

1. Overview

In this tutorial, we will provide instructions on how to perform the following Online EDS System functions:

- Log into with the account you created when you registered.
- Retrieve forgotten user ID.
- Retrieve forgotten password.
- Resolve Log In errors.

1.1 Log In

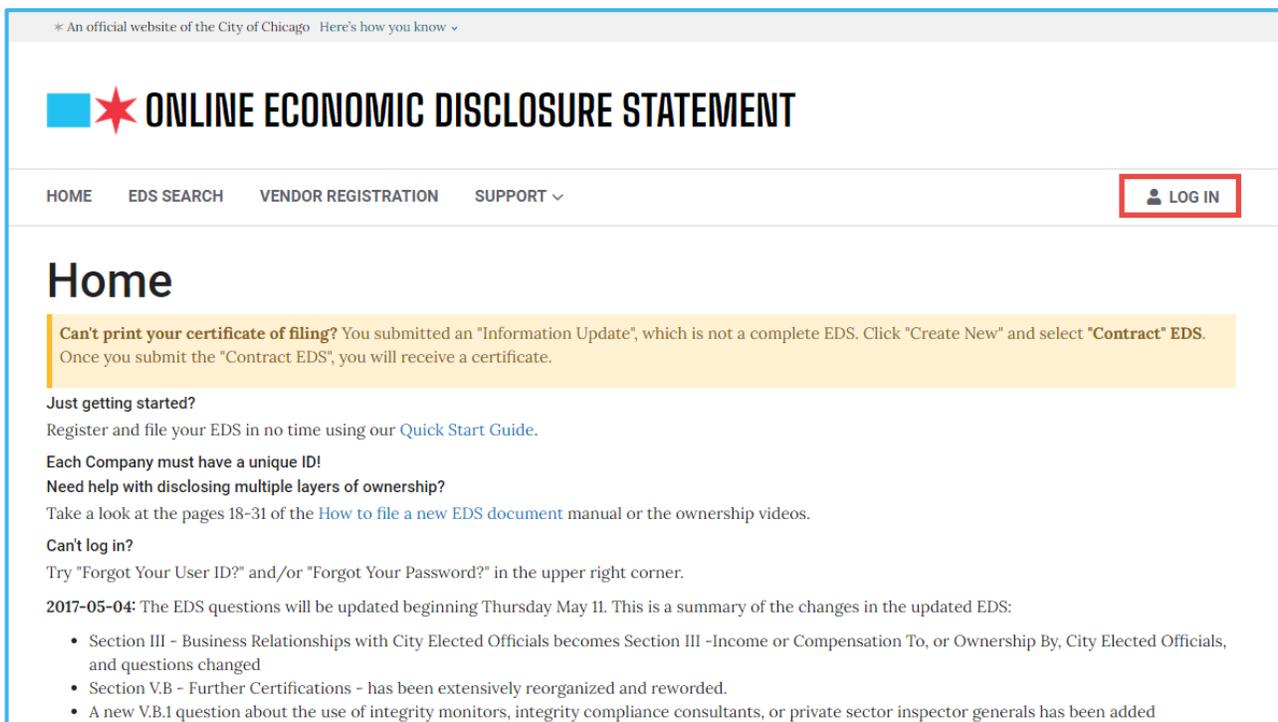


Figure 1: Log In link on unauthenticated Home screen

To log into the Online EDS system with the user id and password created during the registration process, follow these steps:

1. Click on "Log In" link located at the right upper corner of the unauthenticated "Home" screen -see Figure 1.

NOTE: You may set up your City of Chicago account via the Vendor Registration menu item on the Online EDS system. (Refer to the Vendor Registration tutorial for instructions as needed.)

2. Provide your user id and password on the Log In screen and click the "Log In" button -see A in Figure 2.
3. After successfully log in, the authenticated "Home" screen is displayed -see Figure 3.

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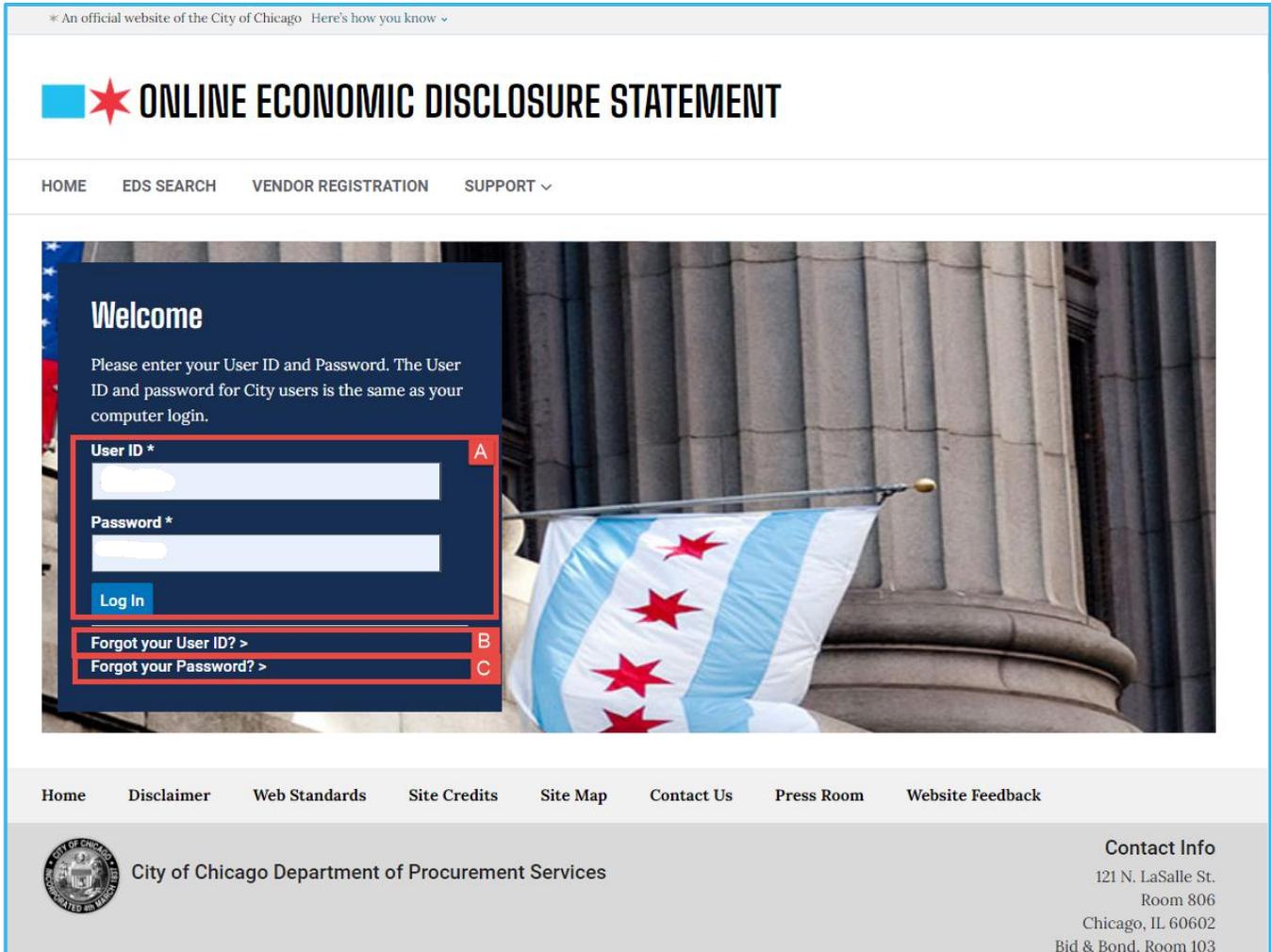


Figure 2: Log In screen

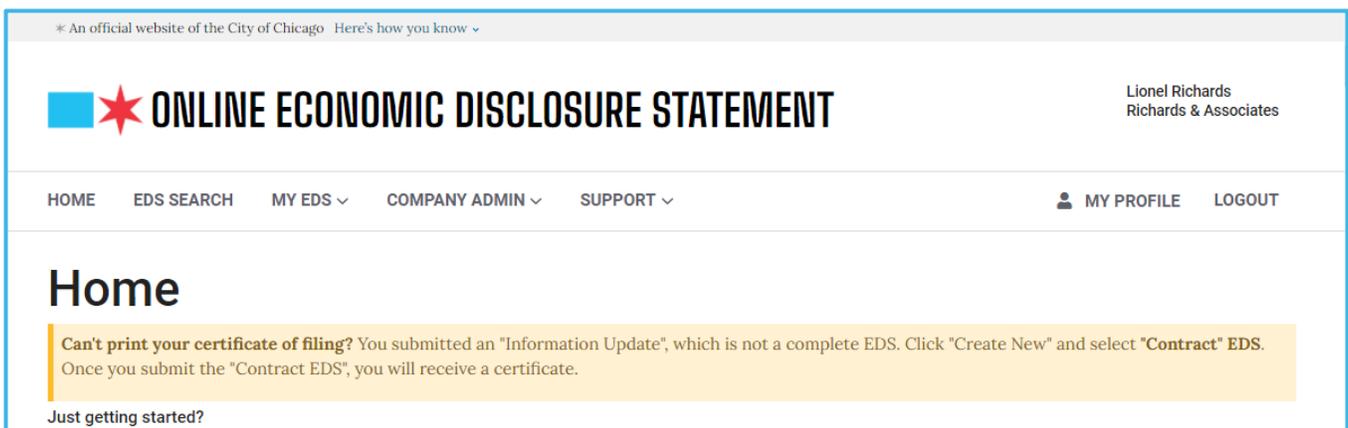


Figure 3: Home screen

1.2 Retrieve forgotten user ID

If you forget your user ID, you may have it sent to your email. Follow these steps to obtain your user ID:

1. Click the "Forgot your User ID?" link on the Log In screen -see B in Figure 2.
2. Enter your Email address as stored in your profile.

If your email address has changed, contact the Online EDS Help Desk at customersupport@cityofchicago.org or call 312-744-HELP to change your email address and have the password sent to your new email address.

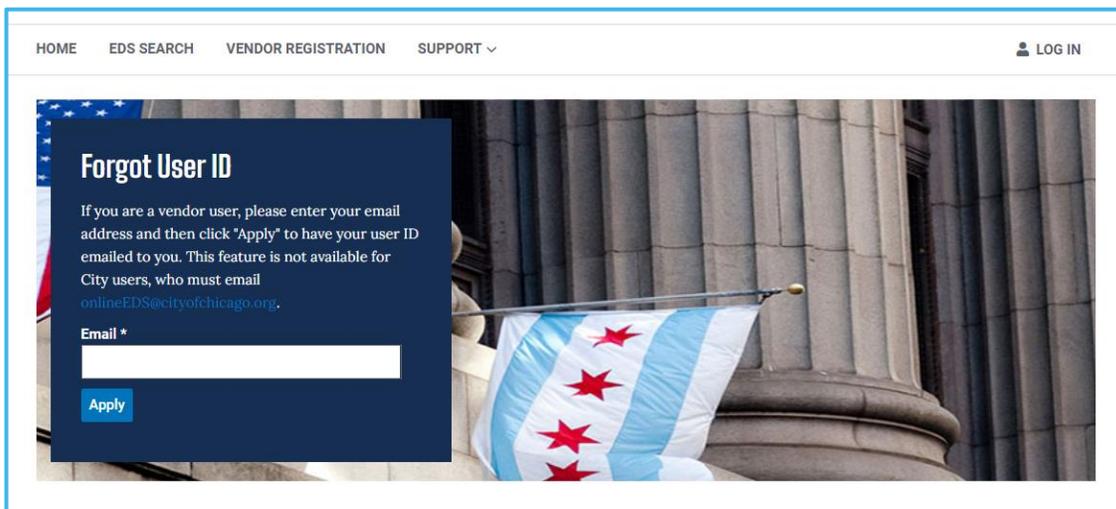


Figure 4: Forgot User ID screen

3. If the Email address you entered is correct, then you will be taken to the "Forgot User ID" screen where a "Your user ID has been emailed to the address you provided. If you do not receive it within 10 minutes, please check your spam filter. If you need assistance, please e-mail customersupport@cityofchicago.org." message will be displayed.

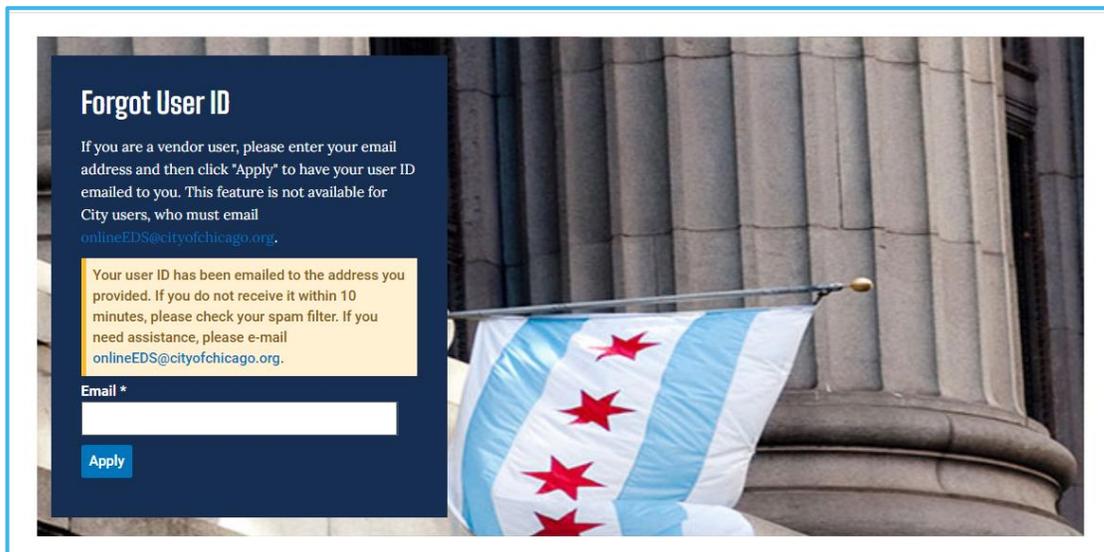


Figure 5: Forgot User ID screen with confirmation

4. Check your email for your User(s) ID.

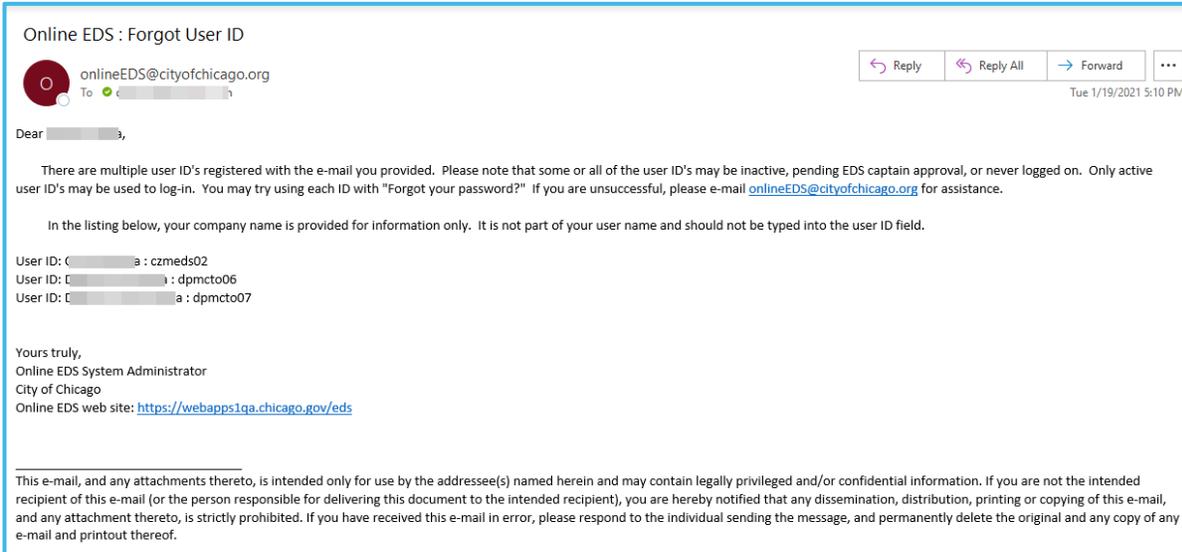


Figure 6: Forgot User ID email

1.3 Retrieve forgotten password

If you forget your password, you may have a new password sent to your email. Follow these steps to obtain a new temporary password:

1. Click the "Forgot your Password?" link on the Log In screen -see C in Figure 2.
2. Enter your User id and the Email address stored in your profile.

If your email address has changed, call the DPS System Administrator at (312) 744-4900 to have the password sent to your new email address.

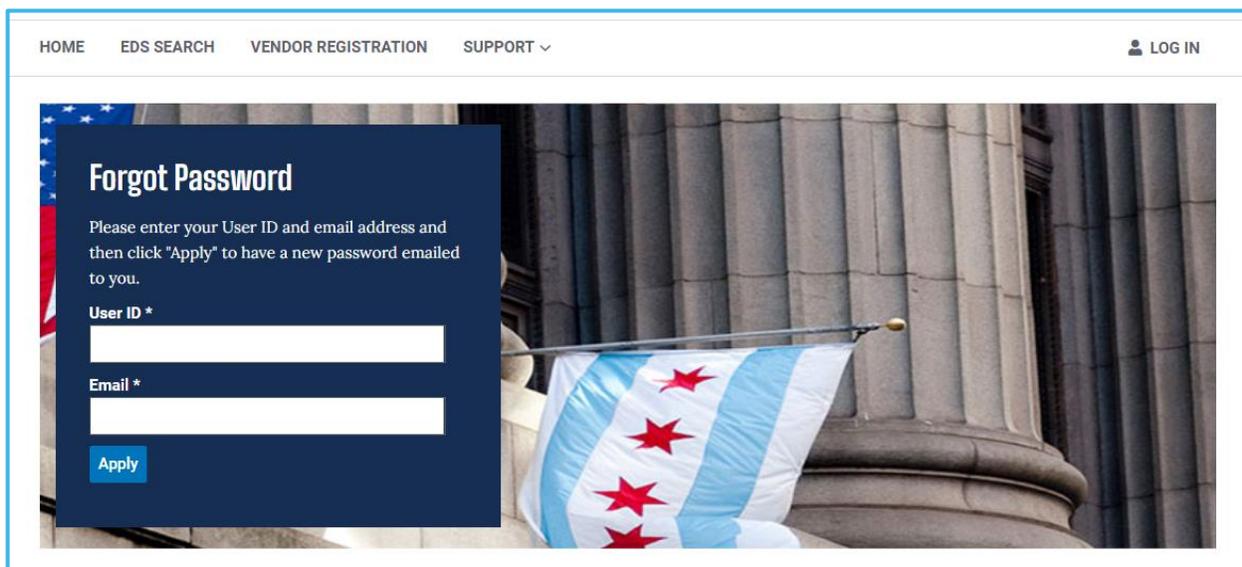


Figure 7: Forgot Password screen

3. If the User id and Email address you entered is correct, then you will be taken to the “Log In” screen where a “Your request to reset the password has been accepted. An email will be sent to your email address shortly. Please check your email and access the application with the new password.” message will be displayed.

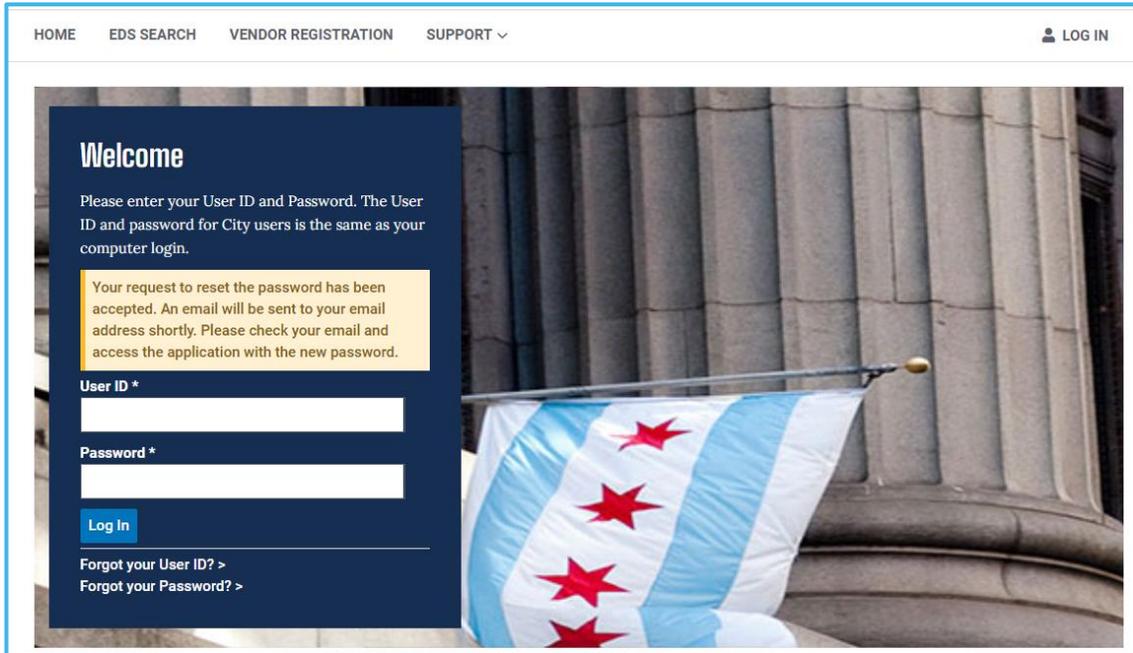


Figure 8: Log In screen

4. Check your email for your new temporary password. Emails will come from noreply@cityofchicago.org. You may need to check spam filter.

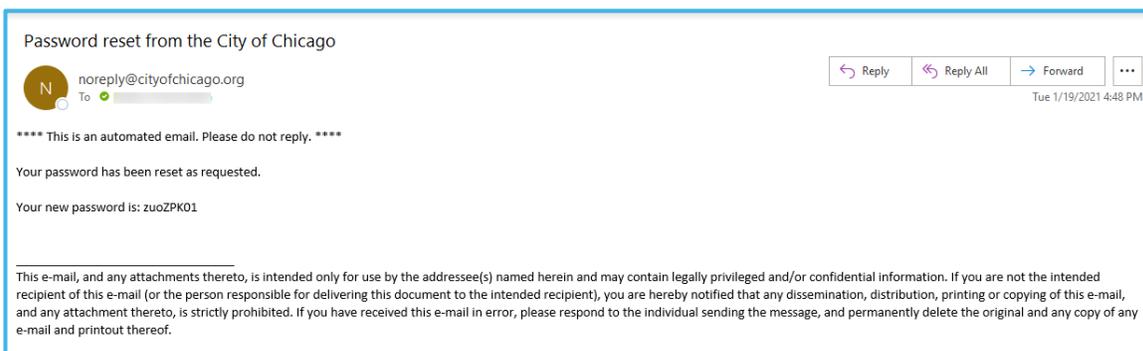


Figure 9: Forgotten Password Email

5. Log into the system using your User ID and temporary password in the email you received. You will be prompted to reset your temporary password. Click the “Apply” button to complete the process. Password requirements:
 - o Must be at least 8 characters long
 - o Must contain at least 1 lowercase letter

- Must contain at least 1 uppercase letter
- Must not be the user ID or too similar to the user ID
- Must contain a number OR any of the following special characters: ! @ # \$ % ^ _ & - ~
- Must not contain any of the following special characters: () < > , ; : " / ' = *

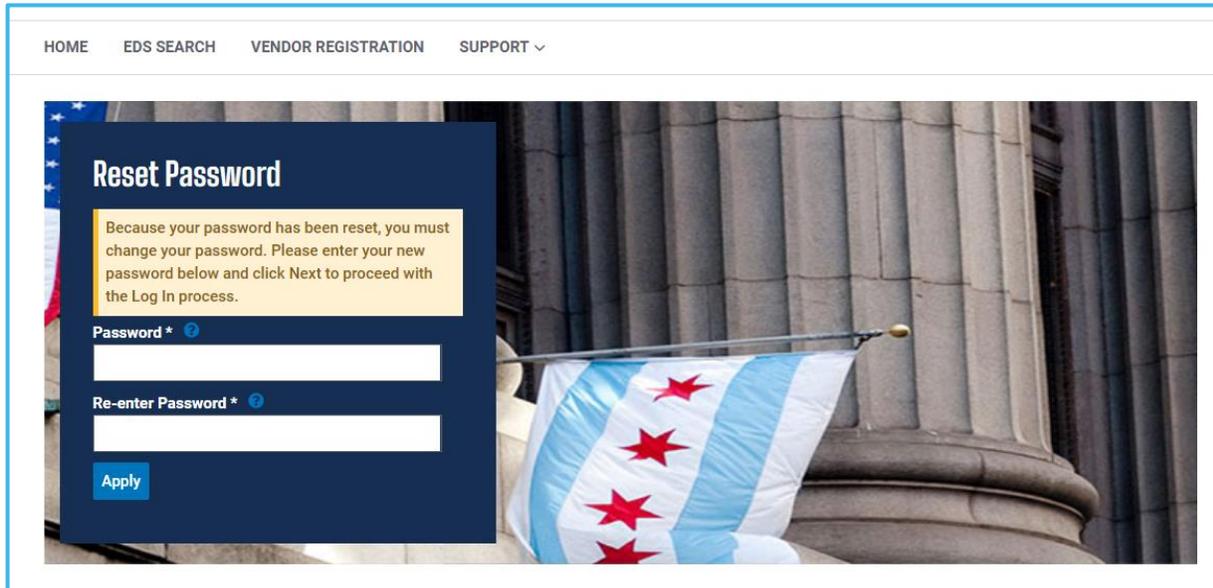


Figure 10: Reset Password screen

6. After successfully log in, Home screen is displayed -see Figure 3.

1.4 Resolve Log In Errors

In addition to the suggested resolutions for each error condition, you may contact the Online EDS Help Desk at customersupport@cityofchicago.org or 312-744-HELP, Monday – Friday, 8:30 a.m. – 4:30 p.m.

- A. **Error Message:** "Invalid User ID/Password combination."

Suggested resolution:

- Use the "Forgot your Password" option to request a new password, which will be emailed to you within minutes.

- B. **Error Message:** "This User ID is not authorized to use the Online EDS System. Please click on Vendor Registration to register to use the Online EDS System. Answer "no" to "Is this an existing City of Chicago user ID?" and enter your existing user ID and password when prompted."

Suggested resolution:

- Verify that you typed your user id correctly.
- If you do not have City of Chicago account registered to Online EDS, then click the "Vendor Registration" menu item or the "Not Registered yet?" link to setup an account. (Refer to the Vendor Registration tutorial for instructions as needed.)

C. Error Message: "Inactive users cannot Log In"

Suggested resolution:

- Contact your EDS Captain(s) for further assistance.
- If you are the EDS Captain, you may be trying to register when you already have an account. Click "Forgot Your User ID" to have your user ID emailed to you.