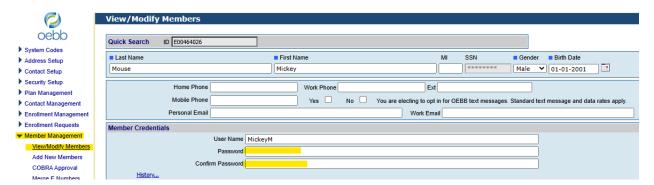
# How an Entity Administrator Can Reset a Member's Password

## Path 1 - If you are sure of the member's identity and their account is not locked:

In the menu on the left, under Member Management, click "View/Modify Members". Using the Enumber or name, pull up that member's record.



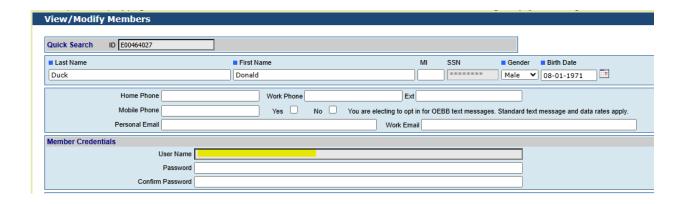
Enter a temporary password in both highlighted fields, "Password" and "Confirm Password".

Instruct the member to log in using their User Name and the new temporary password you have created for them.

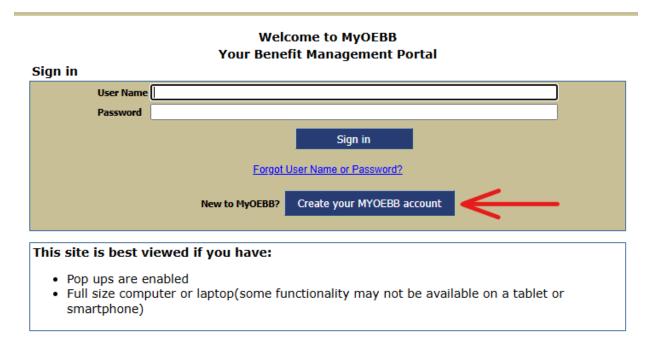
When they log in using this password, they will be prompted to change their password to something unique to them, which they can then use to log in and continue their enrollment.

### If the member has not registered yet:

You can tell if a newly hired member has not registered in MyOEBB because their User Name will be blank:



If this is the case, you can send the member to OEBBenroll.com and tell them to click "Create your MYOEBB account".

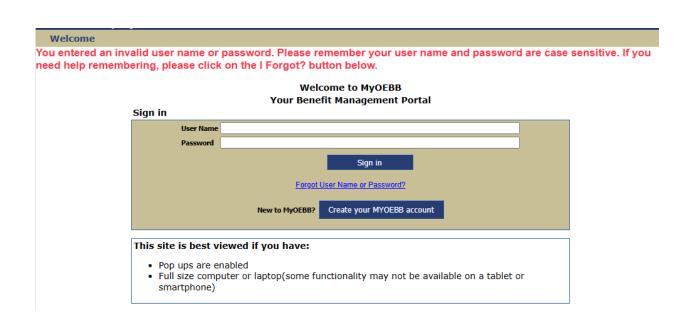


If the member tried this and was unsuccessful, it may be because they entered their name differently than it was entered in the MyOEBB, or possibly there is a typo in their SSN. You can assist the member by pulling up their record in the Admin Module and giving them the exact spelling of their name as it is in the system as well as their Enumber.

Member Registr	ration
As a new user, y	ou will need to provide the following information to identify yourself:
	as it appears on your Pay Check
Last name     Date of bir	as it appears on your Pay Check th
	you wish to use to register. You may use your:
	ll Security number 3 Benefit Number that begins with the letter "E"
	ing your ID number select <b>Save &amp; Continue</b> to create your Security Question, User Name
After enter and Passw	
and Passw	
and Passw	ord.
and Passw	ord.
and Passw	ord.
and Passw	e any difficulties completing the process, please contact your Employer.
and Password  If you have	e any difficulties completing the process, please contact your Employer.  DONALD
If you have	any difficulties completing the process, please contact your Employer.  DONALD  DUCK

In this case, the member used all caps when the MyOEBB system shows it in Upper-Lower case, but that's fine. **User Names and Passwords are case-sensitive**, but names are not.

If they enter an invalid User Name, they will receive the following error message:



If they enter a valid User Name (even if it is not THEIR User Name but it is a User Name used by someone in the system) with an incorrect password, they will receive an error message showing how many more attempts they can make at the password.

You entered an invalid user name or password. Please remember your user name and password are case sensitive. If you need help remembering, please click on the I Forgot? button below. Number of tries left before your username will be locked out -7

Welcome to MyOEBB
Your Benefit Management Portal

Sign in

Sign in

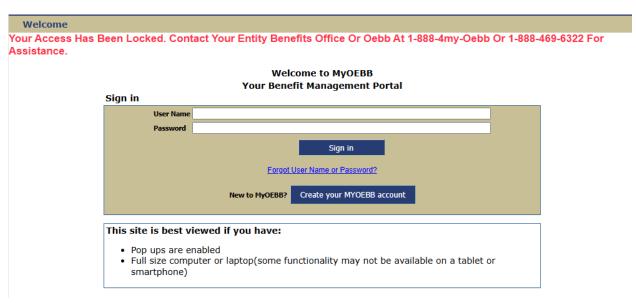
Forgot User Name or Password?

New to MyOEBB? Create your MYOEBB account

This site is best viewed if you have:

• Pop ups are enabled
• Full size computer or laptop(some functionality may not be available on a tablet or smartphone)

If they use up all their password attempts for a valid User Name, they will see this:



If they click the "Forgot User Name or Password?" link before their account is locked, they will go to this page:

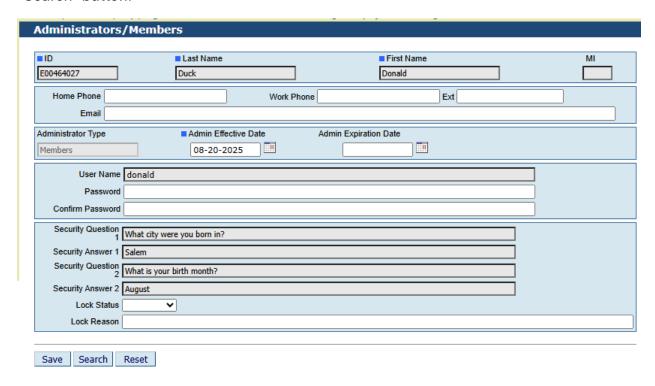
# IMPORTANT INFORMATION You have three attempts to answer your security question before your access is locked. To complete the validation process, you must answer your security question below. You have three attempts to correctly answer your security question before your record is locked. If you have any difficulties completing this process or if your record locks, please contact OEBB. Secret Question 1 What city were you born in? Secret Answer 1 Back Save & Continue

The Secret Answer is NOT case sensitive. As long as the characters entered are the same, they will see this page where they can reset their own password:

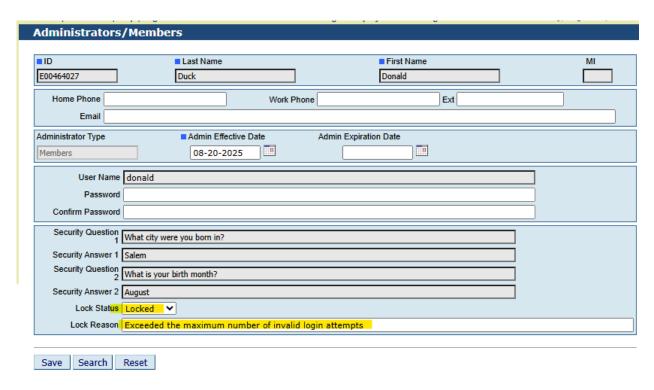
Renew Yo	ur Password
Passy  Crea Passy of tl	ate a 10 to 64 character password.: sword must contain at least one character from each nese categories Uppercase letter Lowercase letter At least one number Special character ~! @ # \$ ^ & () [] {};;, + < > \ ?   / . ` r User Name and Password cannot be the same. enter your Password to confirm it. ect Save & Continue to access your record. ve any difficulties completing this process, please
User Name	donald
■ Password	
Re-enter	

# Path 2 - If you receive a call to reset a password, always verify the member's identity.

If they don't make it to the "Renew Your Password" screen, but they call you for help, you can go into the Admin Module (<a href="https://myoebb.org/oebb/!bms.main">https://myoebb.org/oebb/!bms.main</a>). In the left menu under "Security Setup", click "Administrator", enter their first and last name and click the "Search" button:

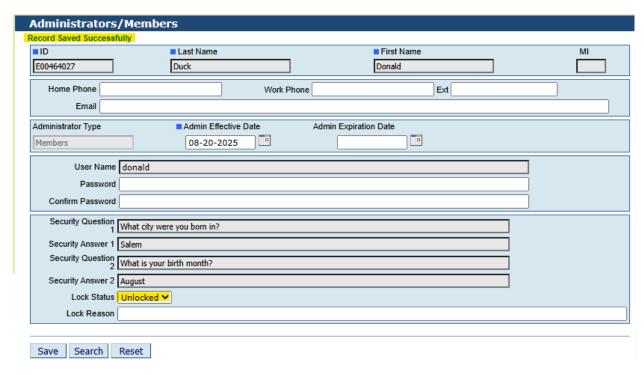


On this screen you can see whether their account is locked or not. The screen shot above shows an account that is not locked. The screen shot below shows an account that has been locked because they entered 10 incorrect password attempts:



In either case, always verify their identity by asking them their Security Questions. Once you have verified their identity, you can unlock the account if needed and reset their password.

**To unlock the account**, change the Lock Status to "Unlocked" and click the "Save" button. You will see the green "Record Saved Successfully" message at the top of the page.



Then enter a new temporary password in the "Password" and "Confirm Password" fields. When the member logs in using this temporary password, they will be prompted to create a new permanent password unique to them. Note: Their new password cannot be the same as a password they have used before. If they try to do this, they will see this message:

Change Password	
<ul> <li>The old Password is the temporary or your current password.</li> <li>Create a 10 to 64 character password.</li> <li>Password must contain at least one character from each of these categories <ul> <li>Uppercase letter</li> <li>Lowercase letter</li> <li>At least one number</li> <li>Special character ~! @ # \$ ^ &amp; () [] {};:, + &lt; &gt; \ ?   / . ^</li> </ul> </li> <li>Your User Name and Password cannot be the same.</li> <li>Re-enter your Password to confirm it.</li> <li>Select Save and Continue to access your record.</li> </ul> If you have any difficulties completing this process, please contact your password.	·
*This Password had been used previously. Please choose a new Pass	word.
■ Old Password	
■ New Password	
Confirm Password	
Save and Continue	

Once they create a new, unique password, they will see the home page where they are logged in and able to enroll:

My Home Page	peen updated successfully.
	ello Donald. What would you like to do today?
<ul><li>Enroll for benefits,</li><li>View my current b</li></ul>	, Opt Out or Waive during Open Enrollment enefit selections
To exit this app	olication at any time, select Log Out at the top of the