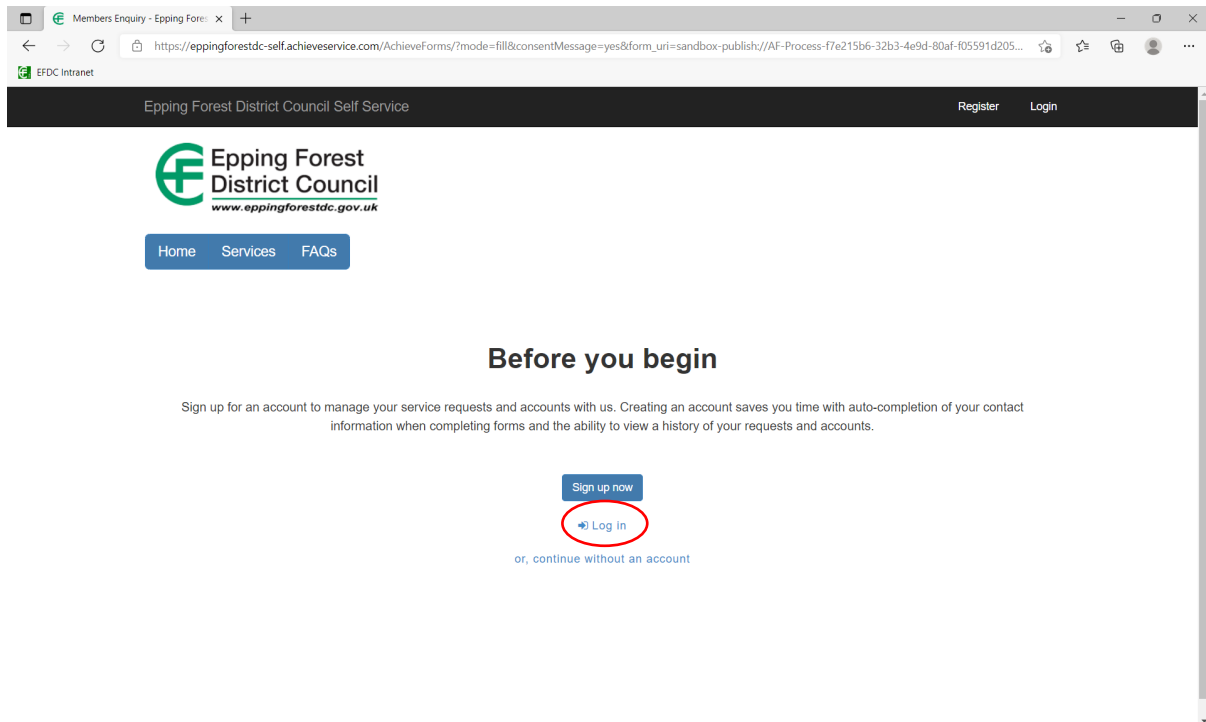


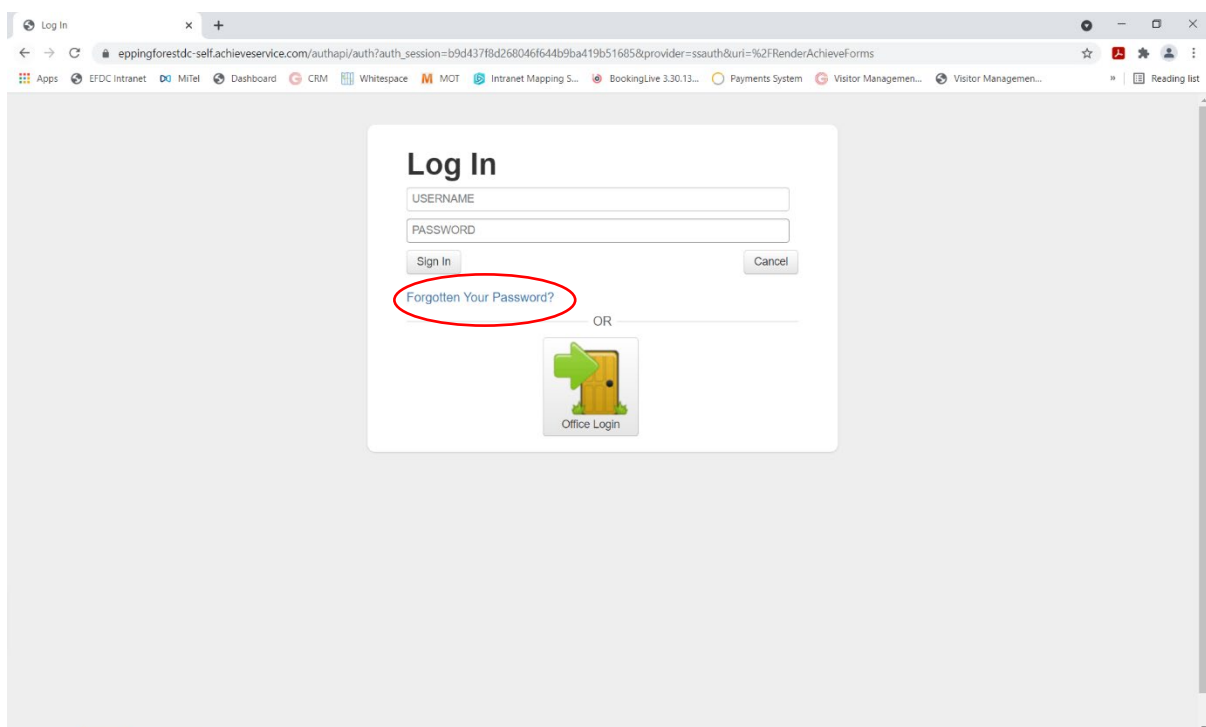
Members Guide to Member Contact Password Management

How to reset your Member Contact Form password

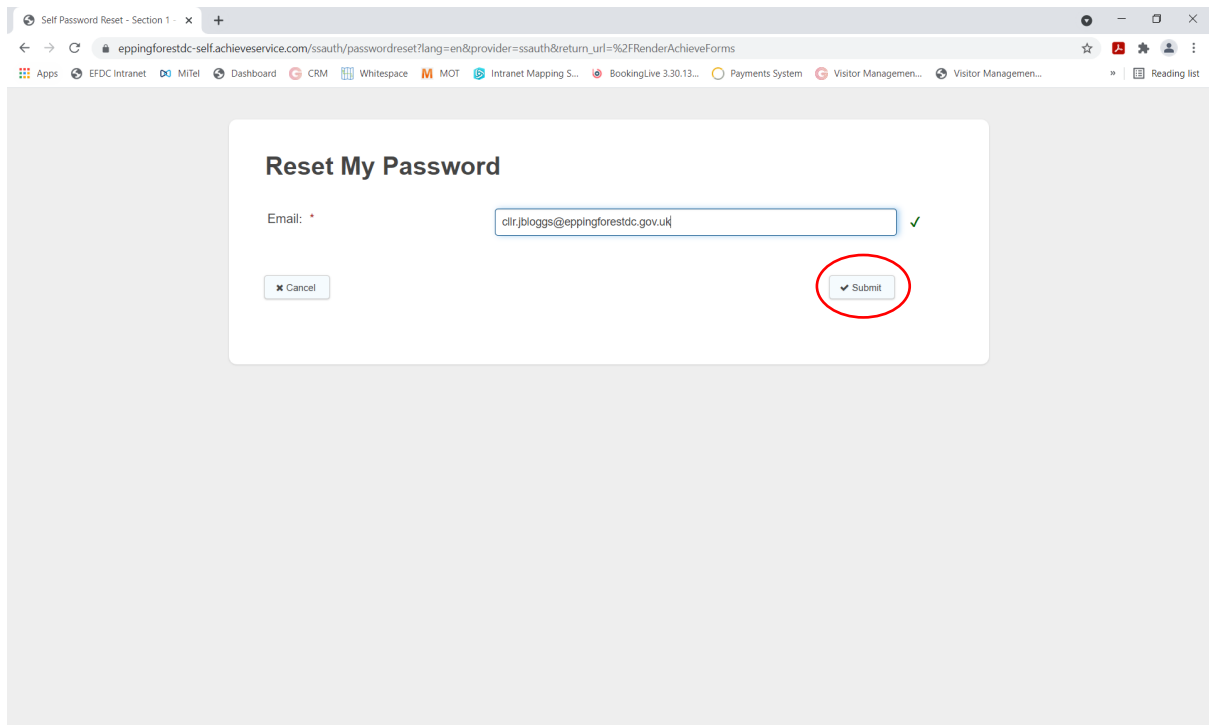
1. Go to the Member Contact Form using either the App on your iPad device titled 'Member Contact' or use this link from any web browser on any device – <https://eppingforestdc-self.achieveservice.com/service/Member Contact>
2. Click 'Log In'.



3. Click 'forgotten your password'.



4. Enter your EFDC email address e.g. cllr.jbloggs@eppingforestdc.gov.uk and click submit.



Self Password Reset - Section 1 - x

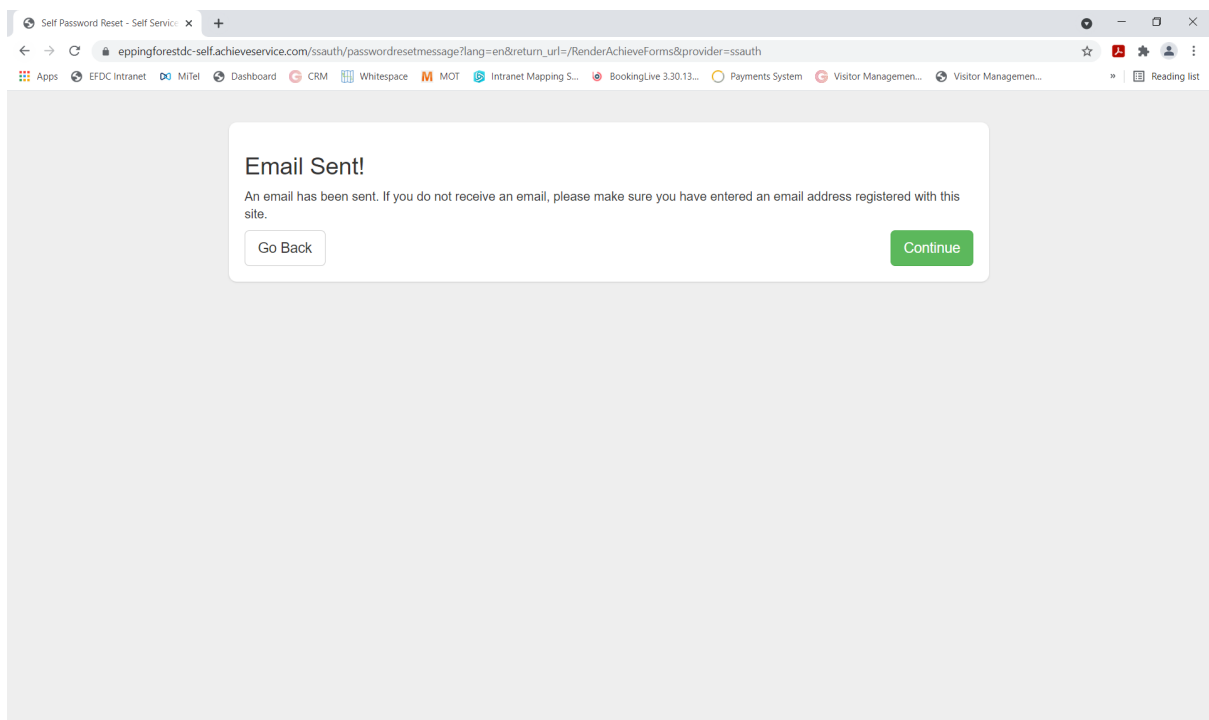
eppingforestdc-self.achieveservice.com/ssauth/passwordreset?lang=en&provider=ssauth&return_url=%2FRenderAchieveForms

Apps EFDC Intranet MiTel Dashboard CRM Whitespace MOT Intranet Mapping S... BookingLive 3.30.13... Payments System Visitor Managemen... Visitor Managemen... Reading list

Reset My Password

Email: * ✓

5. You will then receive an email with an automated password.



Self Password Reset - Self Service - x

eppingforestdc-self.achieveservice.com/ssauth/passwordresetmessage?lang=en&return_url=/RenderAchieveForms&provider=ssauth

Apps EFDC Intranet MiTel Dashboard CRM Whitespace MOT Intranet Mapping S... BookingLive 3.30.13... Payments System Visitor Managemen... Visitor Managemen... Reading list

Email Sent!

An email has been sent. If you do not receive an email, please make sure you have entered an email address registered with this site.

6. The email below is an example of the email you will receive. Open the email and click the link in the email.

Reply Reply All Forward IM

Thu 27/01/2022 14:43



noreply@eppingforestdc.gov.uk

Replacement login information for
Cllr.skane@eppingforestdc.gov.uk at My Epping Forest Profile

To  Cllr.S Kane

Cllr.skane@eppingforestdc.gov.uk,

A request to reset the password for your account has been made at My Epping Forest Profile.

You may now log in by clicking this link or copying and pasting it to your browser:

[http://eppingforestdc-self.achieveservice.com/en/?
recover=496012/1643294564/uTKoPDeiH9IHx8g3Qv4zTnhBtMumqEtRCOoiy9vimEs8
3A//eppingforestdc-self.achieveservice.com/en/](http://eppingforestdc-self.achieveservice.com/en/?recover=496012/1643294564/uTKoPDeiH9IHx8g3Qv4zTnhBtMumqEtRCOoiy9vimEs83A//eppingforestdc-self.achieveservice.com/en/)

This link can only be used once to log in and will lead you to a page where you can set your password. It expires after one day and nothing will happen if it's not used.

-- My Epping Forest Profile team

7. When asked if you think the link is safe, click 'it's safe'.

Do you think the link is safe?

We've randomly selected this link for training purposes. Review the details before deciding whether it's safe.

Link Clicked

http://eppingforestdc-self.achieveservice.com/en/?recover=496012/1643294564/uTKoPDeiH9IHx8g3Qv4zTnhBtMumqEtRCOoiy9vimEs&provider=ssauth&lang=en&return_url=http%3A//eppingforestdc-self.achieveservice.com/en/

Message Subject

Replacement login information for Cllr.skane@eppingforestdc.gov.uk at My Epping Forest Profile

Message Sender

Epping Forest dc

Email Address

noreply@eppingforestdc.gov.uk

It's Safe

It's Harmful

8. Click continue to page.

 Safe link

Well done, this link is safe

You can continue to the page.

Safety Tips

[< Previous](#) [Next >](#)



Trust your instincts. If you have a feeling something is wrong, it's always safest to not open the email, click the link, or download the attachment.

Continue to Page

9. Enter your new password twice and click submit. You have now changed your password. Go back into the Member Contact form and you can now log in and log enquiries.

Set My Password

Password: *

Confirm Password: *

 Cancel

 Submit