

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.

The screenshot displays the 'View/Modify Members' interface. On the left, a navigation menu lists various system functions, with 'Member Management' expanded and 'View/Modify Members' selected. The main panel shows a member record for 'Mickey Mouse' (ID: E00464026). Fields for contact information (Home Phone, Work Phone, Mobile Phone, Personal Email, Work Email) and a 'Member Credentials' section are visible. In the 'Member Credentials' section, the 'Password' and 'Confirm Password' fields are highlighted in yellow, indicating where a temporary password should be entered.

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:

View/Modify Members							
Quick Search		ID E00464027					
Last Name	First Name	MI	SSN	Gender	Birth Date		
Duck	Donald		*****	Male	08-01-1971		
Home Phone		Work Phone		Ext			
Mobile Phone		Yes <input type="checkbox"/> No <input type="checkbox"/>		You are electing to opt in for OEGB text messages. Standard text message and data rates apply.			
Personal Email		Work Email					
Member Credentials							
User Name							
Password							
Confirm Password							

If this is the case, you can send the member to OEGBenroll.com and tell them to click “Create your MYOEGB account”.

Welcome to MyOEGB

Your Benefit Management Portal

Sign in

User Name

Password

Sign in

[Forgot User Name or Password?](#)

New to MyOEGB?

Create your MYOEGB 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 the member tried this and was unsuccessful, it may be because they entered their name differently than it was entered in the MyOEGB, 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 Registration

As a new user, you will need to provide the following information to identify yourself:

- First name as it appears on your Pay Check
- Last name as it appears on your Pay Check
- Date of birth
- Types of ID you wish to use to register. You may use your:
 - Social Security number
 - OEBB Benefit Number that begins with the letter "E"

After entering your ID number select **Save & Continue** to create your Security Question, User Name and Password.

If you have any difficulties completing the process, please contact your Employer.

■ First Name	<input type="text" value="DONALD"/>
■ Last Name	<input type="text" value="DUCK"/>
■ Date of Birth	<input type="text" value="08-01-1971"/> (mm/dd/yyyy) or (mm-dd-yyyy)
■ ID Type	<input type="radio"/> SSN (999999999) or (999-99-9999) <input checked="" type="radio"/> E Number (E99999999) or (E#999999999)
■ ID Number	<input type="text" value="E00464027"/>
<input type="button" value="Back"/> <input type="button" value="Save & Continue"/>	

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:

Welcome

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.

Welcome to MyOEBB Your Benefit Management Portal

Sign in

User Name	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Sign in"/>	
Forgot User Name or Password?	
New to MyOEBB?	<input type="button" value="Create your MYOEBB account"/>

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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

User Name	<input type="text"/>
Password	<input type="password"/>

[Sign in](#)

[Forgot User Name or Password?](#)

New to MyOEBB? [Create your MYOEBB account](#)

This site is best viewed if you have:

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

Welcome

Your Access Has Been Locked. Contact Your Entity Benefits Office Or Oebb At 1-888-4my-Oebb Or 1-888-469-6322 For Assistance.

Welcome to MyOEBB
Your Benefit Management Portal

Sign in

User Name	<input type="text"/>
Password	<input type="password"/>

[Sign in](#)

[Forgot User Name or Password?](#)

New to MyOEBB? [Create your MYOEBB account](#)

This site is best viewed if you have:

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- Full size computer or laptop(some functionality may not be available on a tablet or smartphone)

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

Security Question

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 Your Password

Your identity has been successfully validated. You may now create a new Password:

- **Create a 10 to 64 character password.:**
- **Password must contain at least one character from each of these categories**
 - **Uppercase letter**
 - **Lowercase letter**
 - **At least one number**
 - **Special character ~ ! @ # \$ ^ & () [] { } ; : , + < > \ ? | / . ` - _**
- **Your User Name and Password cannot be the same.**
- **Re-enter your Password to confirm it.**
- **Select Save & Continue to access your record.**

If you have any difficulties completing this process, please contact [OEBB](#).

User Name donald

■ **Password**

■ **Re-enter Password**

Back

Save & Continue

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 (<https://myoebb.org/oebb!/bms.main>). In the left menu under "Security Setup", click "Administrator", enter their first and last name and click the "Search" button:

The screenshot shows a web form titled "Administrators/Members". The form is divided into several sections. The top section contains fields for ID (E00464027), Last Name (Duck), First Name (Donald), and MI. Below this is a section for contact information with fields for Home Phone, Work Phone, Ext, and Email. The next section is for administrative details, including Administrator Type (Members), Admin Effective Date (08-20-2025), and Admin Expiration Date. The following section is for user credentials, with fields for User Name (donald), Password, and Confirm Password. The final section is for security questions and answers, with two questions: "What city were you born in?" (Salem) and "What is your birth month?" (August). There is also a Lock Status dropdown menu and a Lock Reason text field. At the bottom of the form are three buttons: Save, Search, and Reset.

ID	Last Name	First Name	MI
E00464027	Duck	Donald	

Home Phone	Work Phone	Ext	Email

Administrator Type	Admin Effective Date	Admin Expiration Date
Members	08-20-2025	

User Name	Password	Confirm Password
donald		

Security Question 1	Security Answer 1	Security Question 2	Security Answer 2
What city were you born in?	Salem	What is your birth month?	August

Lock Status	Lock Reason

SaveSearchReset

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:

Administrators/Members			
ID	Last Name	First Name	MI
E00464027	Duck	Donald	
Home Phone		Work Phone	Ext
Email			
Administrator Type	Admin Effective Date	Admin Expiration Date	
Members	08-20-2025		
User Name: donald			
Password			
Confirm Password			
Security Question 1	What city were you born in?		
Security Answer 1	Salem		
Security Question 2	What is your birth month?		
Security Answer 2	August		
Lock Status	Locked		
Lock Reason	Exceeded the maximum number of invalid login 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.

Administrators/Members			
Record Saved Successfully			
ID	Last Name	First Name	MI
E00464027	Duck	Donald	
Home Phone		Work Phone	Ext
Email			
Administrator Type	Admin Effective Date	Admin Expiration Date	
Members	08-20-2025		
User Name: donald			
Password			
Confirm Password			
Security Question 1	What city were you born in?		
Security Answer 1	Salem		
Security Question 2	What is your birth month?		
Security Answer 2	August		
Lock Status	Unlocked		
Lock Reason			

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

Note:

- The old Password is the temporary or your current password.
- Create a 10 to 64 character password.
- Password must contain at least one character from each of these categories
 - Uppercase letter
 - Lowercase letter
 - At least one number
 - Special character ~ ! @ # \$ ^ & () [] { } ; : , + < > \ ? | / . ` - _
- Your User Name and Password cannot be the same.
- Re-enter your Password to confirm it.
- Select Save and Continue to access your record.

If you have any difficulties completing this process, please contact your Employer.

***This Password had been used previously. Please choose a new Password.**

■ 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

***Your Password has been updated successfully.**

Hello Donald. What would you like to do today?

☐ Enroll for benefits, Opt Out or Waive during Open Enrollment

☐ View my current benefit selections

To exit this application at any time, select Log Out at the top of the screen.