# 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 <u>Log In</u>

∗ An official website of the City of Chicago Here's how you know ↓
HOME EDS SEARCH VENDOR REGISTRATION SUPPORT ~
Home
Can't print your certificate of filing? You submitted an "Information Update", which is not a complete EDS. Click "Create New" and select "Contract" EDS. Once you submit the "Contract EDS", you will receive a certificate.
Just getting started?
Register and file your EDS in no time using our Quick Start Guide.
Each Company must have a unique ID!
Need help with disclosing multiple layers of ownership?
Take a look at the pages 18-31 of the How to file a new EDS document manual or the ownership videos.
Can't log in?
Try "Forgot Your User ID?" and/or "Forgot Your Password?" in the upper right corner.
2017-05-04: The EDS questions will be updated beginning Thursday May 11. This is a summary of the changes in the updated EDS:
<ul> <li>Section III - Business Relationships with City Elected Officials becomes Section III -Income or Compensation To, or Ownership By, City Elected Officials, and questions changed</li> </ul>
Section V.B - Further Certifications - has been extensively reorganized and reworded.
<ul> <li>A new v.B.1 question about the use of integrity monitors, integrity compliance consultants, or private sector inspector generals has been added</li> </ul>

### 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.

<u>NOTE</u>: 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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$\blacksquare$ ONLINE ECONOMIC DISCLOSURE STATEMENT	Lionel Richards Richards & Associates	
HOME EDS SEARCH MY EDS $\sim$ Company admin $\sim$ Support $\sim$	MY PROFILE LOGOUT	
Home		
Can't print your certificate of filing? You submitted an "Information Update", which is not a complete EDS. Click "Create Once you submit the "Contract EDS", you will receive a certificate.	New" and select "Contract" EDS.	
Just getting started?		



# 1.2 <u>Retrieve forgotten user ID</u>

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 <u>customersupport@cityofchicago.org</u> 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 <u>Retrieve forgotten password</u>

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 <u>noreply@cityofchicago.org</u>. You may need to check spam filter.

Password reset from the City of Chicago				
Noreply@cityofchicago.org	← Reply	≪	→ Forward Tue 1/19/2021 4	••• 1:48 PM
***** This is an automated email. Please do not reply. ****				
Your password has been reset as requested.				
Your new password is: zuoZPK01				
This e-mail, and any attachments thereto, is intended only for use by the addressee(s) named herein and may contain legally privileged and/or cor recipient of this e-mail (or the person responsible for delivering this document to the intended recipient), you are hereby notified that any dissem and any attachment thereto, is strictly prohibited. If you have received this e-mail in error, please respond to the individual sending the message, e-mail and printout thereof.	nfidential inforr ination, distribu and permanent	nation. If you are ition, printing or c ly delete the origi	not the intended copying of this e-m nal and any copy o	iail, of any

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:
  - Must be at least 8 characters long
  - o Must contain at least 1 lowercase letter

- o Must contain at least 1 uppercase letter
- o 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 <u>Resolve Log In Errors</u>

In addition to the suggested resolutions for each error condition, you may contact the Online EDS Help Desk at <u>customersupport@cityofchicago.org</u> 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.