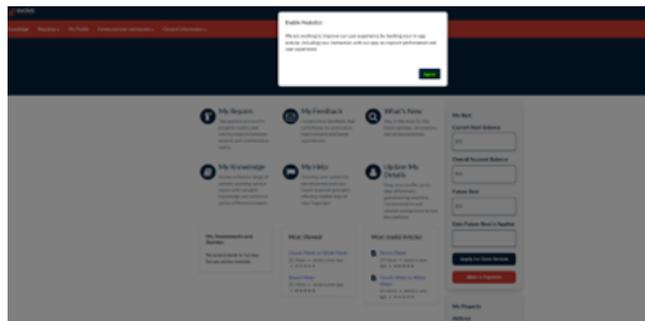


Step 11 continued

Please note the verification code for mobile phones is valid for only 5 minutes. If you don't receive the code within 30 seconds, you can click 'Resend Code', to receive another code, which will be valid for the next 5 minutes.

Step 12

- Once you enter the verification code the Tenant Portal home page will be displayed.
- Click 'Agree' in the 'Enable Analytics' pop-up, which is for tracking in-app activity only.



You have completed your Password Reset!