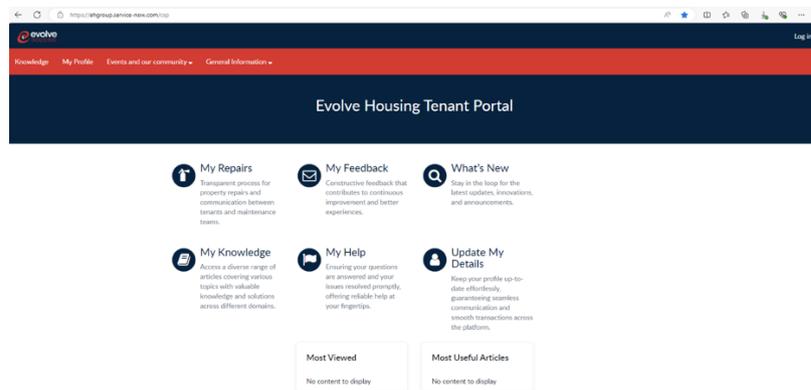# Tenant Portal
## Reset My Password User Guide

Occasionally you will need to rest your Tenant Portal password.
To reset your password, you will need your
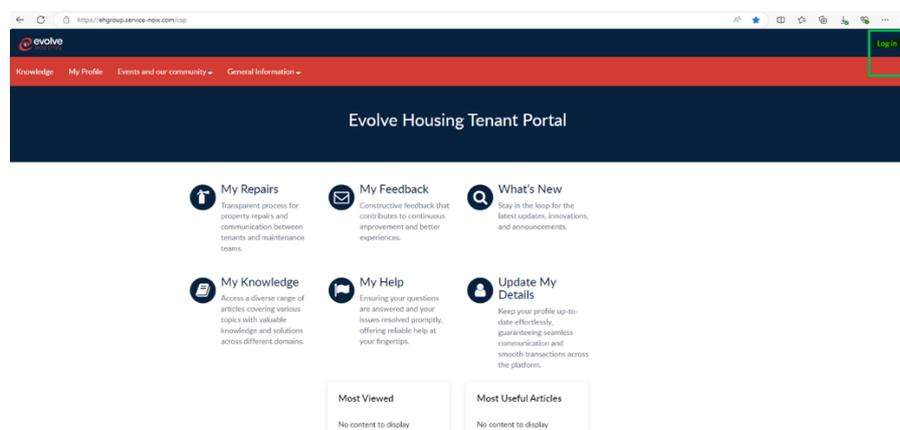
- Username
- Email address

## 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.

# Tenant Portal
## Reset My Password User Guide

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



## Step 3

- Click on the Forgot Password? link underneath the Password field
- The window below will open

# Tenant Portal
## Reset My Password User Guide

## 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.
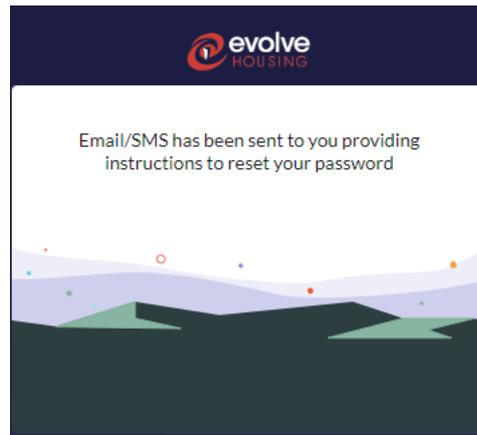
# Tenant Portal
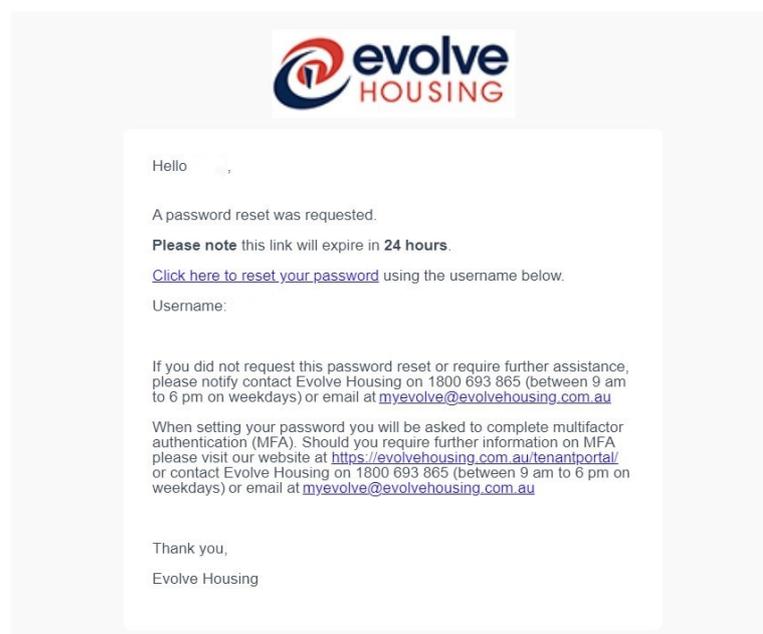## Reset My Password User Guide



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 '<u>Click here to reset your password</u>'

# Tenant Portal

## Reset My Password User Guide

### 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
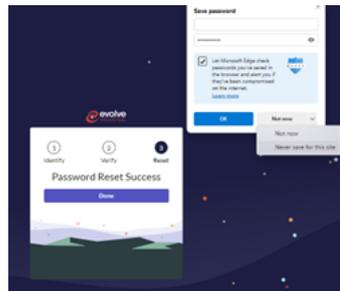
### Step 8

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

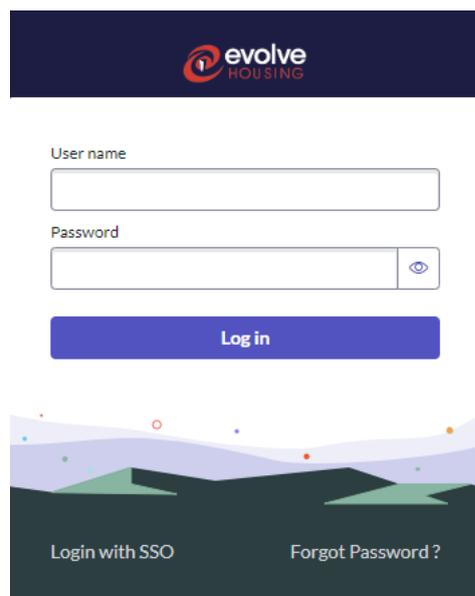Select 'Ok', 'Not Now' or 'Never for this website' as per your choice and click 'Done'



### 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'.

# Tenant Portal
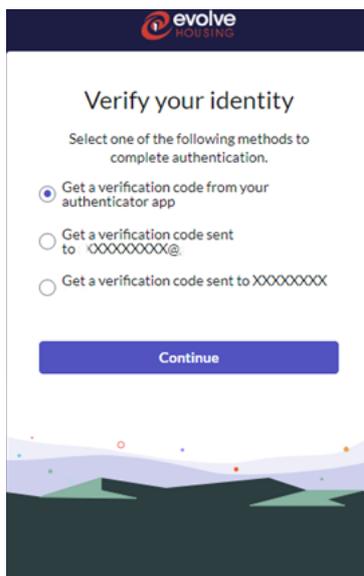## Reset My Password User Guide

### 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
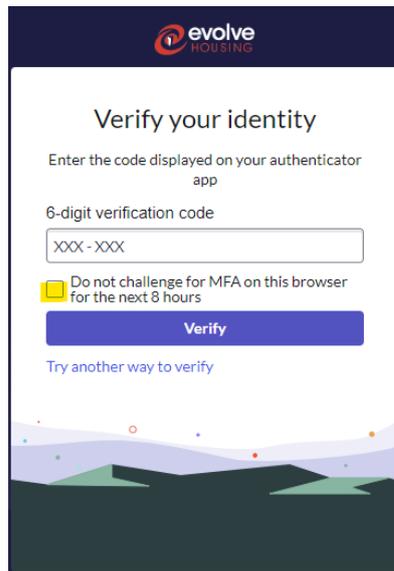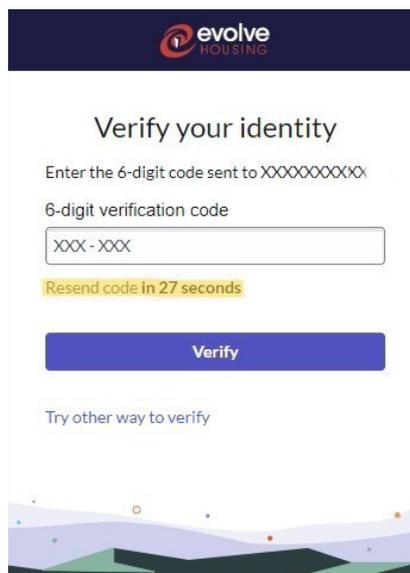
See the screen below

## 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

# Tenant Portal
## Reset My Password User Guide

### 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.
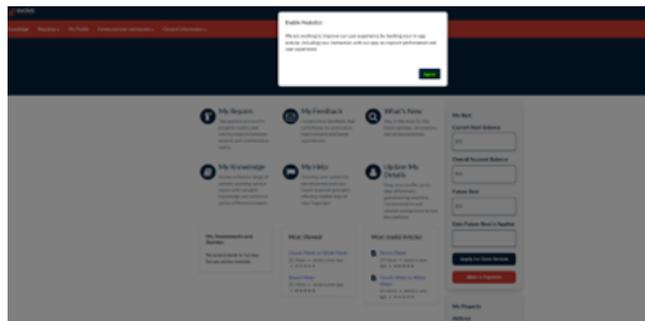


**You have completed your Password Reset!**