A Bright Idea for State Government

Edison Portal Fundamentals

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Edison Portal Fundamentals

What is **Edison**?

To put it simply, **Edison** is the State of Tennessee's Enterprise Resource Planning (ERP) system. ERP systems use an integrated software package to perform administrative business functions, such as financials and accounting, procurement, payroll, benefits, and personnel administration.

The *Edison Portal Fundamentals* course was developed for users to become more familiar with navigating in Edison. It will also demonstrate how to locate additional resource information within the Edison Portal.

This course will not cover Employee Self-Service such as time entry, viewing a paycheck, updating or mailing address.
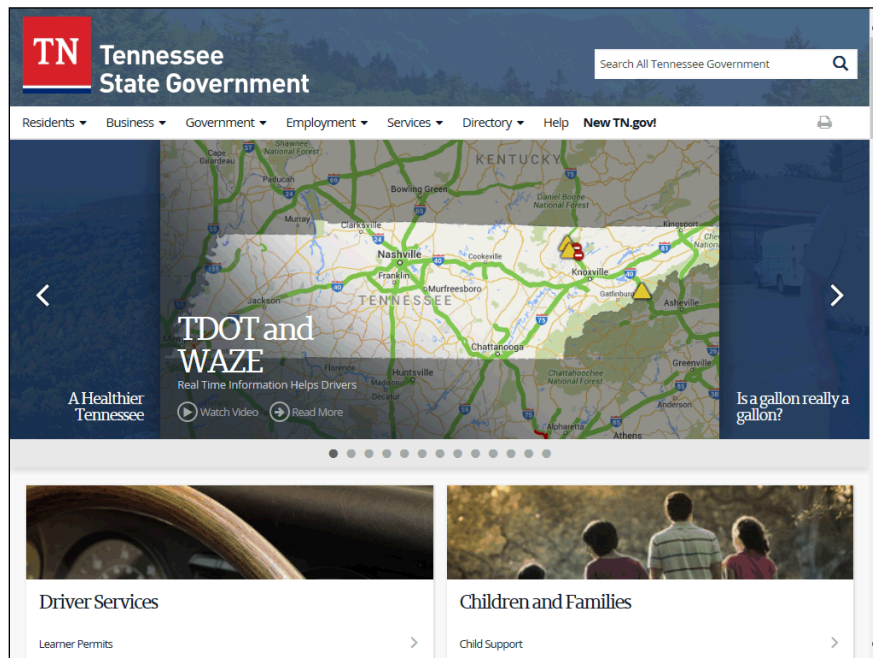
Navigating to Edison

Edison can be accessed through the Internet, which means you can log into Edison anywhere you have the Internet.

There are many options to navigate to the **Edison** login screen. You also have the ability to type in the **Edison** URL into your web browers address bar. The **Edison** URL is: www.edison.tn.gov.

Procedure

In this topic, you will learn to navigate to the Edison Portal. You will also learn how to save the Edison Portal web page as a Favorite and create a Desktop Shortcut.
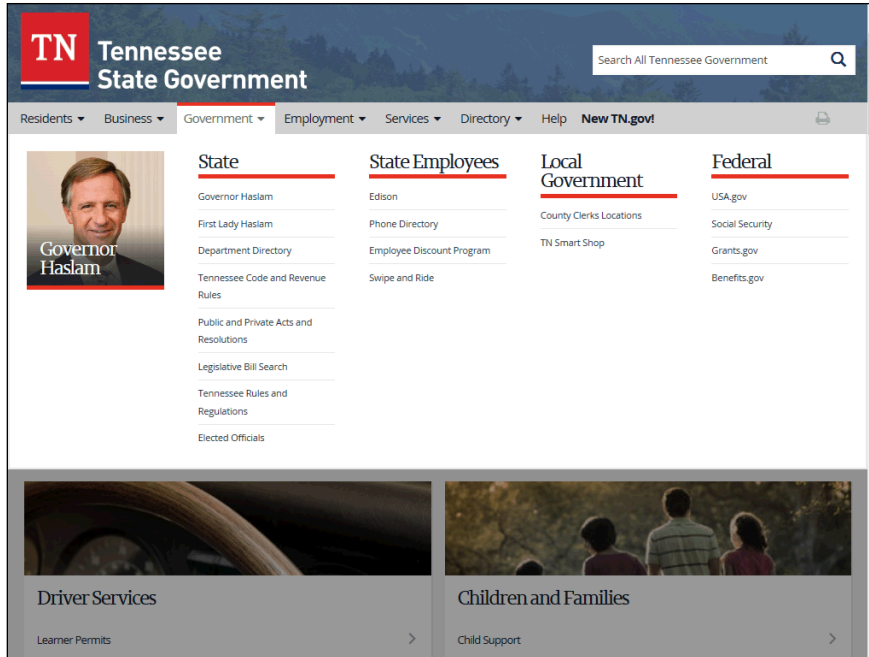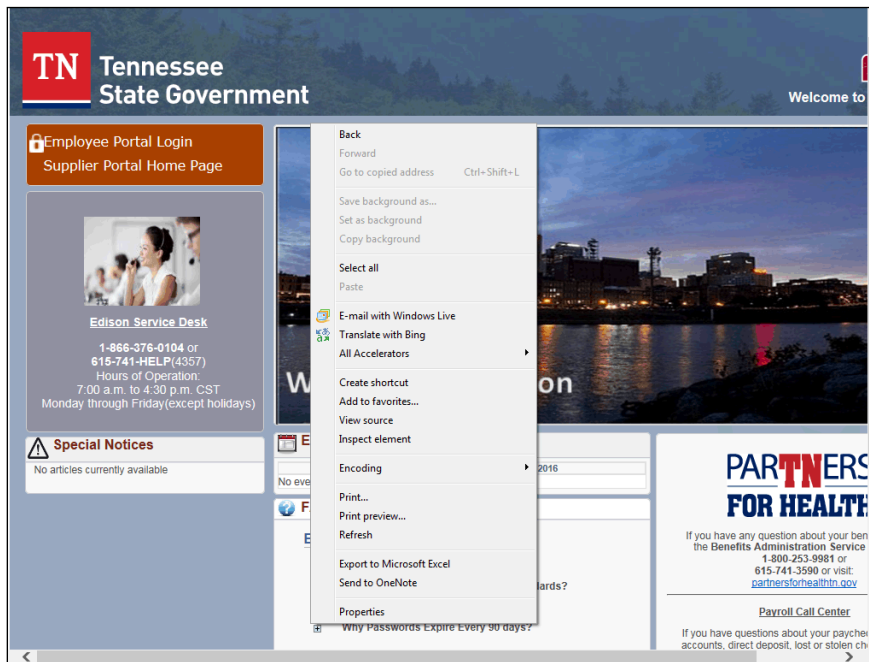
Step	Action
1.	To navigate to Edison, we will begin at the State of Tennessee's website. Hover your mouse over the **Government tab**. **Note:** When you open your Internet Browser, if you are not taken to this page (TN.gov), navigate here.

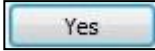| Step	Action
2.	Below the State Employees title, click the **Edison** link. Edison

Step	Action
3.	You have now successfully navigated to the Edison Portal. You would normally click the "Employee Portal Login" link in the top left of the screen and enter your Edison User ID and password to log in. **Note:** This will be discussed further in the next lesson, "**Logging into Edison for the First Time**".
4.	Instead of taking these steps to access the Edison Portal each time you log in, you can set the Edison Portal as a favorite or create a Desktop shortcut to this page. First, we will create the Desktop shortcut and then save this page to Favorites.

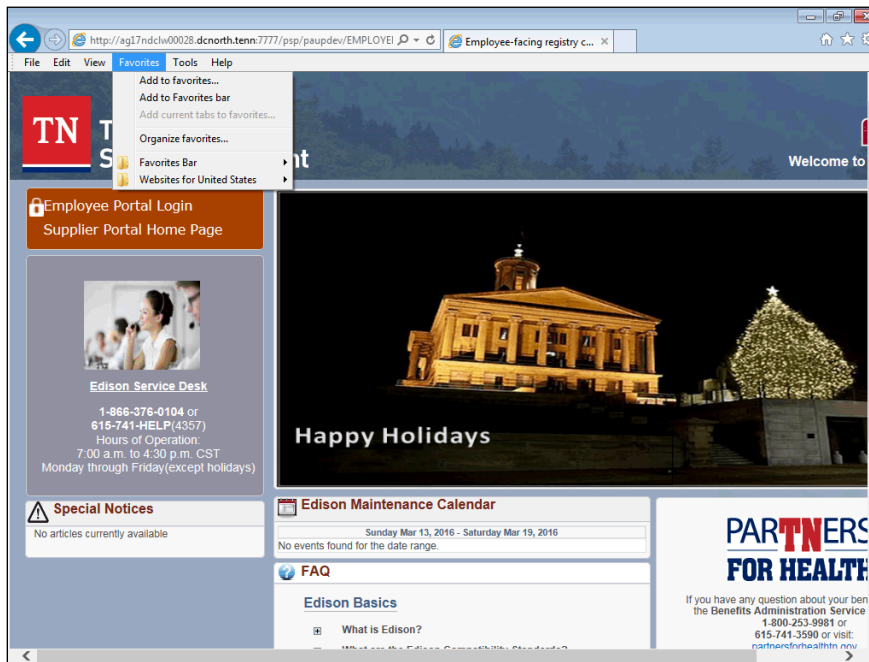| Step	Action
5.	In any blank white portion of this page, right click your mouse. This menu will appear after you right click. Select the **Create Shortcut** item in this menu. Create shortcut

Step	Action
6.	An Internet Explorer message will pop-up asking if you would like to add this website as a shortcut.

Click the **Yes** button to confirm you do want to add this shortcut. |
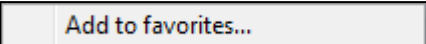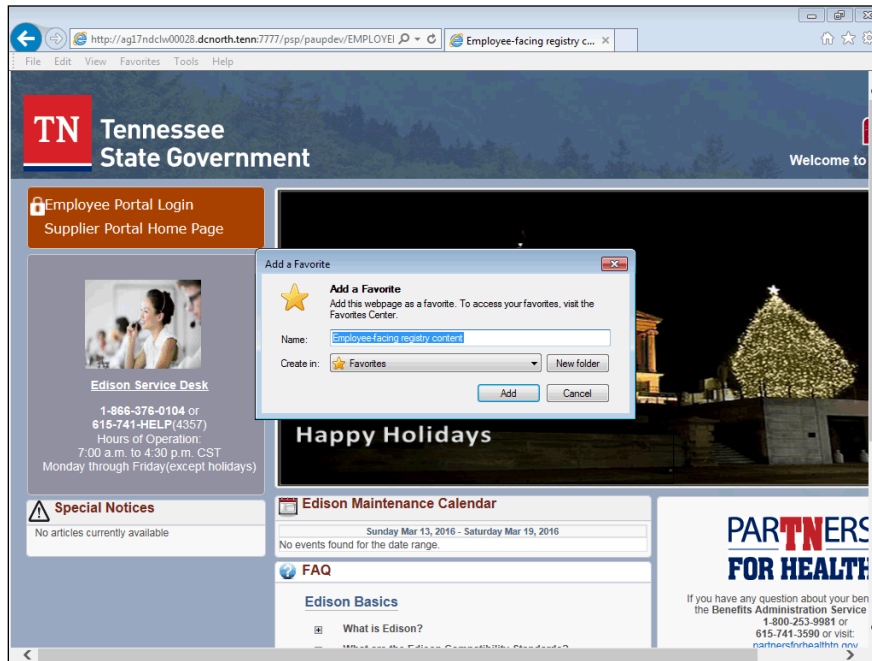| 7. | Now, the Desktop Shortcut has been created, so next let's add the Edison Portal to your favorites. |
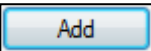
Step	Action
8.	Click the **Favorites** menu.
	If you do not see the Menu Toolbar, press the **'Alt'** key on your keyboard.

Step	Action
9.	Click the **Add to favorites...** menu. Add to favorites...

Step	Action
10.	In the Name field, you can create a name for this Favorite. The current name that appears is very long, so you can change it to a shorter name if you would prefer. Press **[Backspace]**.
11.	Enter the desired information into the **Name** field. Enter "**Edison**".
12.	Click the **Add** button. Add
	or Press **[Alt+A]**.

Step	Action
13.	Now, let's use our Desktop Shortcut to open the Edison Portal page. Click the **Close** button.
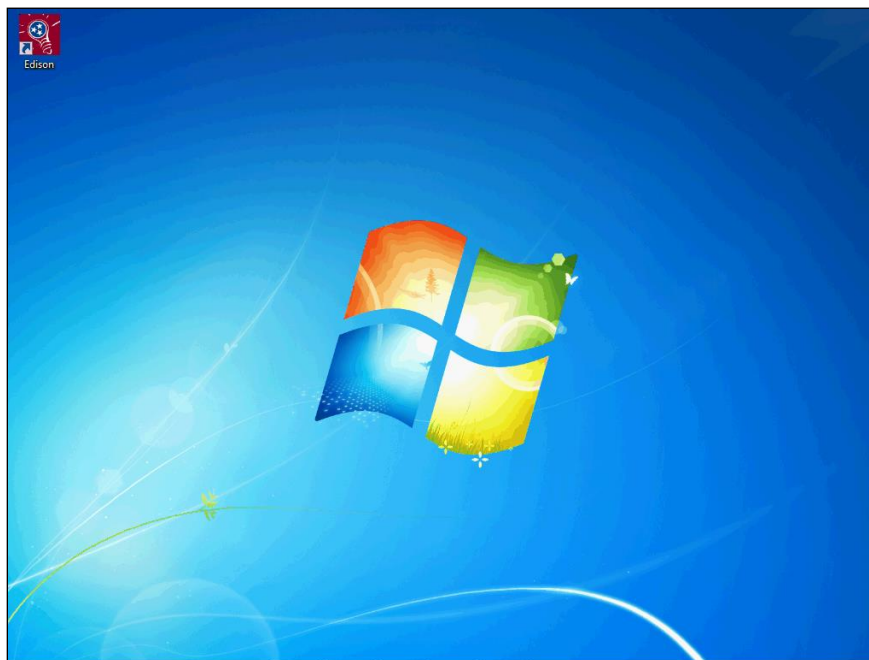
Step	Action
14.	Double-click the **Edison** icon.

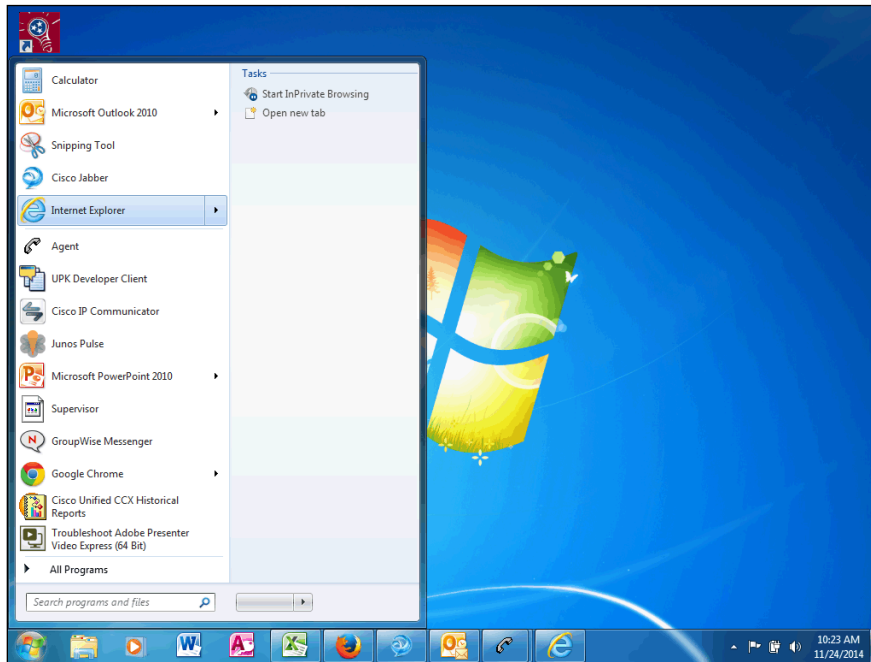| Step	Action
15.	Your Internet Explorer will open and take you directly to the Edison Portal web page. Next, we will use the Favorite to open this page.

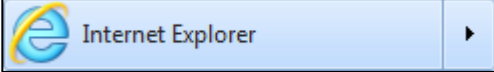| Step	Action
16.	Click the **Close Window** button.
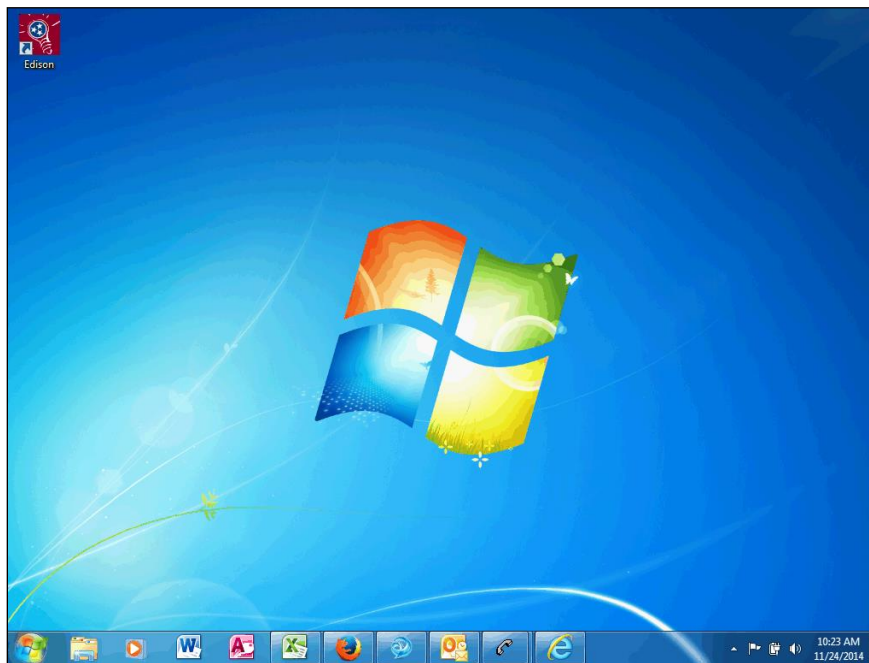
Step	Action
17.	Click the **Start** window.
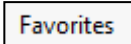
Step	Action
18.	Click the **All Programs** button.
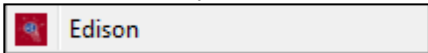
Step	Action
19.	Click the **Internet Explorer** list item.
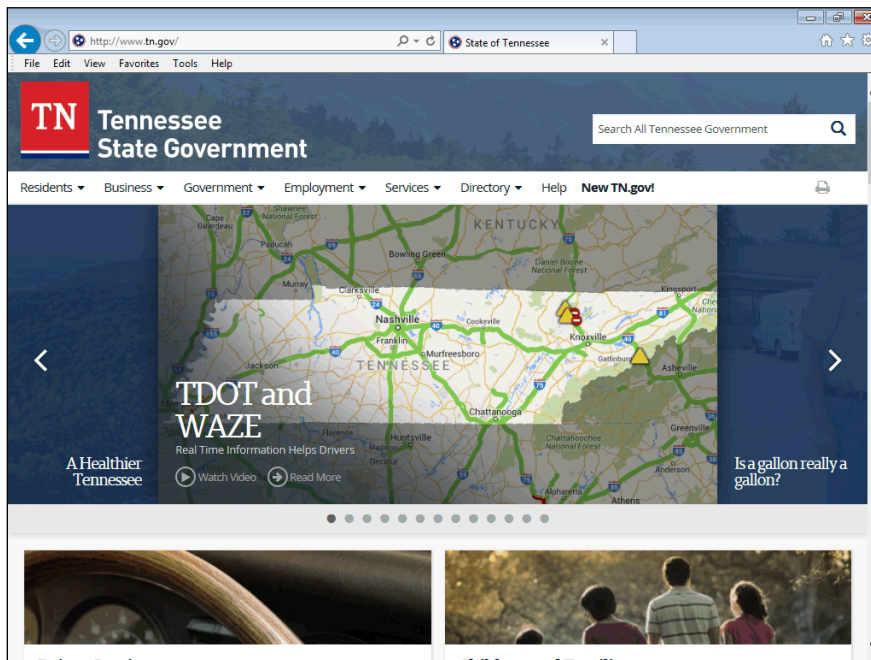
Step	Action
20.	Click the **Favorites** button. Favorites
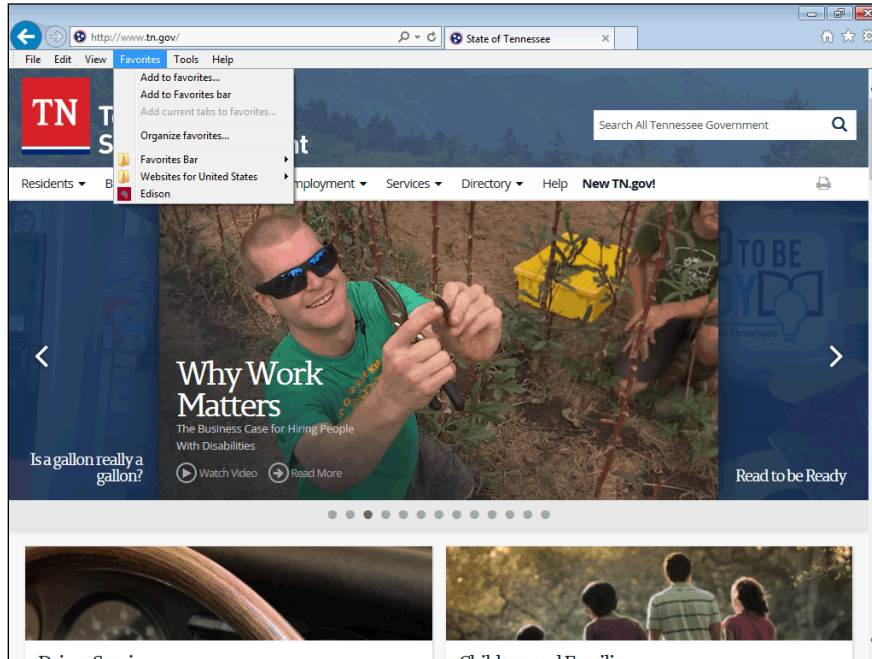
Step	Action
21.	Click **Edison** in your Favorites list. Edison
22.	You have successfully navigated to the Edison Portal. You also created a Desktop Shortcut and a Favorite to open the Edison Portal more easily next time. **End of Procedure.**

Logging into Edison for the First Time

As a new State of Tennessee employee or a new user to the **Edison** system, you will receive a permanent **Edison Access ID (User ID)** and temporary password from your agency's human resources department.

The first time you log into **Edison**, you will be required to change your password, set up a Security Profile and digitally sign a State of Tennessee Acceptable Use Policy.

Procedure

The first time you log into **Edison**, you will need to setup a security profile.
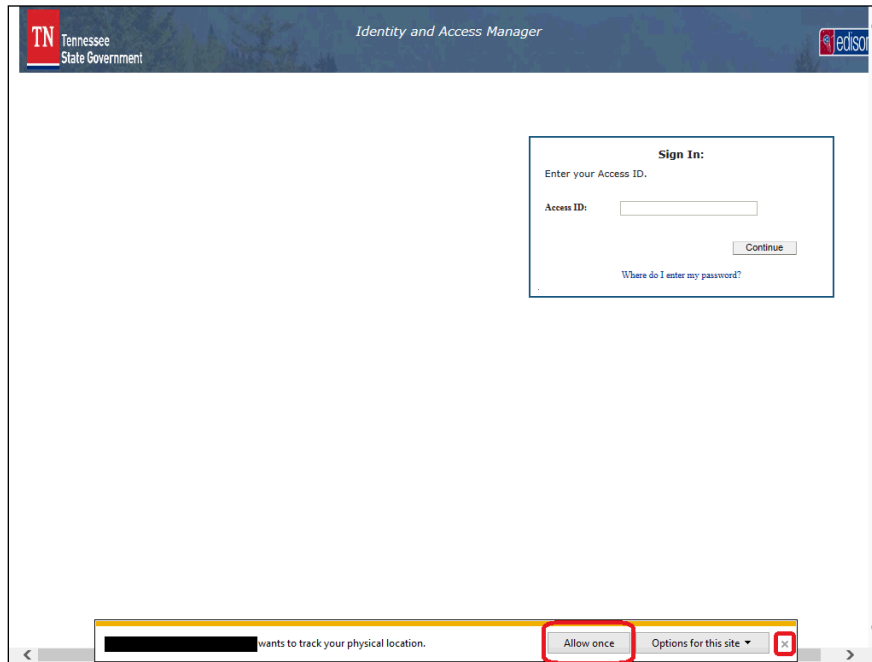
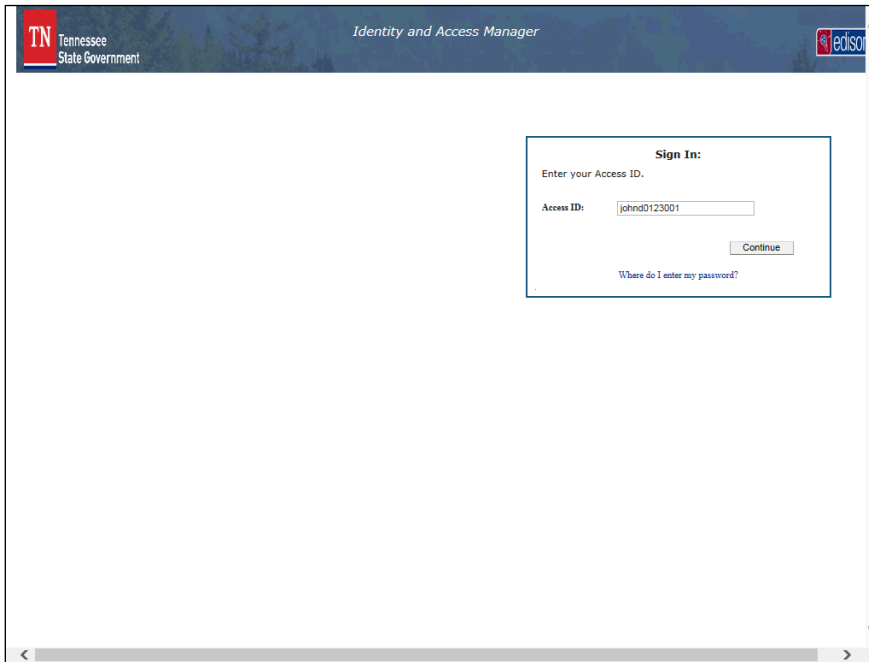In this topic, you will learn the **Identity and Access Login Process**.

Step	Action
1.	To sign into Edison, you will need to go to the Edison Sign In section in the top left of the page.
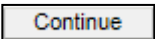
Step	Action
2.	Click the **Employee Portal Login** link.

Step	Action
3.	Upon the initial log in, you will receive a pop-up message. Click **Allow once** or **close** the physical location tracking pop-up.
4.	Enter your **Access ID** and click Continue. Your Access ID is the same as your Edison User ID. Your login information will be provided to you via email or by your agency's Human Resources office. From now on, you will enter your Access ID and password on two separate pages.

Step	Action
5.	Click the **Continue** button.
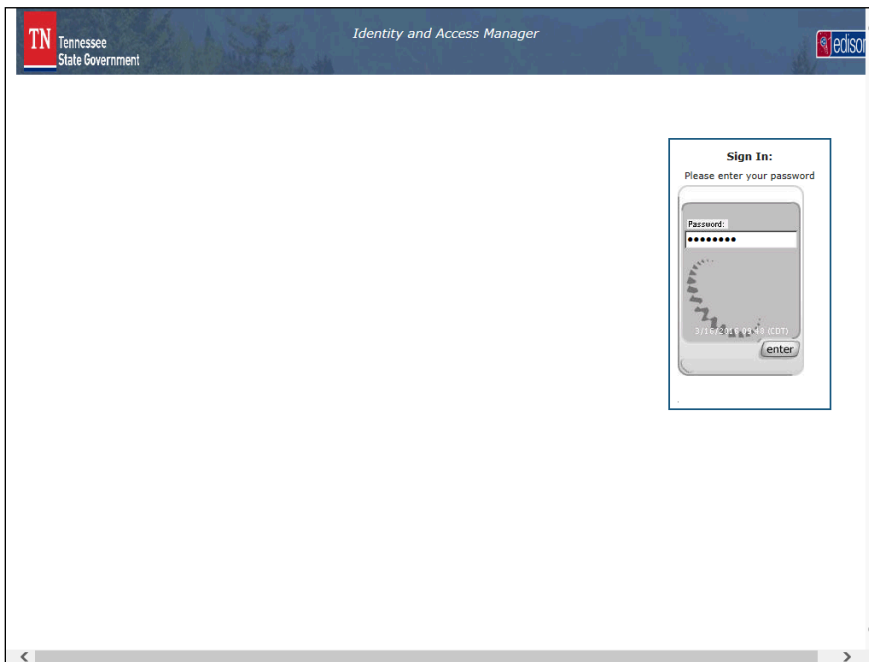
Step	Action
6.	Enter the temporary password. Click the **enter** button to continue. enter
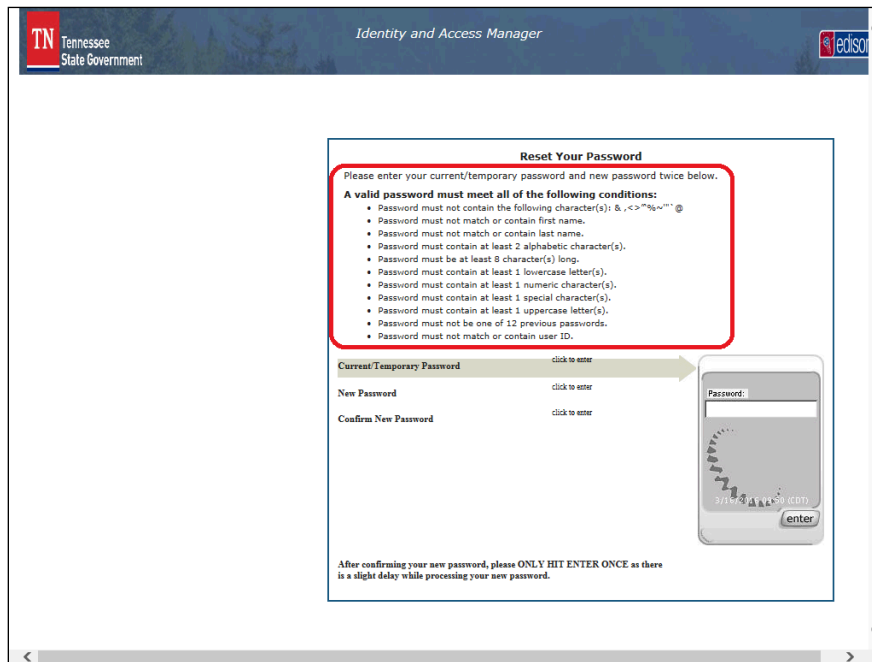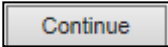
Step	Action
7.	You will need to reset your password with the following conditions:
8.	When the **Current/Temporary Password** is highlighted, click in the **Password** field, enter your temporary password. Click the **enter** link. enter
9.	You will need to click **enter** after each entry. A *Completed* message will appear once you have finished each highlighted option.
10.	When the **New Password** is highlighted, click in the **Password** field, enter your new password. Click the **enter** link. enter

Step	Action
11.	When the **Confirm New Password** is highlighted, click in the **Password** field, re-enter your new password. Click the **enter** link. [enter]

Step	Action
12.	Once you click **enter** for the last time, there may be a slight delay before all fields show completed. ***Only click the enter button three times in total.*** There will also be a spinning wheel at the bottom of the screen that will be active to show that the system is process your password reset.
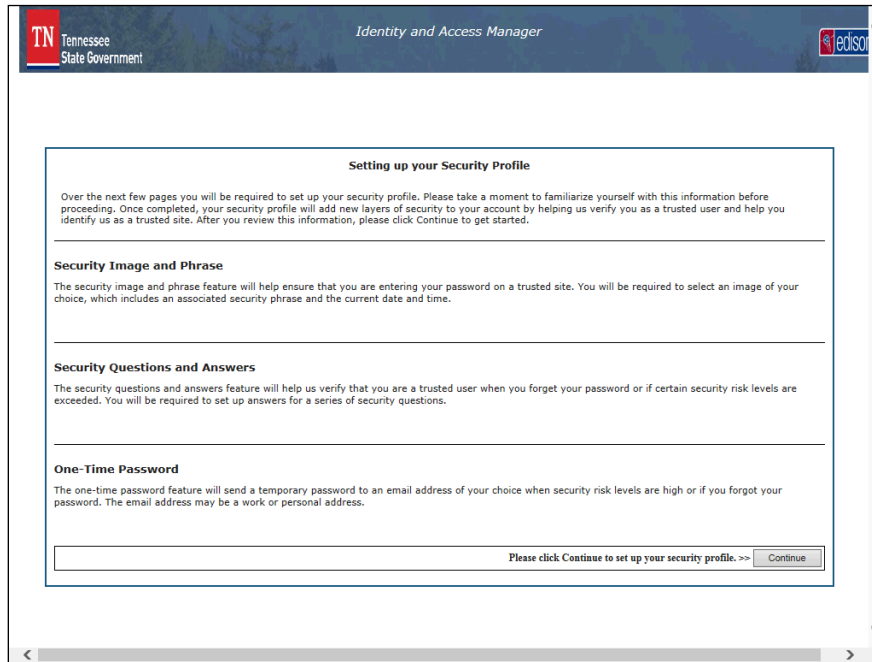
Step	Action
13.	The next page will explain the steps in **Setting up your Security Profile**. Click the **Continue** button. Continue

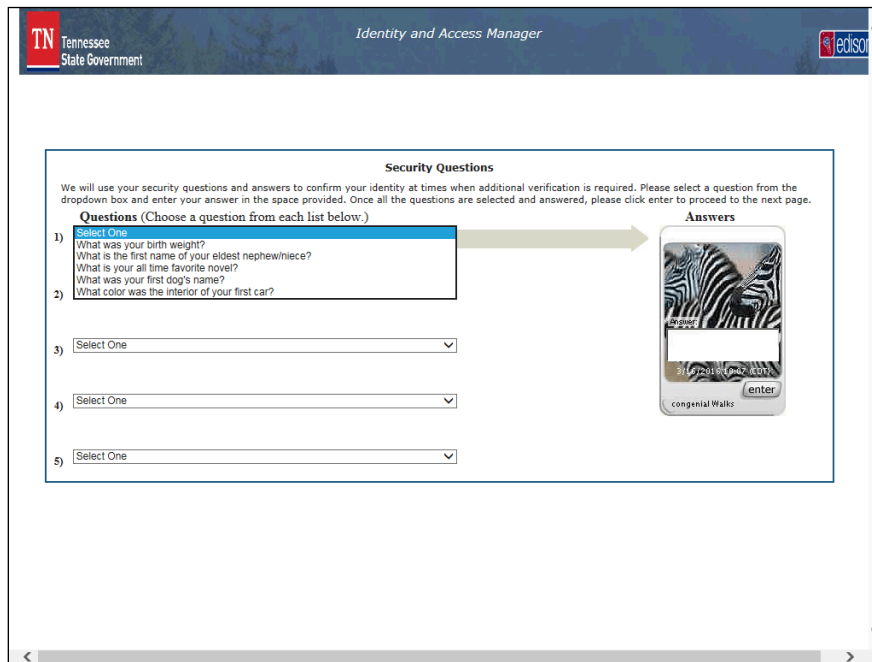| Step	Action
14.	**DO NOT ATTEMPT** to enter your password here. You will **ONLY** be changing your security image and phrase on this screen. Click the **Change your image and phrase** link at the bottom of the page until you have selected your desired combination. **Note:** *1. You cannot go back to an image once you have passed it.* *2. Each phrase is directly tied to the image and cannot be selected separately from the image.* Change your image and phrase
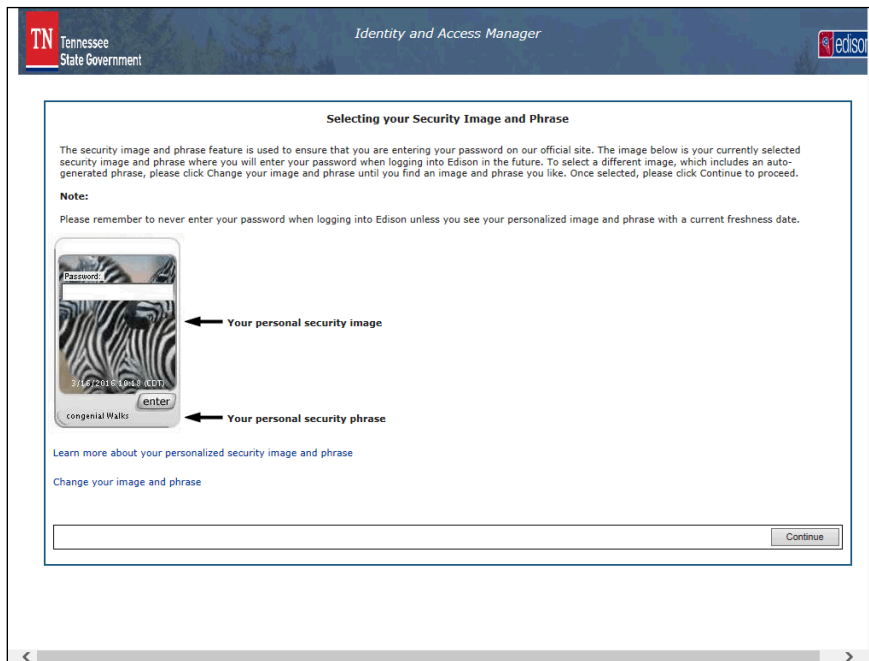
Step	Action
15.	Once you have made your final selection, Click the **Continue** button. Continue

Step	Action
16.	You will need to select and answer all **five security questions** from the list provided. You will enter your answer to each question in the blank section within your security image.
17.	Once you have selected and answered all five security questions, Click the **enter** link. enter

Step	Action
18.	Next, enter your **Email Address**. Check the **Terms & Conditions** box, Then click the **Continue** button.

Step	Action
19.	Read the **Acceptable Use Policy**, be sure to scroll all the way to the bottom to read the entire document.
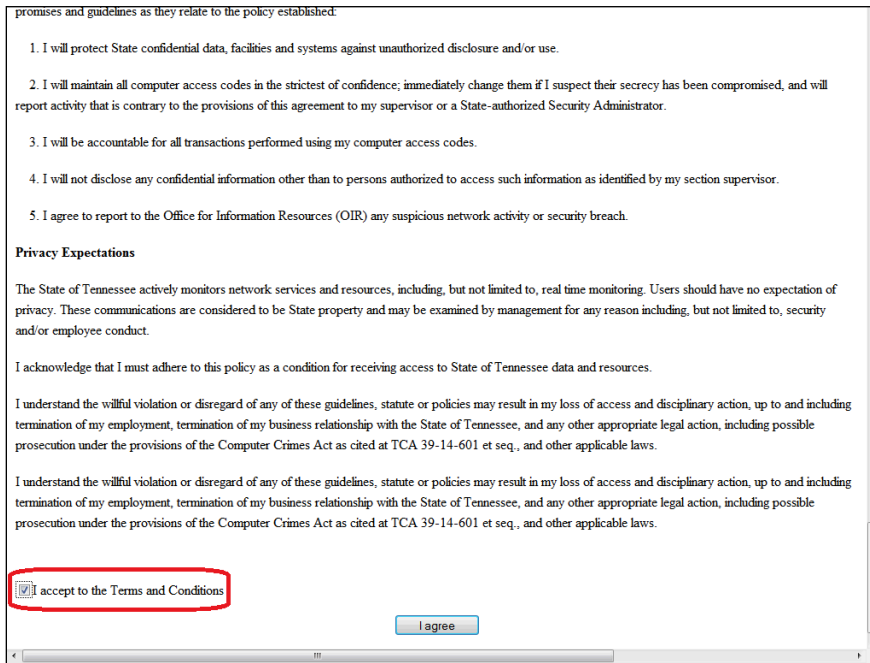
Step	Action
20.	Check the **I accept to the Terms and Conditions** box then, Click the **I agree** button.
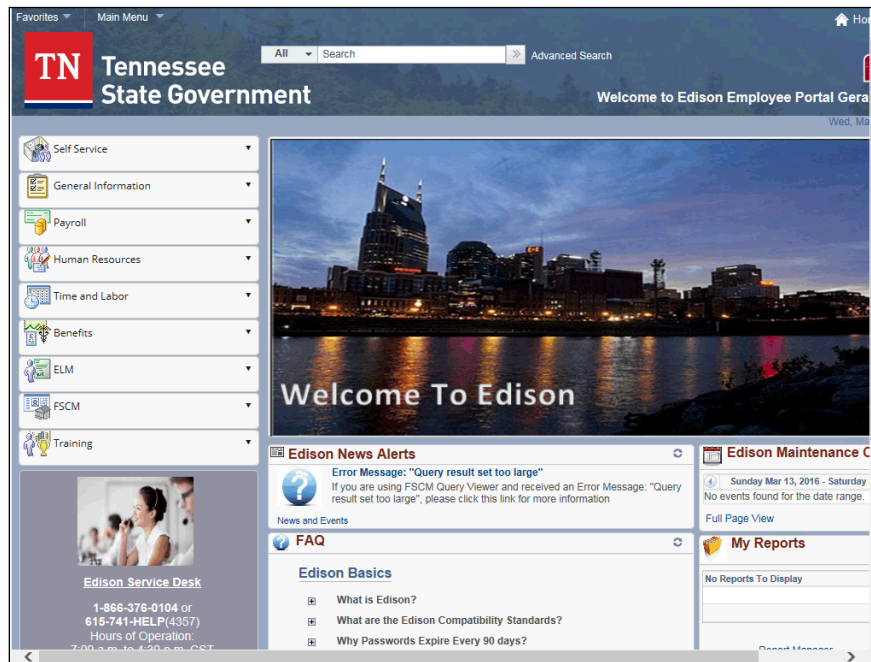
Step	Action
21.	You are now logged into Edison and can proceed with your normal business processes.
22.	Congratulations! You now know the **Identity and Access Login Process**. **End of Procedure.**

Common Login Errors

Edison has several standard error messages that can appear while attempting to log in. Each error message has a distinct meaning. By understanding the meaning of each error, you can determine the cause of the problem when you receive a log in error.

Procedure

As you attempt to log into **Edison**, you may receive an error message.

In this topic, you will learn what the **Common Error Messages** are and what each error indicates. If you know what the error is indicating, you can correct the problem.

Step	Action
1.	In the examples to follow, there will be 3 common login error messages explained: 1. Your Access ID or Password are incorrect. 2. Your account is locked. 3. Your account is disabled.
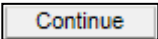
Step	Action
2.	Click the **Employee Portal Login** link to sign in to Edison.
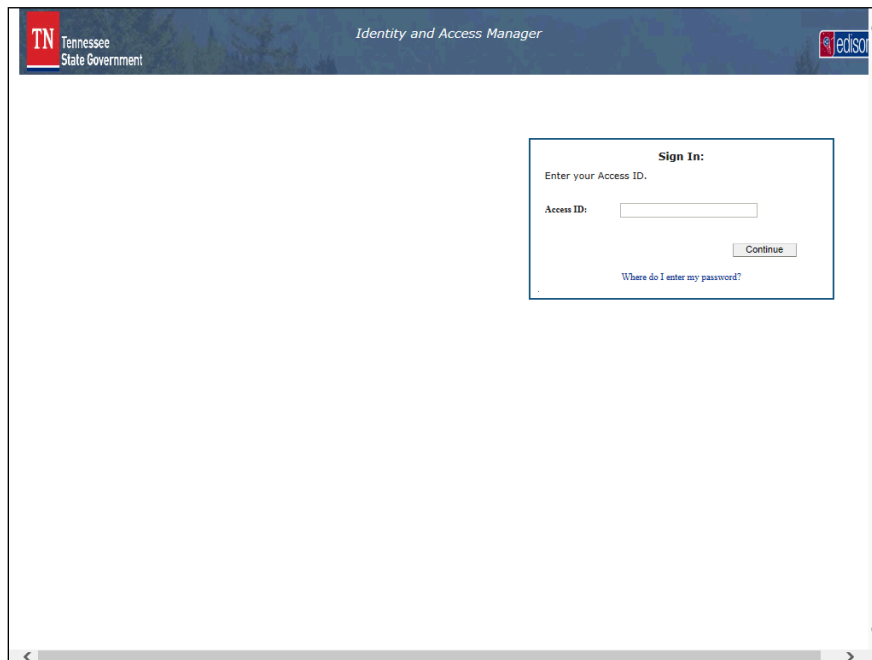
Step	Action
3.	Enter your **Access ID** **Note:** (This is the same as your Edison User ID).
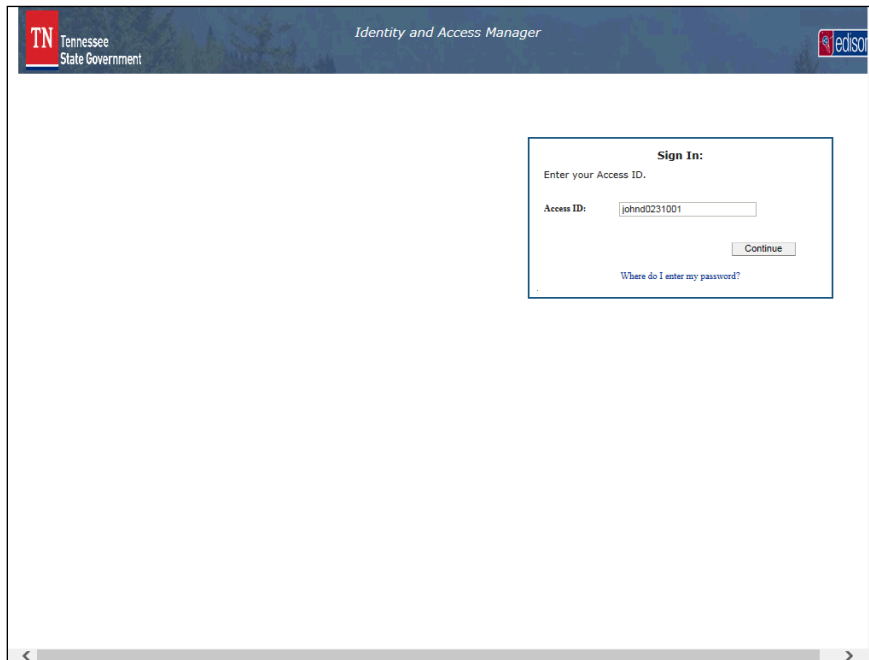
Step	Action
4.	Click the **Continue** button. Continue
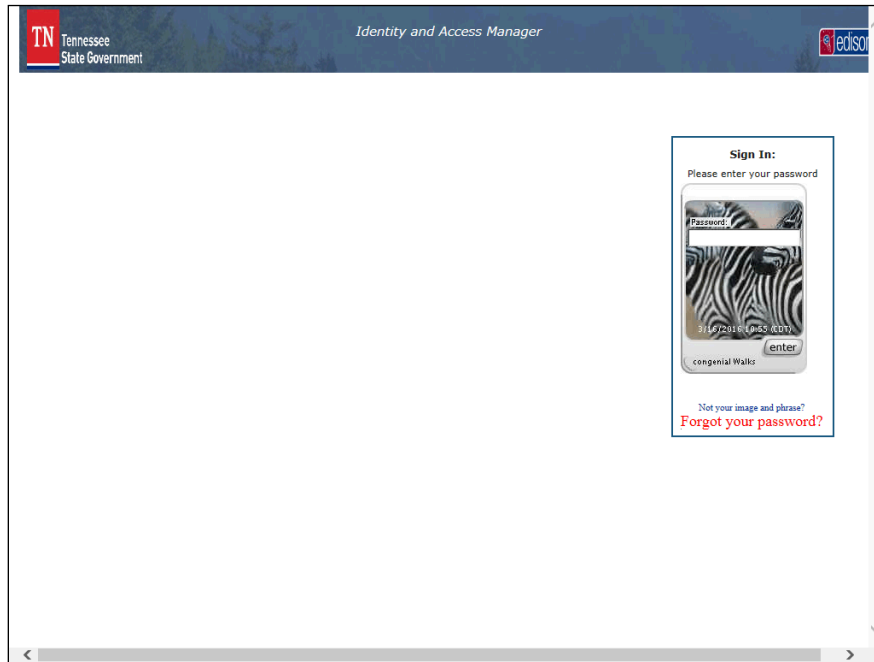
Step	Action
5.	If you have correctly entered your **Access ID**, you will see the security image and phrase that you selected upon initial registration.
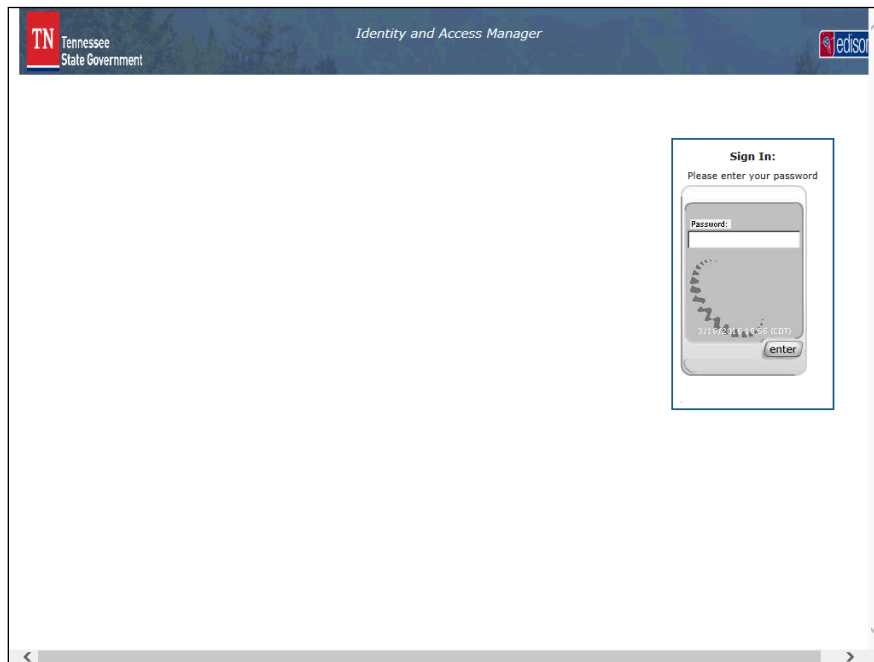
Step	Action
6.	If you have incorrectly entered your **Access ID**, you will receive a default security image with no phrase. **Note:** If you have entered your Access ID incorrectly, and you know what the correct Access ID should be, you will have the opportunity to enter it again after entering your password.
7.	Enter your **Password**.
8.	Click the **enter** button. enter

Step	Action
9.	The error message states: **You have entered an incorrect Access ID or Password**. Remember, if your security image and phrase were displayed when you entered your Access ID, your Access ID is *correct*. Which would mean your password was entered *incorrectly*. If your security image and phrase were not displayed when you entered your Access ID, simply re-enter the correct Access ID and click continue. **Note:** If you have forgotten your **Access ID** (Edison User ID) please contact your agency's central Human Resources office.

Step	Action
10.	If you have entered and invalid Access ID and password combination 5 times, you will receive the following message: **Your account is locked. Please use the Forgot Your Password? link after entering your Access ID to reset your password...** Enter your Access ID and click continue to get the "**Forgot your password**" option. Note: You do not have to wait until 5 unsuccessful attempts to click the **Forgot your password** link. This can be clicked at any time if you have forgotten your password.

Step	Action
11.	You can click "**Forgot your password?**" at the bottom of the security image to reset your password.
12.	Click the **Forgot your password?** link. Forgot your password?
13.	You will be directed to a page where you will enter a One Time Password. An email will be sent to the email address that you entered on your Security Profile when you first logged into Edison and set up your Security Profile. **NOTE: You MUST leave this Edison page active while you retrieve your One Time Password from your email.**
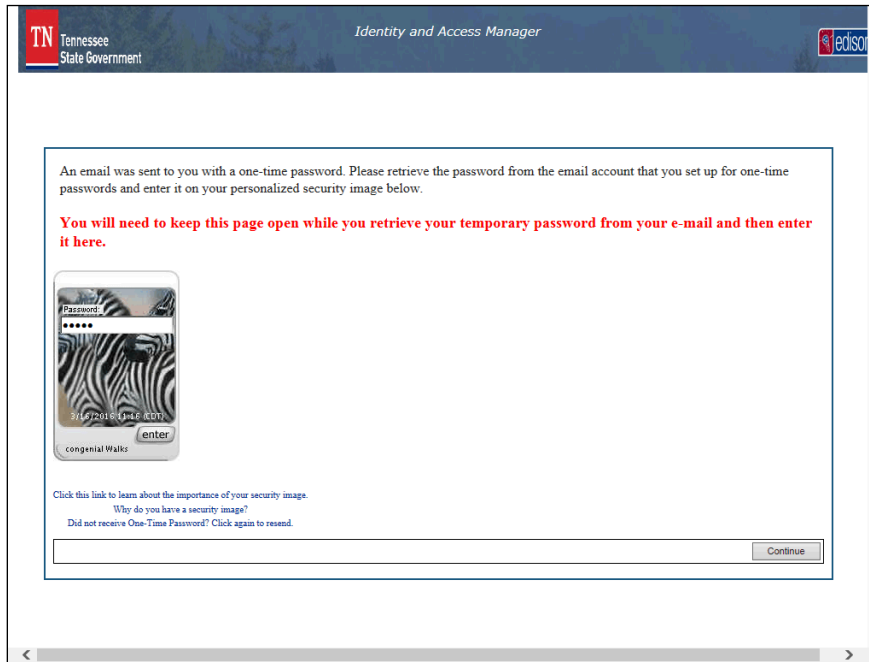
Step	Action
14.	Enter the One Time password and click **Enter.**
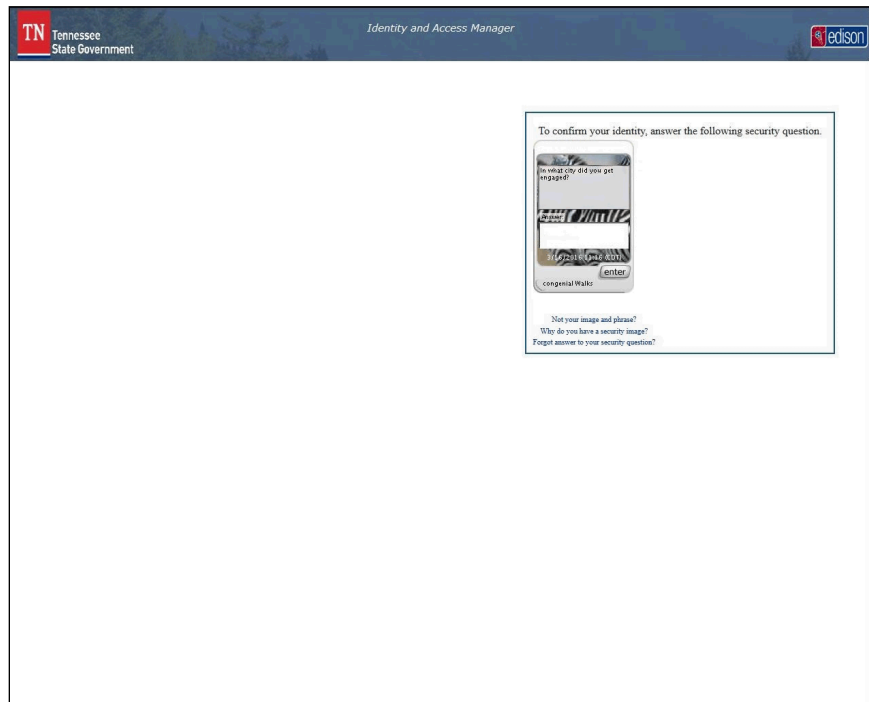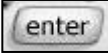
Step	Action
15.	You could be required to answer 1 or more of the 5 security questions that you chose when registering. If you are, type your answer in the space provided.
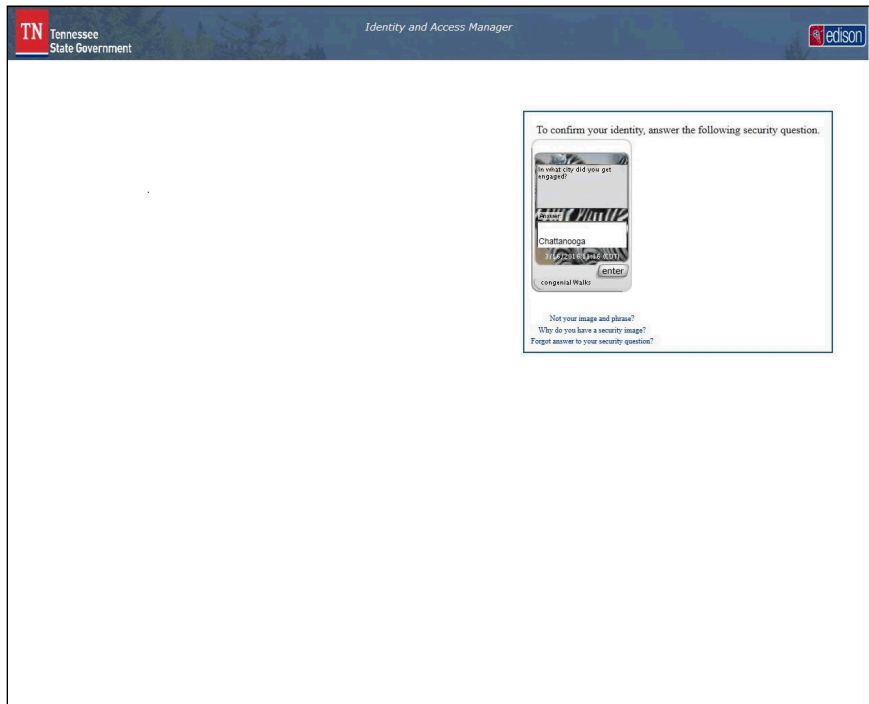
Step	Action
16.	Click the **enter** link.
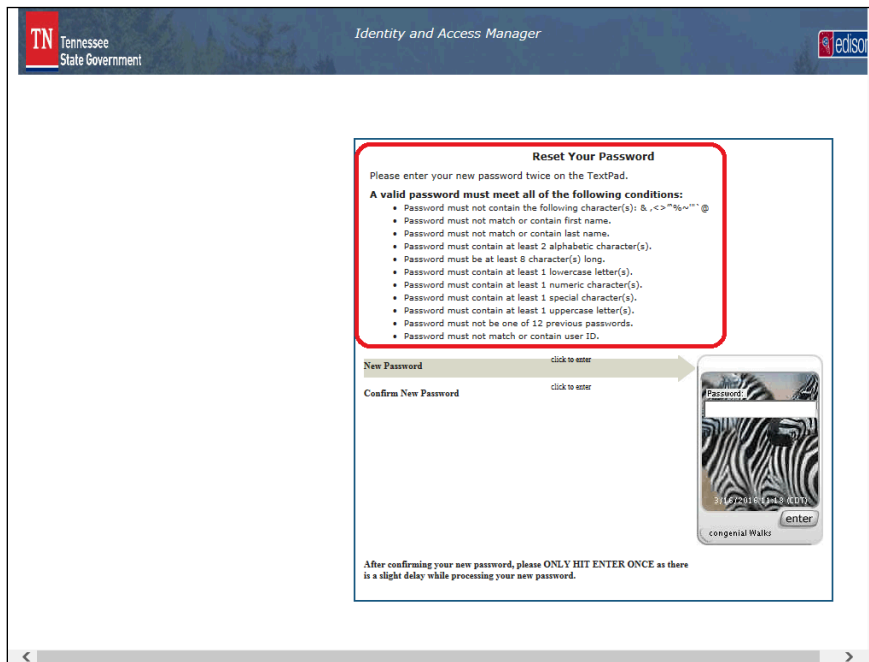
Step	Action
17.	Once you have correctly answered the appropriate security question(s), you will be able to **Reset Your Password** by entering your new password twice in the space provided. **Note:** Please be sure the new password meets the mandatory criteria listed above.
18.	Enter your new password. **Note:** Be sure that you have met all criteria listed above.
19.	Click the **enter** link. enter
20.	Once you have entered a valid password that meets the criteria, the **New Password** status will change to Completed.
21.	Enter the new password a second time to **Confirm New Password**. Click the **enter** link. enter

Step	Action
22.	Once both passwords have been confirmed, both the New Password and the Confirm New Password statutes will show **Completed** and you will automatically be logged into Edison.

Note: There will be a slight pause before you are logged into the Edison Portal. You *do not* need to click the enter button again. |

Step	Action
23.	When you receive the message: **Your account is disabled. Please contact the Edison Help Desk 615-741-HELP (4357) for assistance with resetting your account.** This means the access has been removed from your Edison account. Access is removed when someone is no longer employed by the State of Tennessee. If access needs to be restored to your Edison account, contact your agency's central Human Resources office so an Edison Security Authorization form can be submitted.
24.	You now know what the **Common Error Messages** are and what each error indicates. **End of Procedure.**

Exploring the Edison Portal

The **Edison Portal** has a lot of valuable information that can assist you in your day to day work within **Edison**. The **Edison Portal** contains both posted alerts and documentation that can be retrieved.

What is a Portal?

As you work within **Edison**, you will hear the term portal often, but what is a portal?

To put it simply, a portal allows for a single point of entry for an integrated system like **Edison**. There are three products that make up **Edison**: FSCM, HCM, and ELM. The portal allows everyone to only log in once to access all three of these products.

Think of it this way, your favorite internet search engine (Google, Yahoo, Bing, etc.) is also a portal. The search engine is one web page you access that can link you into endless other webpages.

Basic Navigation

Edison uses a portal which gives you more than one option for navigating. After learning the basics of navigating within **Edison**, you will be able to more easily find the page you would like to view.

Navigation options include:

- The Lefthand Menu
- Module WorkCenters
- The Main Menu
- Favorites
- Pagelets
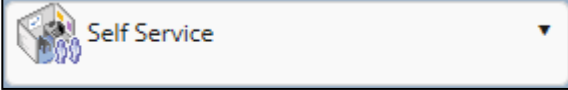
Procedure

Edison has a few different options to navigate to the pages you will need.

In this topic, you will learn the basics of how to navigate through Edison and changes that have been made to the system.

Step	Action
1.	Upon login to Edison, you will be taken to your Edison Home Page. **Note:** All future topics in this course will begin from the the **Edison Home Page**.
2.	The **Main Menu** is still available for use if needed. However, all navigations for a particular module can typically be found within a WorkCenter via the **Menu** on the left.
3.	The Lefthand **Menu** serves as a key feature when navigating to specific **WorkCenters** and pages in Edison. Navigation within Edison is now centered around these "**Menus**" for each module such as Self Service, Human Resources, FSCM and other process. A **WorkCenter** a collection frequently used links in a centralized area that will take you to related pages in that module.

Step	Action
4.	Click the **Self Service** menu option.
5.	As you navigate through each menu option, you will see various **WorkCenters** and **Pages** based on your access. In this course, we will also show you how to use the lefthand menu.
6.	For this first example, we will navigate to the **Timesheet** screen via the **Employee WorkCenter**.
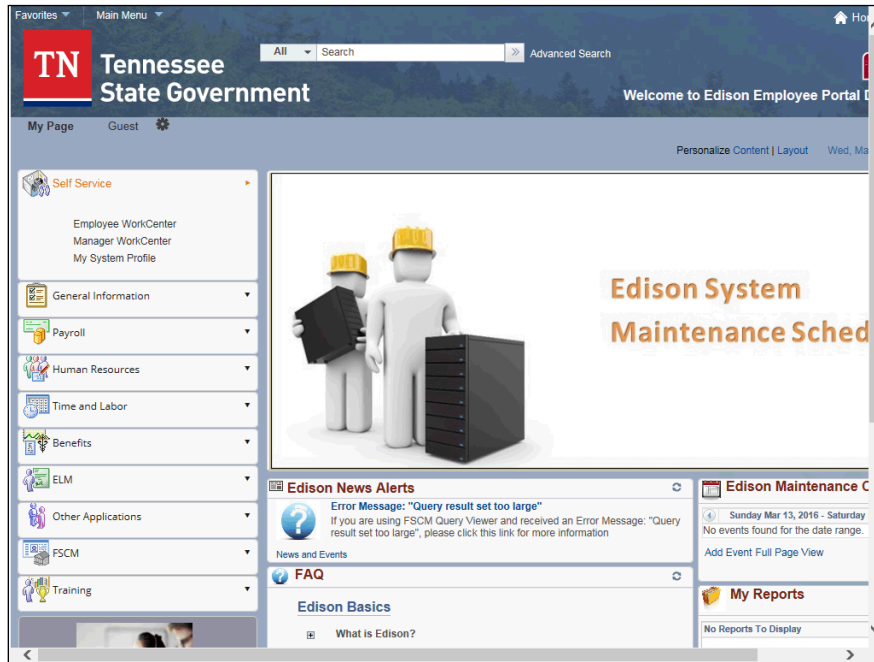
Step	Action
7.	Click the **Employee WorkCenter** link. Employee WorkCenter

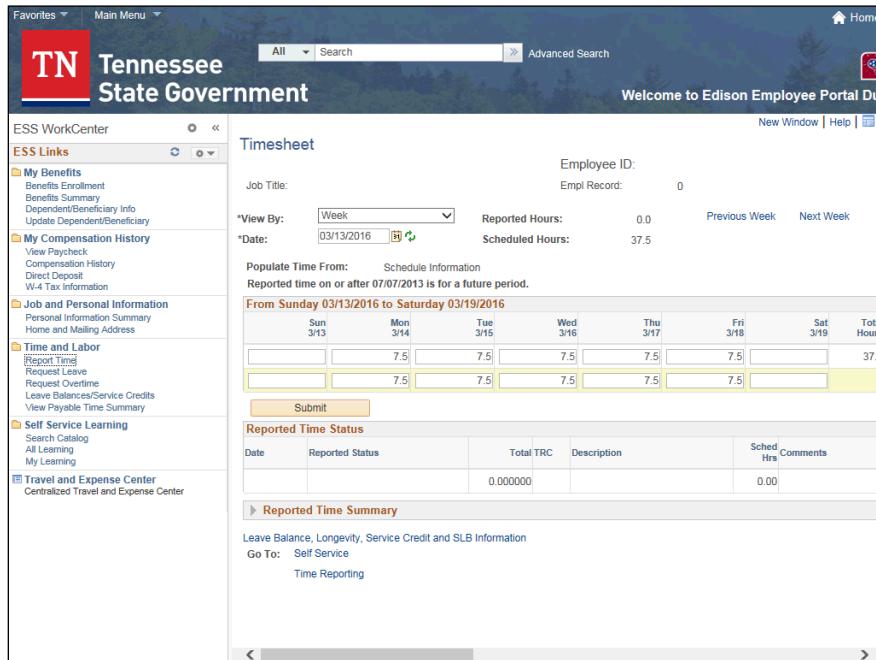| 8.	This is the **Employee WorkCenter**. It has a stationary menu on the left hand side of the screen like all other WorkCenters. This section is called the task panel. The task panel contains navigations to various links that everyday employees would use in that given module. The **Employee WorkCenter** contains links to commonly used ESS links such as: **Benefits Enrollment/Summary** **View Paycheck** **Personal Information Summary** **Report Time/Request Leave** **Self Service Learning** **Travel and Expense Center**
9.	In the **Employee WorkCenter**, there is an Edison News Alerts section where any and all updates/new articles related to the system will be posted.
10.	There is also an **Edison Maintenance Calendar** on the right where any scheduled maintenance related to the system will be posted.
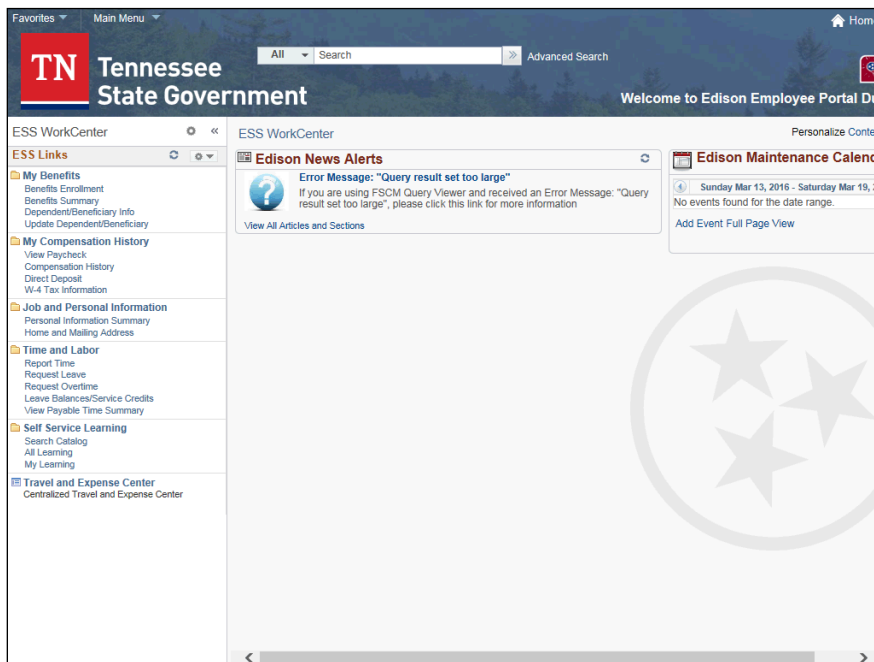
Step	Action
11.	To continue to the navigation to the **Timesheet,** click the **Report Time** link. Report Time

Step	Action
12.	You are now at the screen where you would enter your time. There will be no breadcrumbs to follow that shows the navigation you have taken inside the new **WorkCenters**. However, the task panel on the left hand side of the **WorkCenter** will remain stationary as you navigate to different links in the module. To re-navigate to another section or area within the module, you can click any other option from the menu list on the left hand side.
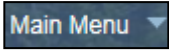
Step	Action
13.	For example, if we wanted to navigate to another area in the **Employee WorkCenter** while currently on the **Timesheet,** we would click any other option in the task panel. We can navigate to the **Search Catalog** option directly from any page in the **Employee WorkCenter** Click the **Search Catalog** button. Search Catalog

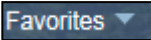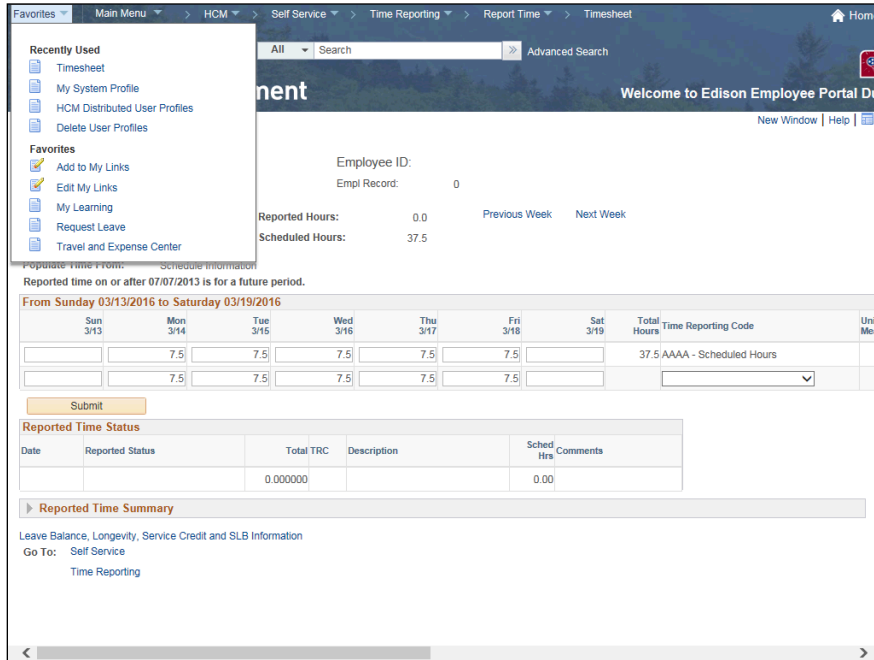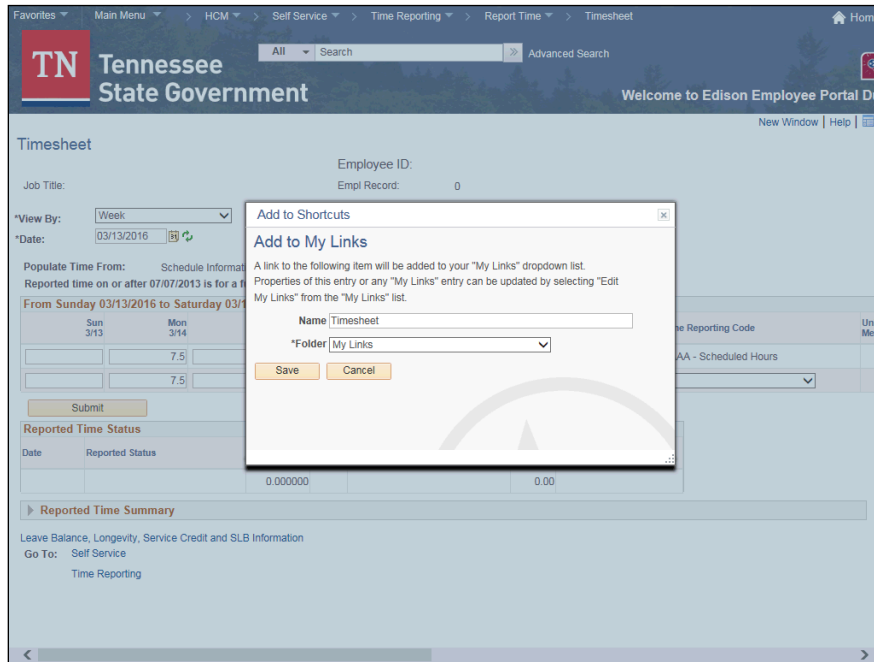| Step	Action
14.	We are now on the **Search Catalog** page where an employee would search for a training course to take. If we wanted to re-navigate to enter a leave or overtime request, we would just refer to the stationary **Employee WorkCenter** menu on the left hand side of the screen and select the desired option. Click the **Request Leave** button. Request Leave
15.	You are now at the TN Leave Request page. We will not be creating a TN Leave Request, but we just wanted you show you the navigation.
16.	Click the **Home** link. 🏠 Home
17.	This brings you back to the **Edison Home Page** from any screen in Edison. We will now navigate to the **Timesheet** using the **Main Menu** and save the page under our **My Links/Favorites.** In order to add a page to your **Favorites,** you must first navigate to the page you intend to add.

Step	Action
18.	Click the **Main Menu** link. Main Menu ▼
19.	Click the **HCM** link.
20.	Click the **Self Service** link. 📁 Self Service ▶
21.	Click the **Time Reporting** link. 📁 Time Reporting ▶
22.	Click the **Report Time** link. 📁 Report Time ▶
23.	Click the **Timesheet** link. 📄 Timesheet
24.	You are now at the Timesheet screen where you would enter your time. If you take any navigation through **Main Menu**, you will see breadcrumbs containing the navigation to the current page.
25.	However, if you take the navigation through the **Main Menu**, you will not see the **WorkCenter** view as illustrated earlier.
26.	The **Favorites** option allows you to view recently used/viewed pages and customize favorites to perform quick navigations.

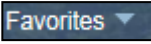| Step	Action
27.	Click the **Favorites** option.

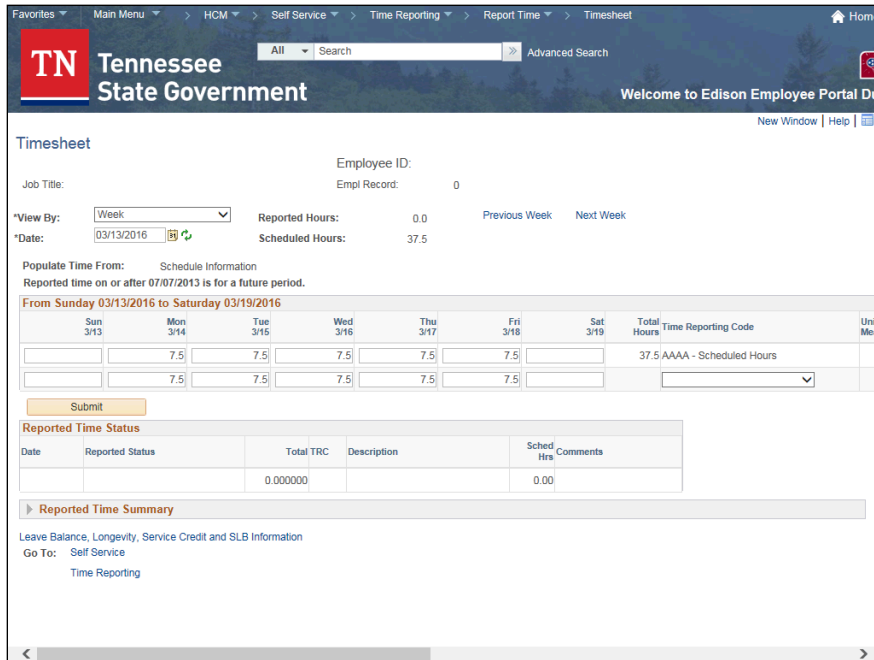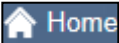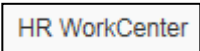| Step	Action
28.	Click the **Add to My Links** option.
29.	This is where you would add any navigation to your Favorites for future navigation. On this page you can change the name of the link if you choose.

Step	Action
30.	Change the **Name** to **Timesheet** then click the **Save** button.
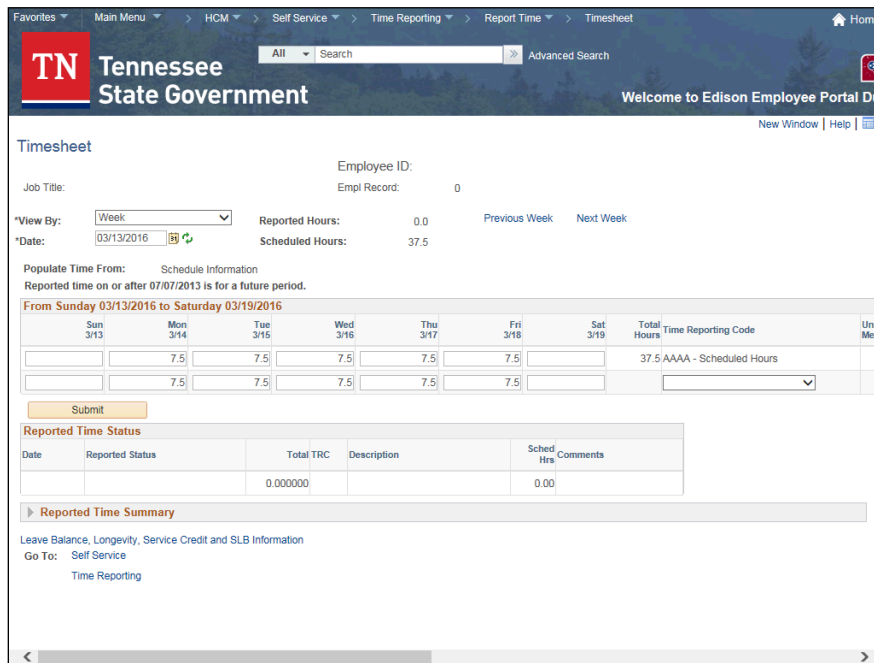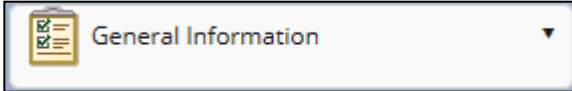
Step	Action
31.	Click the **Favorites** option. Favorites ▼
32.	You will now see the Timesheet under your **Favorites**.

Step	Action
33.	Click the **Home** link. 🏠 Home
34.	Each option on the homepage **Menu Section** will have links to commonly used pages in that part of **Edison**. For example, the **HR menu item** will have commonly used pages in the Human Resources module of Edison.
35.	Let's view the options on the **Human Resources menu and workcenter** Click the **Human Resources** link. Human Resources ▼
36.	From here, you can see links to the **HR News**, **HR Support Info** and **HR WorkCenter**. Click the **HR WorkCenter** link. HR WorkCenter

Step	Action
37.	Depending on the security access you have to **Edison**, you may see different options on the **HR WorkCenter**.
38.	Click the **Home** link. 🏠 Home
39.	One tab that can answer common issues in **Edison** is the **General Information Section** Click the **General Information** link. 📋 General Information ▾
40.	By clicking any links in this section, you can find all security forms, ADA information, metrics, and other general information about **Edison**.
41.	Click the scrollbar and drag it down.
42.	In the center column of the homepage, you will see a slideshow and the **Edison New Alerts** section. The goal of these sections will be to keep you informed to important news and events taking place related to Edison
43.	You will also find a **Frequently Asked Questions** section that has answers to some commonly asked questions about **Edison.** Each question has a '+' that can be clicked to expand the section to display an answer to the question. Some contain trouble shooting steps and other can contain links to pages that give more detailed information related to the question.
44.	Click the scrollbar and drag it to the right.
45.	In the third column, you will find a new **Edison Maintenance Calandar** section. This will contain all information pertaining to scheduled system maintenance within various modules of **Edison.**
46.	The **My Reports** section is still located on the bottom right of the **Edison Home Page**.
47.	You have successfully completed basic navigation through **Edison**. **End of Procedure.**

Finding Additional Training Info

After completing this *Edison Portal Fundamentals* course, you may need to take additional training courses to learn specific functions within **Edison**. All of the training materials developed by the Edison team are accessible through the **Edison** Portal.

There are two ways to retrieve Edison Training Courses:

- On the Training Module
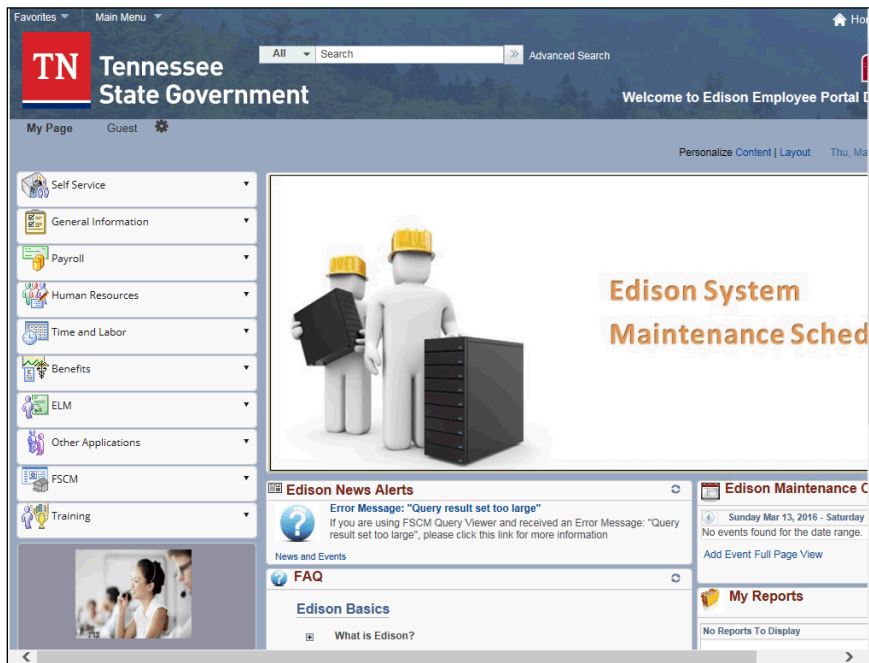- Under the Support Information Pagelet for each module.

Please note, any additional agency specific training materials developed by your agency will not be found within **Edison**. Contact your agency's training coordinator for more information on your agency specific materials.
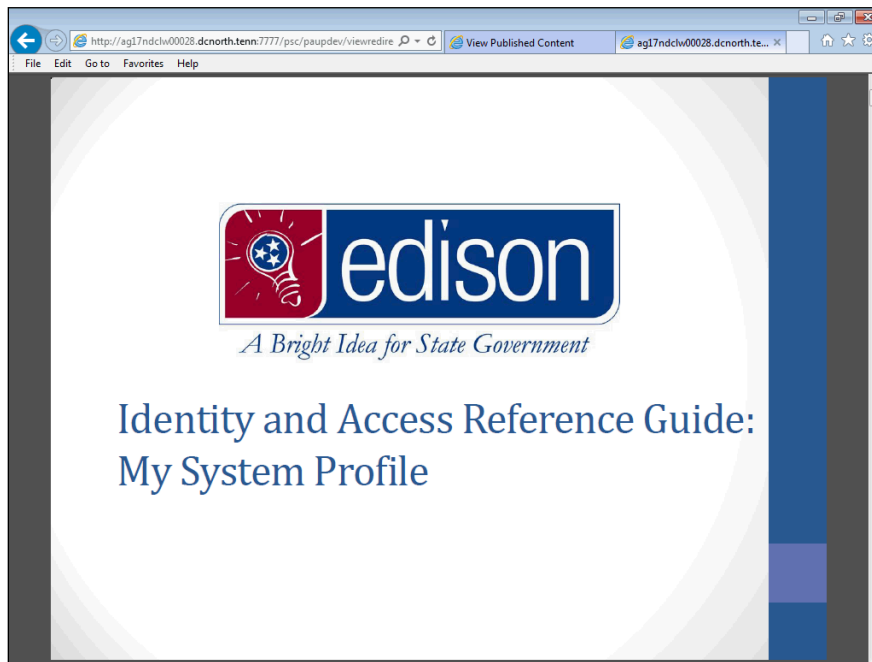
Procedure

After completing this initial *Edison Portal Fundamentals* course, you may need to review additional training materials to learn to complete business processes in **Edison**.

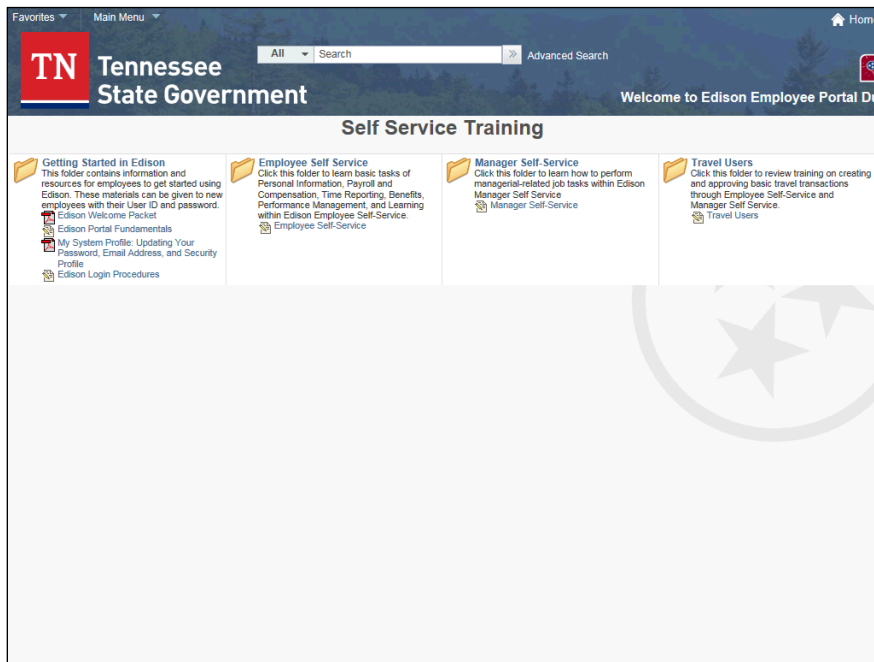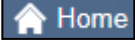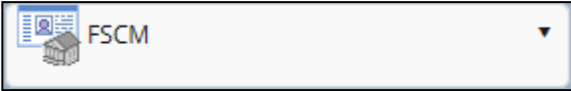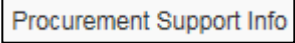In this topic, you will learn how to find additional training materials.

Step	Action
1.	From your **Edison Home Page** you will find additional training materials in the **Training**. Click the **Training** drop down.
2.	Depending on the security access you have in **Edison**, you will see different links after navigating to the **Training** drop down. Everyone will at least see the **Self Service Training** link. This is where basic **Edison** training can be found, including time entry, paychecks, and travel. **Note:** As you gain more roles and access in Edison, you will see more training modules such as FSCM and HCM.

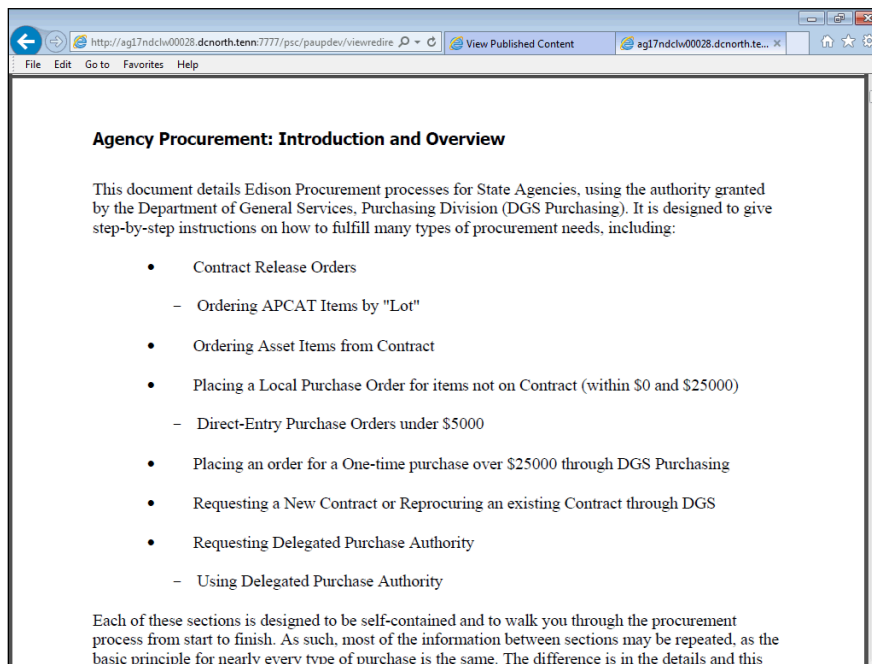| Step	Action
3.	This screen is an example of how the training for each module is organized. It is only meant to serve as a visual example. The rest of this lesson will not look like this particular screen.
4.	To view the training material, click the title of the course. After you click on the title of the course, you will find links to the online training, the manual, and possibly other supplementary materials. Click the **My System Profile** training link. My System Profile: Updating Your Password, Email Address, and Security Profile
5.	After you click on the title of the course, a new screen or tab may automatically open to the training course, or you may find links to the online training, the manual, and possibly other supplementary materials.
6.	Once your document opens, simply read and follow the instructions. When finished, you can just close the window.

Identity and Access Reference Guide:
My System Profile

A Bright Idea for State Government

Step	Action
7.	Click the **Close Tab** button.

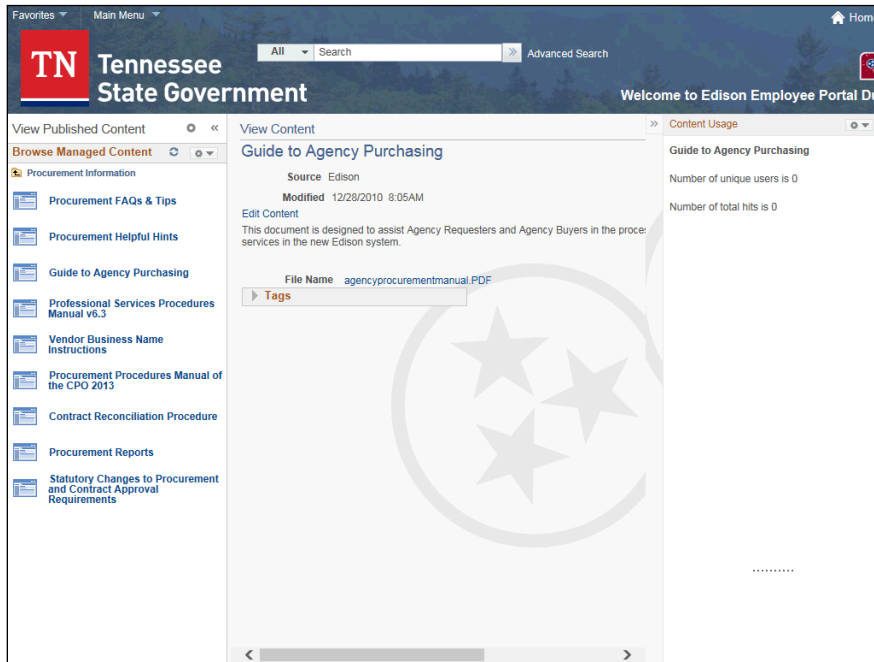| Step	Action
8.	Back in Edison, click the **Home** link.
9.	The training drop down only contains the most commonly used training materials. If you are in need of viewing training material that is not found on the Training tab, you will need to navigate to the appropriate tab. Click the **FSCM** drop down
10.	**Support Info** for each module is located in the drop down of each module. So every module has a support information section. Click the **Procurement Support Info** option.
11.	This is the **Procurement Support Info** screen. It will be similar for each module. Depending on the area you need assistance with, you will select the appropriate option for additional information.

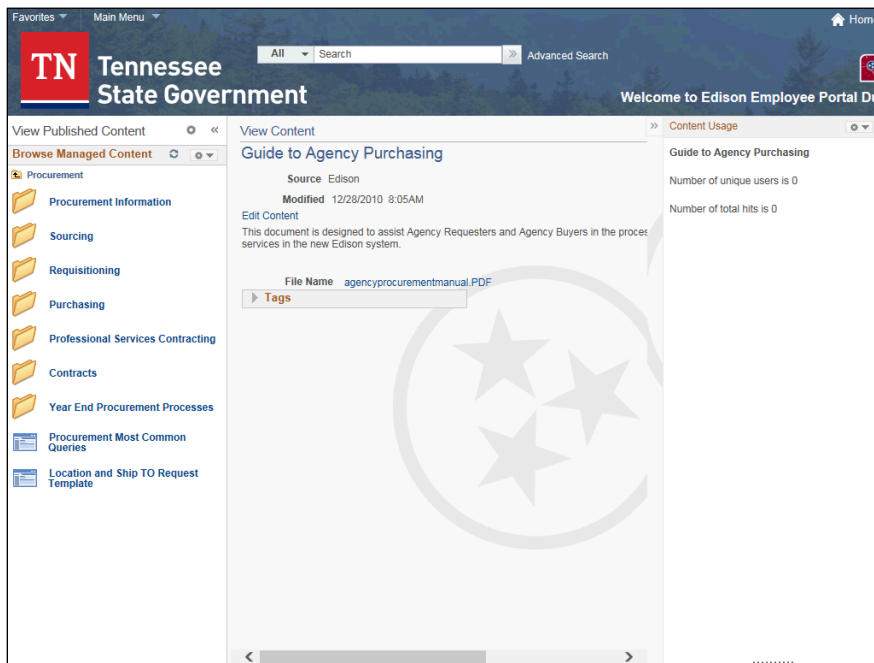| Step	Action
12.	We will explore how to open a training material from this page as well as to navigate to all the various folders within the **FSCM Support Info** module. Click the **Guide to Agency Purchasing** link under **Procurement Information** to open the training document. Guide to Agency Purchasing
13.	Once your document opens, simply read and/or follow the instructions. When finished, you can just close the window.

Step	Action
14.	Click the **Close Tab** button.
15.	You will be returned to the **Procurement Information** folder. From here, you can select another course if desired in the related section from the left hand menu. We will explore how to open a training material from other pages within the **FSCM Support Info** Module.

Step	Action
16.	Click the **Back** icon This will return you to all Procurement training options.

Step	Action
17.	Notice you are still on the **Guide to Agency Purchasing** training page within the **Procurement Information** folder. You can select another subject area from any other **Procurement** Module. Click the **Purchasing** folder. Purchasing
18.	On the left you have all the training options for the **Purchasing** folder. Clicking any of these links will potentially open up a new window or tab containing a new training document and will take you to a new training page.
19.	To select another subject area, in the FSCM module such as Financials or Logistics, click the **Back** icon.
20.	Click the **Back** icon again to get to the main **FSCM Support Info** menu.
21.	This is the main **FSCM Support Info** menu. From here you can go further into other training folders within the FSCM module using the menus on the left side of the page.
22.	Click the **Home** link. Home
23.	You are now back on the **Edison Home Page** after having successfully navigated to locate additional training materials in Edison. **End of Procedure.**

Finding Additional Resources

Additional documentation is stored within **Edison** for access by users.

This documentation can include:

- Edison Security Forms
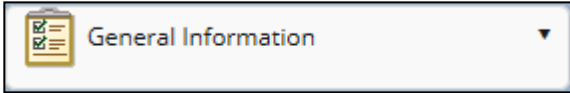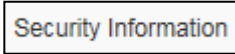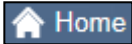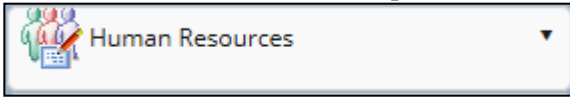- Payroll/Time & Labor calendars
- News Alerts

Procedure
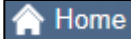
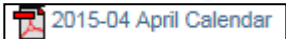Additional documentation can be very helpful when completing your job function.

In this topic, you will learn how to navigate to find additional documents you may need.

Step	Action
1.	In this example, we want to look at the **Security** Forms.

Step	Action
2.	Click the **General Info** drop down.
3.	Click the **Security Information** link.
4.	All **Security Forms** and resources related to security are located on this page under **Security Information**. You will see a list of the forms you can access. If you click on any one of the links, the form will open in a new Internet window.
5.	Click the **Home** link.
6.	Each Module Drop Down has a News option that will display any alerts pertaining to that module.
7.	Click the **Human Resources** drop down.

Step	Action
8.	Click the **HR News** link to view the news alerts for this module. HR News
9.	This is where alerts and other important information related to the Human Resources Module will be displayed within Edison. Simply click the desired link to navigate to the information.
10.	Click the **Home** link. 🏠 Home
11.	Click the **Payroll** drop down. Payroll ▼
12.	Click the **Payroll Support Info** link. Payroll Support Info
13.	On this page is important **Payroll Calendar** dates as well as other **Payroll** related information. Simply click the desired link to navigate to the information.
14.	Click the **2015 April Payroll Calendar** link. 2015-04 April Calendar
15.	You will see the payroll calendar for the month of April, 2015. Once done, close the window. Click the **close** option. and you will be returned to the Calendars folder in the ❎
16.	You are now back in the Calendars folder within the **Payroll Support Info** module. The task panel on the left hand side work the same as any other **WorkCenter** or navigational menu in a module.
17.	Click the **Back** icon. 🔼
18.	Click the **Back** icon. 🔼
19.	You are now at the main **HCM Support Info** menu. You can navigate to any support information within the HCM module such as Time and Labor, Benefits, and Enterprise Learning (ELM).

Step	Action
20.	You have successfully learned how to navigate to find additional resource documents in Edison. **End of Procedure.**

Edison News Alerts

Your **Edison My Page** has a pagelet labeled **Edison News Alerts**. Within this pagelet, you will find alerts with important information concerning **Edison**.

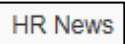Information the can be found in News Alerts:

- Edison Tips
- Changes that affect users
- Important information or procedures
- Planned maintenance
- System issues that may affect users

Procedure

In this topic, you will learn where to find News Alerts within **Edison**. The News Alerts will provide you with important information as well as tips about **Edison.**

Step	Action
1.	On the **Edison Home Page**, you will see a section under the slideshow containing **Edison News Alerts**. You will also find an **Edison Maintenance Calendar** here as well. **Note:** These news alerts are very important because this is the main form of communication from the Edison team to users.

Step	Action
2.	To view the entire article, click the title of the article. Click the **Error message: "Query result set too large"** link. Error Message: "Query result set too large"
3.	The entire article is displayed now in a pop up message above the **Edison Home Page**. You will also see additional articles you can review on the left side of the screen.
4.	To view other articles, you must close the current article. Click the **"x"** option in top right of the article. ☒
5.	To view another article, you would just click the link of another article in the **Edison News Alerts** section.
6.	A **News Alert** pagelet appears on each of the tabs with specific information for that business area. Let's view the **Human Resources** module. Click the **Human Resources** drop down. Human Resources ▼
7.	Click the **HR News** link. HR News

Step	Action
8.	Information that is important to only the Human Resources module of **Edison** is found here.
9.	Click the **Home** link. 🏠 Home
10.	To review the maintenance alerts, take the scroll bars to the right and down, then click the any of the appropriate links.
11.	You have successfully reviewed **Edison News Alerts** on your **Edison Home Page** and the **HR Module**. **End of Procedure.**

My System Profile

The **My System Profile** page contains information that should be entered for best use of **Edison**. Edison users can change the password, challenge questions, security image and phrase or the one-time password email address on the **My System Profile** page.

Note: You will navigate to this page any time you need to make adjustments to your security profile.

Change Password

In order to change to the **Password**, the user would need to log into Edison and perform this task from the **My System Profile** page.

A valid **Password** must meet the following 11 conditions:

- Password must not contain the following character(s): & ,<>"'%~"'`@
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must contain as least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain as least 1 lowercase letter(s).
- Password must contain as least 1 numeric character(s).
- Password must contain as least 1 special character(s).
- Password must contain as least 1 uppercase letter(s).
- Password must not be one of the 12 previous passwords.
- Password must not match or contain user ID.
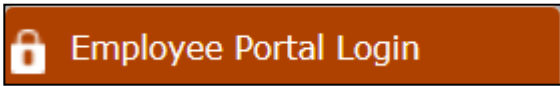
Note: The use of proper names may result in issues with changing your password. For best results, we recommend phrases such as Roadtrip#1 or Orange2? as examples of valid passwords.
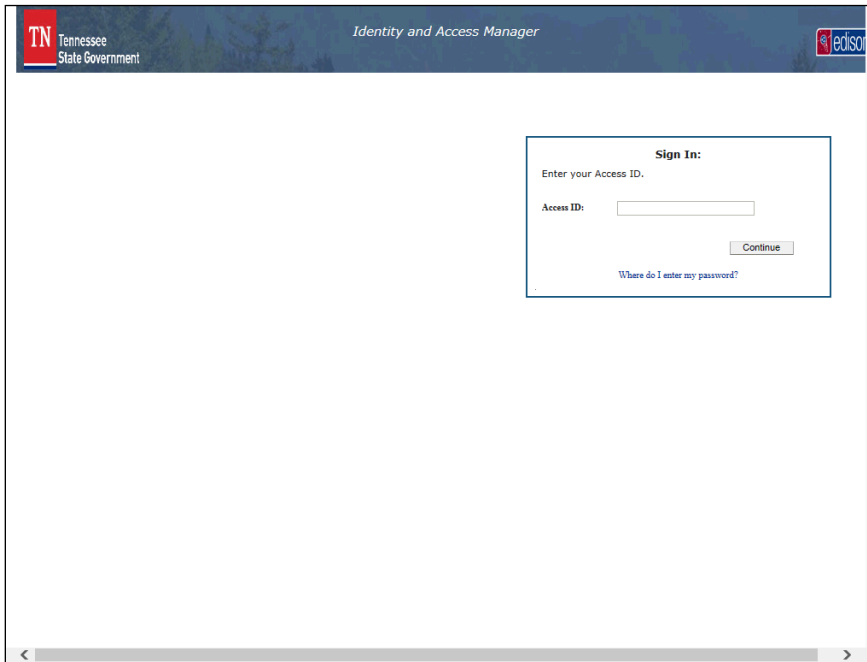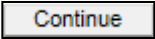
Procedure

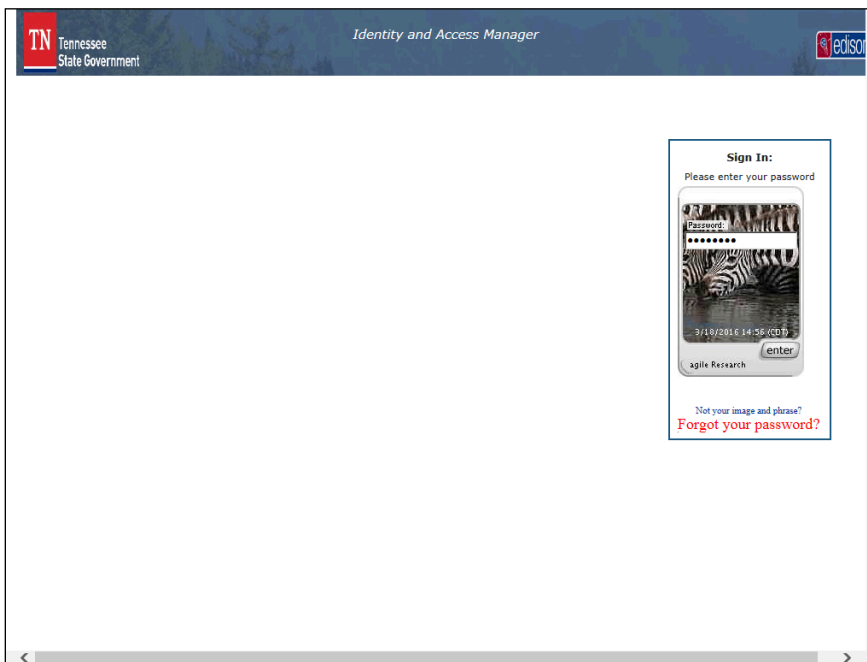In this lesson, you will learn how to change the **Password**.

Step	Action
1.	First navigate to the Edison Home page by typing the web address www.edison.tn.gov.
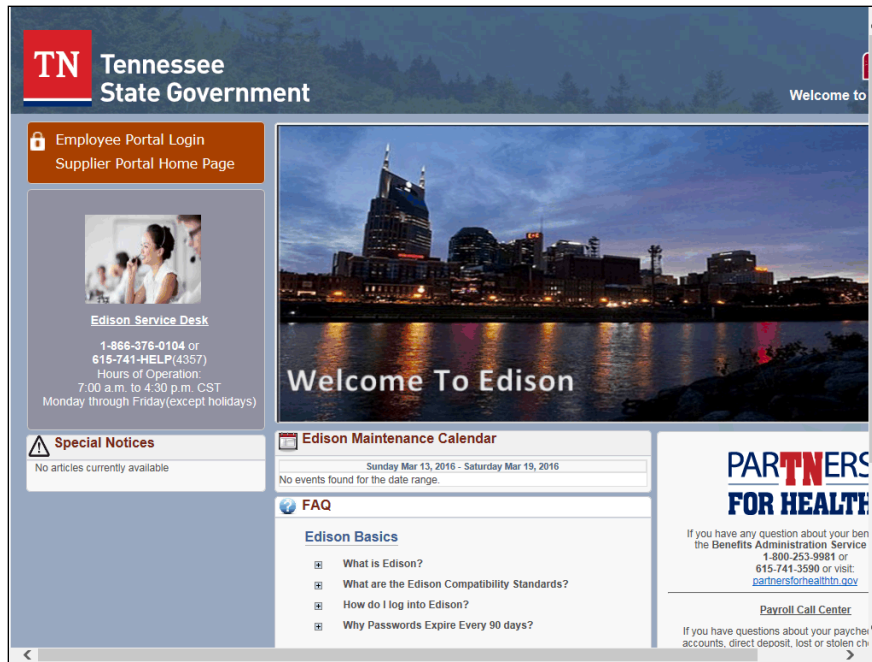
Step	Action
2.	Click the **HERE** link.

Step	Action
3.	Enter your **Access ID** (Edison User ID) into the field. For this example enter **johnd0101001**.
4.	Click the **Continue** button.

Step	Action
5.	Enter your password, then click the **enter** link. enter

Step	Action
6.	Once logged into Edison, the user can make system profile changes.
7.	Click the **Self Service** drop down. Self Service ▼

Step	Action
8.	Click the **My System Profile** link. My System Profile

Step	Action
9.	Click the **Change Password, Challenge Questions, Security Image or One-Time Password email** link.

Step	Action
10.	Notice the links to the right which show the different options for updating your **User Preferences**.
11.	Click the **Change your password** link. Change your password

Step	Action
12.	Please review all criteria for changing your password. Be sure that your new password meets *all* 11 conditions listed.

Note: The use of proper names may result in issues with changing your password. For best results, we recommend phrases such as Roadtrip#1 or Orange2? as examples of valid passwords. |
| 13. | **Note:**
1. When the **Current/Temporary Password** section is highlighted, click in the Password field, enter your temporary password. Click **enter**.

2. When the **New Password** section is highlighted, click in the Password field, enter your new password. Click **enter**.

3. When the **Confirm New Password** section is highlighted, click in the Password field, re-enter your new password. Click **enter**. |
| 14. | Enter all the appropriate passwords. Once you have entered each password, click the **enter** link.

 |

Step	Action
15.	Once you have entered valid password information in each section, you will see a *Completed* status next to each of the password fields.

Remember, there will be a slight delay once you click enter for the third time. You will be navigated back to the **User Preferences** page.

Note: Be sure to only click enter once after each entry. |
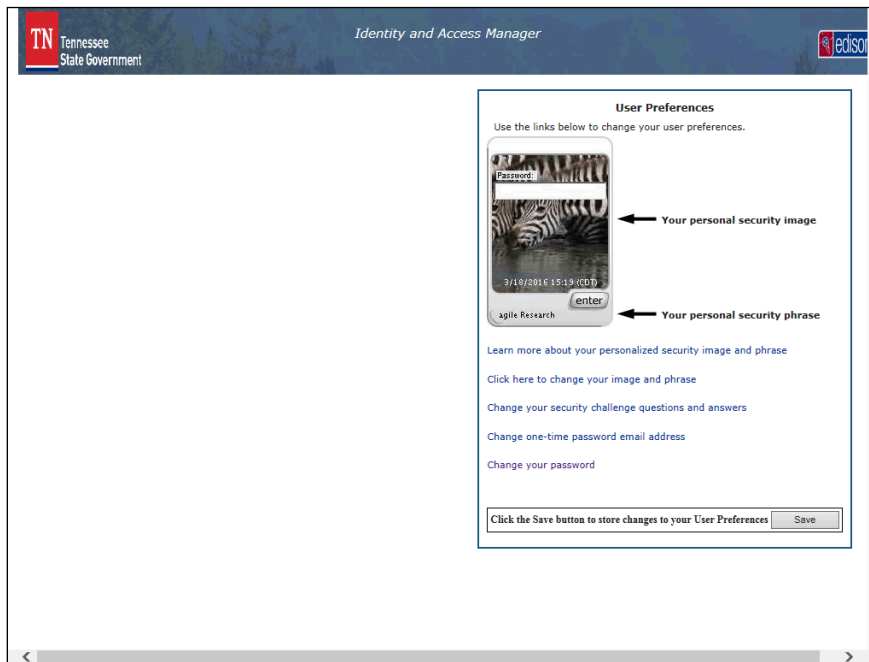
Step	Action
16.	Click the **Save** button. ![Save]
17.	You will be directed back to the Edison Homepage when finished.
18.	Congratulations! You now know how to change your **Password**. **End of Procedure.**

Change Image and Phrase

In order to make a change to the security **Image and Phrase**, the user would need to log into Edison and perform this task from the **My System Profile** page. Each image has a specific phrase associated with it. Therefore, you cannot mix and match images and phrases.

Procedure
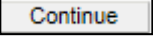
In this lesson, you will learn how to change the security **Image and Phrase**.

Step	Action
1.	First navigate to the Edison Home page by typing the web address www.edison.tn.gov.

Step	Action
2.	Click the **Employee Portal Login** link.

Step	Action
3.	Enter your **Access ID (**Edison User ID) into the field. For this example enter **johnd0101001**.
4.	Click the **Continue** button. Continue
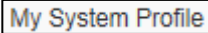
Step	Action
5.	Enter the password, then click the **enter** link. enter

Step	Action
6.	Once logged into Edison, the user can make system profile changes.
7.	Click the **Self Service** drop down.

Step	Action
8.	Click the **My System Profile** link. My System Profile
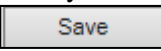
Step	Action
9.	Click the **Change Password, Challenge Questions, Security Image or One-Time Password email** link.

Step	Action
10.	Notice the links to the right which show the different options for updating your **User Preferences**.
11.	Click the **Click here to change your image and phrase** link until you see the desired image and phrase that you want to change it to. **Note:** You cannot go back after you have already passed an image. There are over 200 images and phrases stored in the system. In order to get back to a previous image, you would need to start over from the beginning. Click here to change your image and phrase
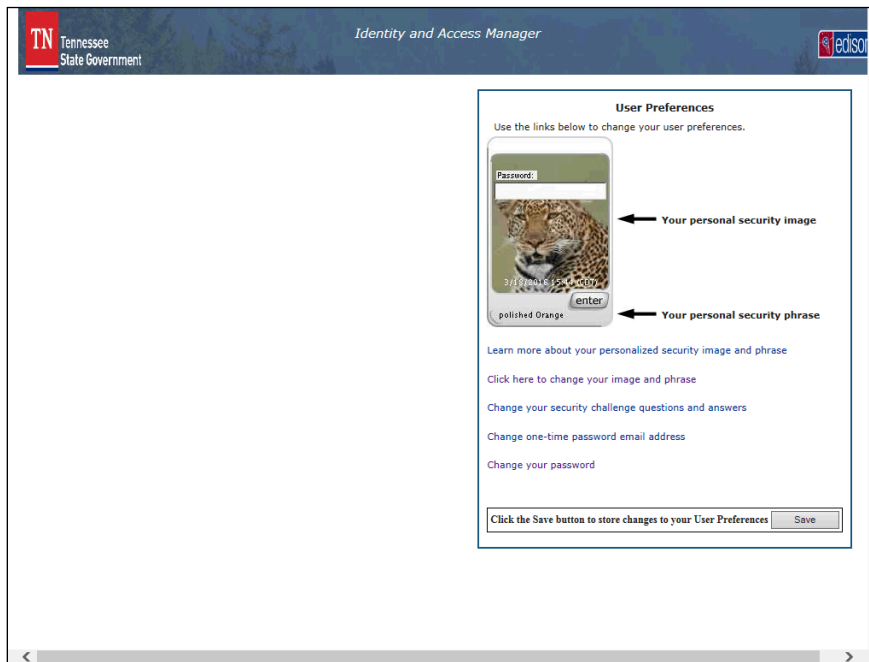
Step	Action
12.	Once you have determined your new **image and phrase**; Click the **Save** button.
13.	You will be directed back to the Edison Homepage when finished.
14.	Congratulations! You now know how to change the security **Image and Phrase**. **End of Procedure.**

Change Security Challenge Questions and Answers

In order to make a change to the security **Challenge Questions and Answers**, the user would need to log into Edison and perform this task from the **My System Profile** page. In the event that the user forgets their password, 3 randomly chosen questions from the 5 will be asked and the user will be required to answer at least 3 questions correctly.

Anytime, the user wants to change their challenge questions and/or answers, they will have to select a question and enter an answer for all 5 questions. (**Even if you select the same questions you chose before, those will need to be answered again.**)

Procedure

In this lesson, you will learn how to change the security **Challenge Questions and Answers**.

Step	Action
1.	First navigate to the Edison Home page by typing the web address www.edison.tn.gov.

Step	Action
2.	Click the **Employee Portal Login** link.

Step	Action
3.	Enter your **Access ID** (Edison User ID) into the field. For this example enter **johnd0101001**.
4.	Click the **Continue** button.
	Continue

Step	Action
5.	Enter your password, then click the **enter** link.
	enter
6.	Once logged into Edison, the user can make system profile changes.
7.	Click the **Self Service** drop down.
	Self Service

Step	Action
8.	Click the **My System Profile** link.

Step	Action
9.	Click the **Change Password, Challenge Questions, Security Image or One-Time Password email** link.

Step	Action
10.	Notice the links to the right which show the different options for updating your **User Preferences**.
11.	Click the **Change your security challenge questions and answers** link.
	Change your security challenge questions and answers

Step	Action
12.	Select the desired **Questions** and corresponding answers, enter your answers in the white **Answer** section to the right and click enter. **Note:** You will have to select a **Question** and enter an **Answer** for all **5** questions. (Even if you select the same questions you chose before, those will need to be answered again.)
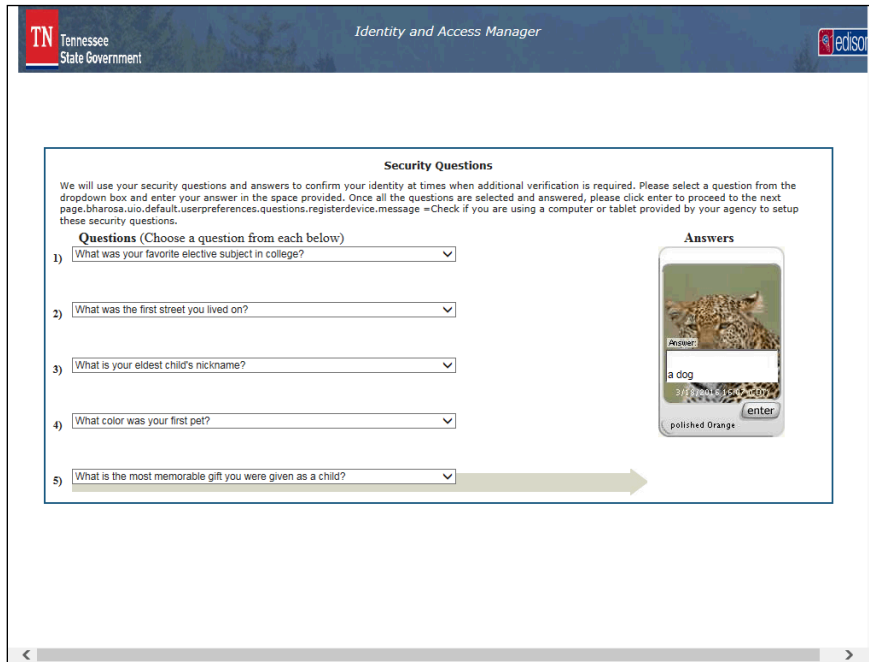
Step	Action
13.	Once you have answered all **5 Questions**, click the **enter** link.
14.	You will be directed back to the **User Preferences** page.
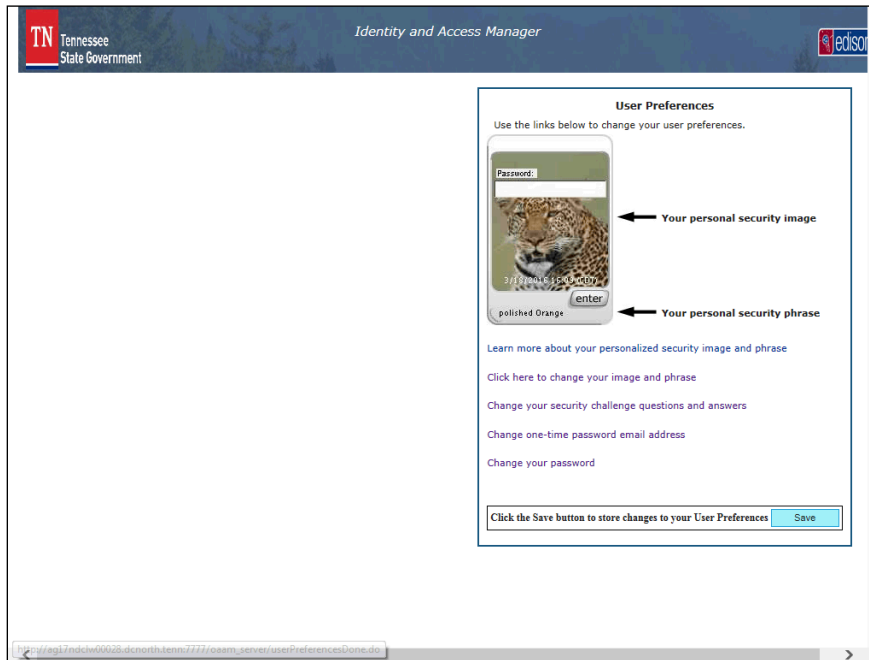
Step	Action
15.	Click the **Save** button for your changes to be accepted.
16.	You will be directed back to the Edison Homepage when finished.
17.	Congratulations! You now know how to change the security **Challenge Questions and Answers**. **End of Procedure.**

Change One-Time Password Email Address

In order to make a change to the **One-Time Password Email Address**, the user would need to log into Edison and perform this task from the **My System Profile** page. In the event that the user forgets their password in the future, a one-time password will be sent to the user via email. The email can be a work or personal address. The email must be unique, valid and only accessible by the user.

Procedure
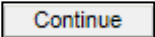
In this lesson, you will learn how to change the **One-Time Password Email Address**.

Step	Action
1.	First navigate to the Edison Home page by typing the web address www.edison.tn.gov.

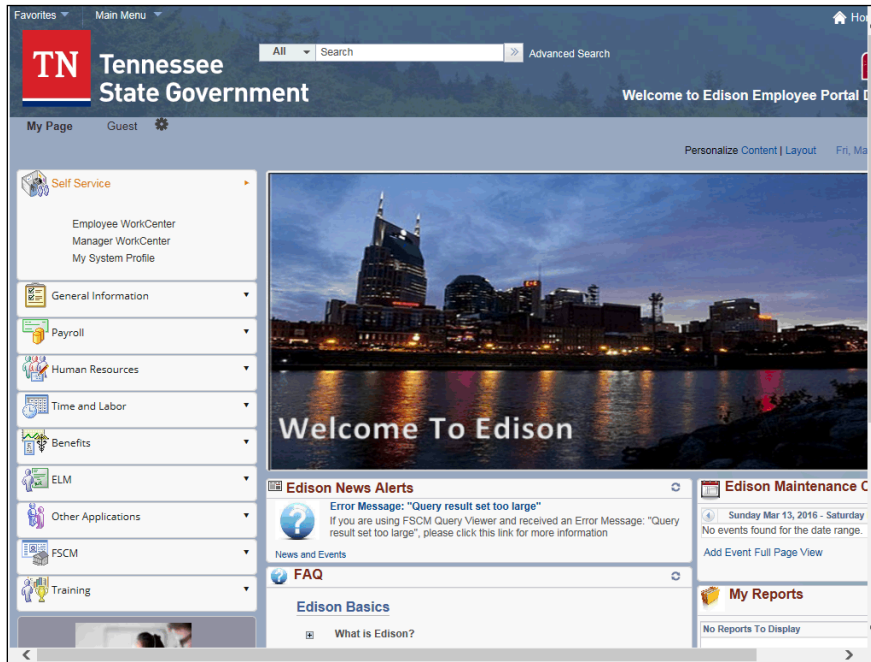| Step	Action
2.	Click the **Employee Portal Login** link. 🔒 Employee Portal Login
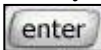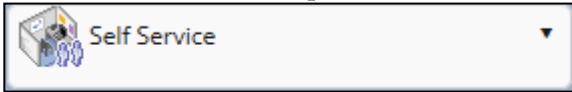
Step	Action
3.	Enter your **Access ID** (Edison User ID) into the field. For this example enter **johnd0101001**.
4.	Click the **Continue** button. Continue

Step	Action
5.	Enter your password, then click the **enter** link.
6.	Once logged into Edison, the user can make system profile changes.
7.	Click the **Self Service** drop down.
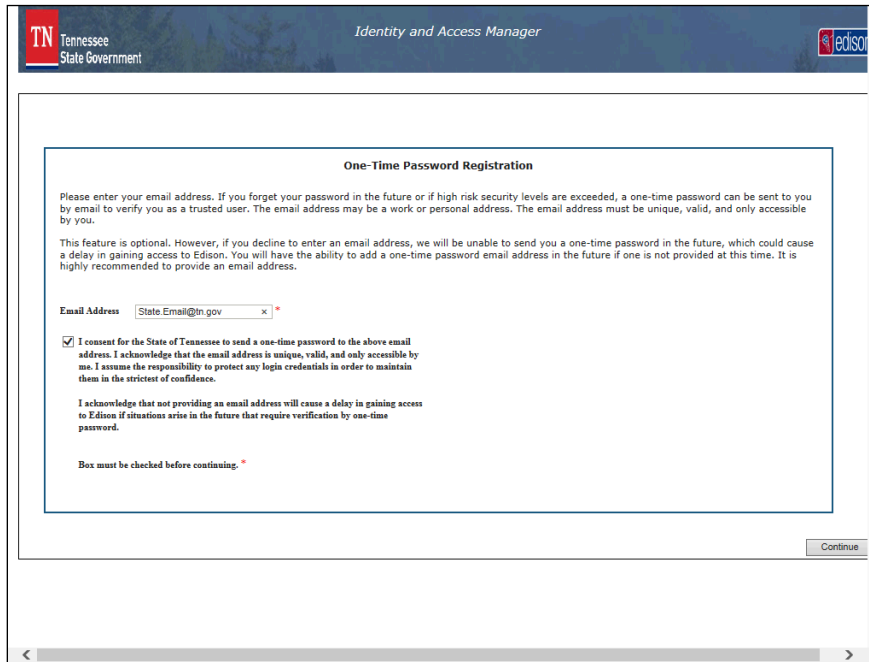
Step	Action
8.	Click the **My System Profile** link.

Step	Action
9.	Click the **Change Password, Challenge Questions, Security Image or One-Time Password email** link.
10.	Notice the links to the right which show the different options for updating your **User Preferences**.
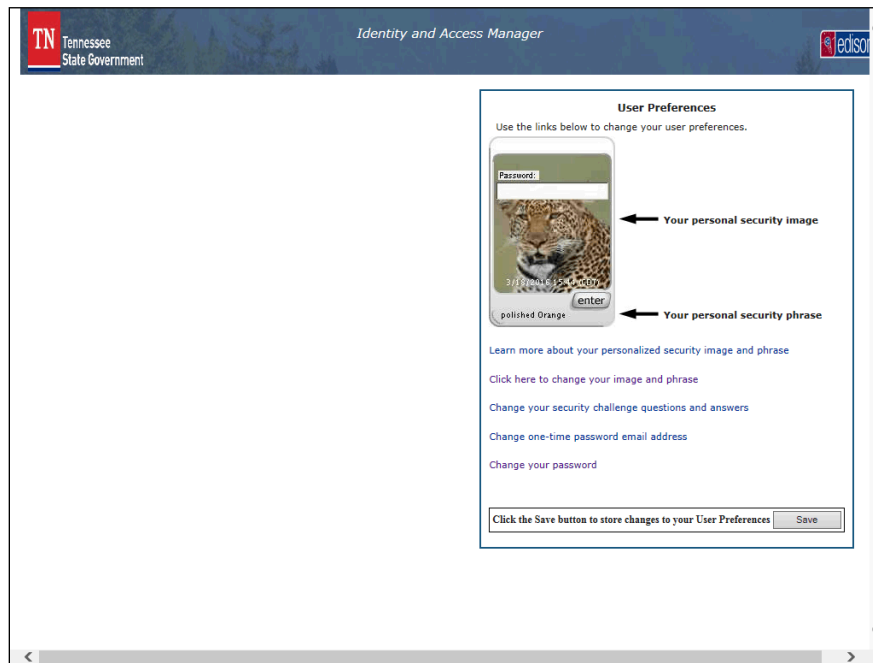
Step	Action
11.	Click the **Change one-time password email address** link. Change one-time password email address

Step	Action
12.	Enter the email address that you would like to have a **One-Time Password** sent in the event that you forget your password in the future. Also be sure the consent box is checked as well.
13.	Click the **Continue** button.
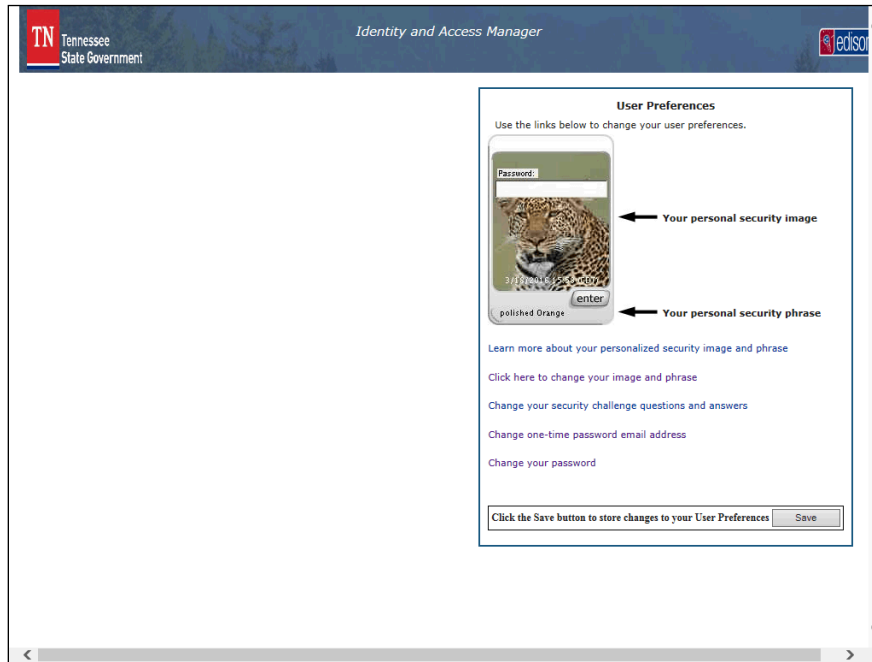
Step	Action
14.	You will be directed back to the **User Preferences** page.
15.	Click the **Save** button.
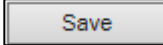
Step	Action
16.	You will be directed back to the Edison Homepage when finished.
17.	Congratulations! You now know how to change the **One-Time Password Email Address**. **End of Procedure.**

Change or Set Up Email Address

In order to make a **Change or Set Up Email Addresses**, the user would need to log into Edison and perform this task from the **My System Profile** page.

The **Change or Set Up Email Address** link is different than the One-Time Password Email link in that changing the One-Time Password Email is solely used in the event that the user forgets their password in the future, a one-time password will be sent to the user via email.
The **Change or Set Up Email Address** link allows the user to set up, add or change their Primary, Business, Work, Home or Other Email addresses. The **Primary Email Address** is where the user will receive notifications related to Edison.
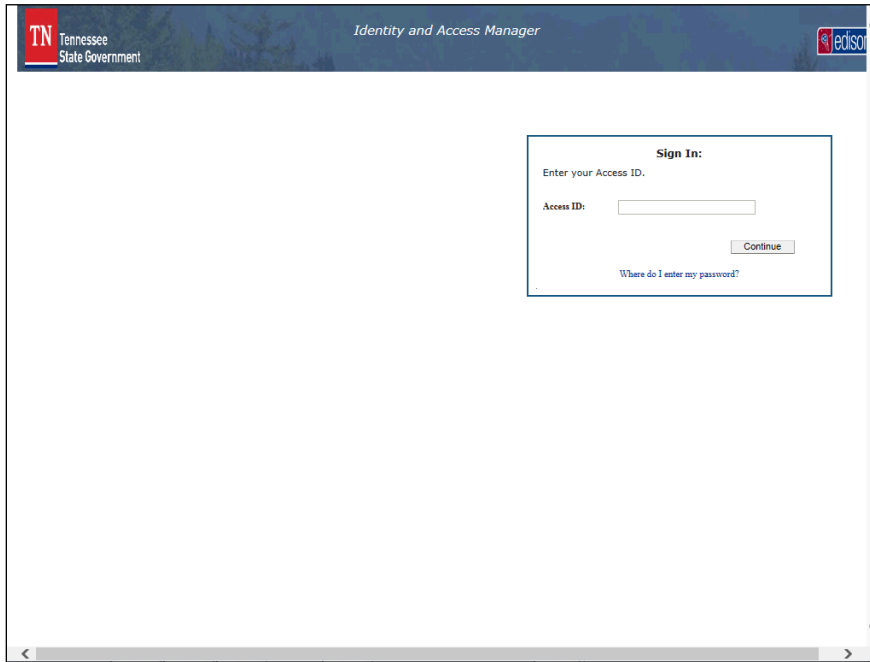
Procedure

In this lesson, you will learn how to change your **Email Address**.

Step	Action
1.	First navigate to the Edison Home page by typing the web address www.edison.tn.gov.

Step	Action
2.	Click the **Employee Portal Login** link. 🔓 Employee Portal Login
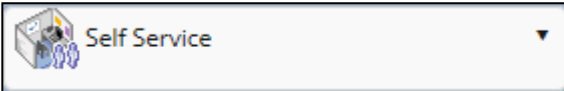
Step	Action
3.	Enter your **Access ID (**Edison User ID) into the field. For this example enter **johnd0101001**.
4.	Click the **Continue** option. Continue
5.	Enter your password, then click the **enter** link. enter
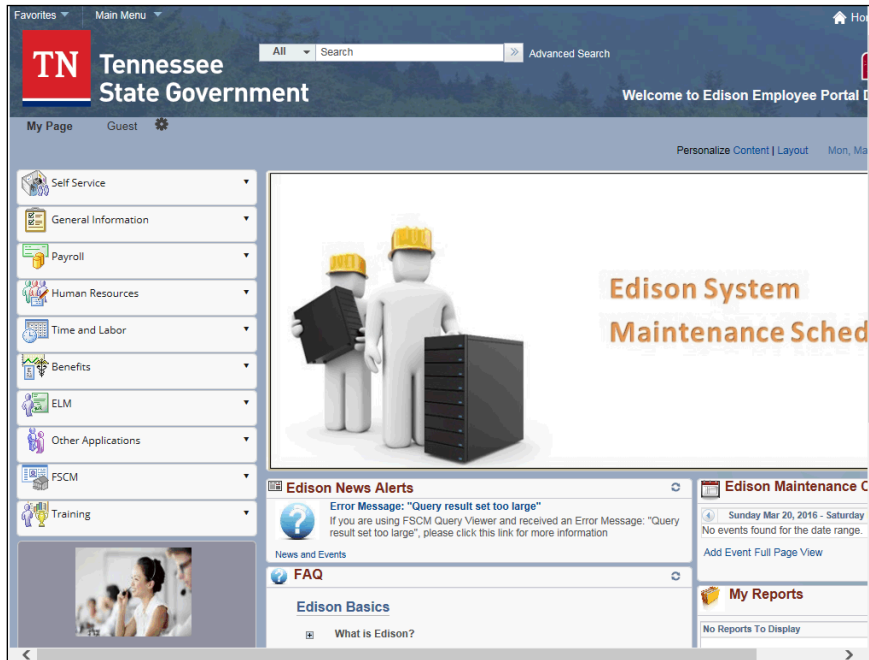
Step	Action
6.	Once logged into Edison, the user can make system profile changes.
7.	Click the **Self Service** menu option

Step	Action
8.	Click the **My System Profile** link.
	My System Profile

Step	Action
9.	Click the **Change or set up email address** link.
	Change or set up email address
10.	**Note:** The **Apply** and **Cancel** buttons will not illuminate while you make the changes.
	Once you click in the field that you want to change and make the necessary changes, click anywhere outside of the edited box to illuminate these buttons. (they will turn blue)
11.	Remember, the **Primary Email** is the email address that all Edison notifications will be sent to.
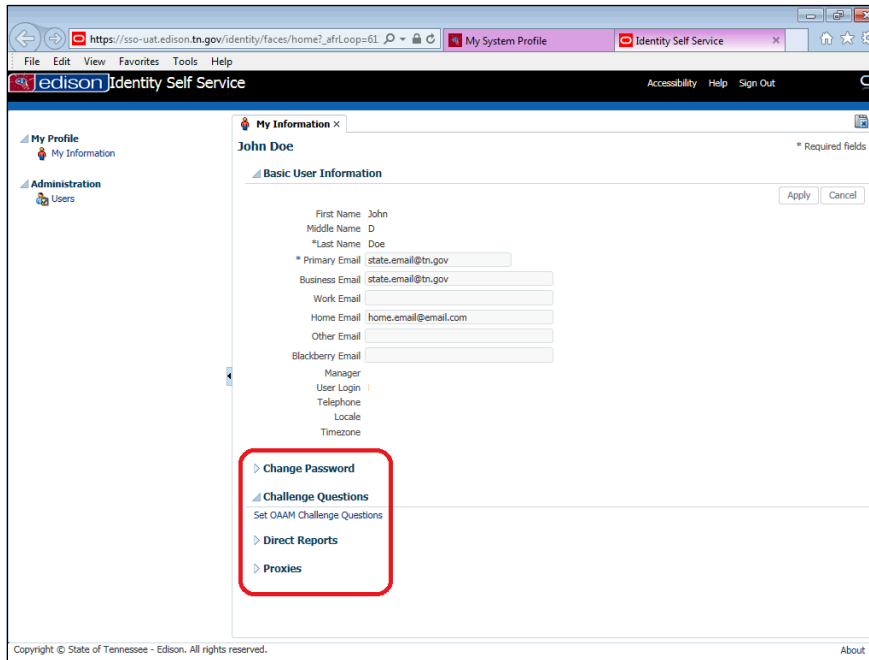
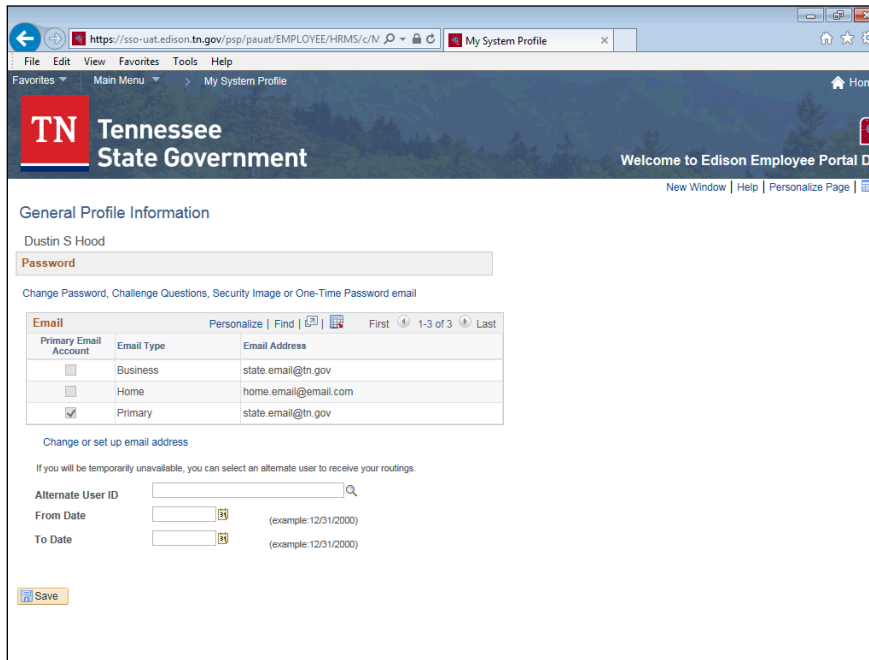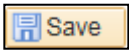| Step	Action
12.	**Note:** Please _**DO NOT**_ make changes to any options listed here.
13.	For this example, we will change the **Home Email** address.
14.	Click in the **Home Email** field and make the necessary changes. Once you have completed making the changes, click out of the field you edited. home@yahoo.com
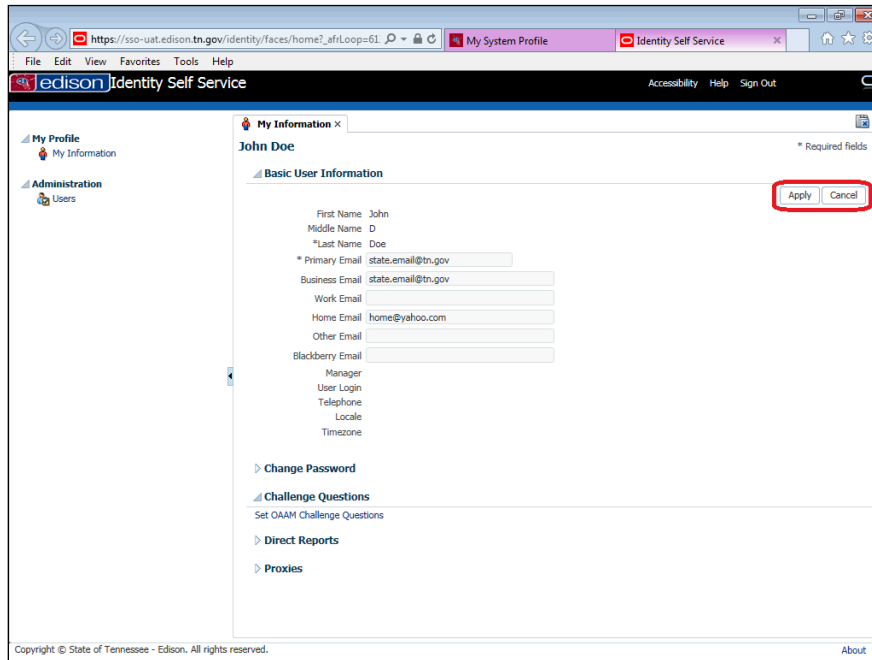
Step	Action
15.	Notice, the **Apply and Cancel** tabs are now illuminated.
16.	Click the **Apply** link.
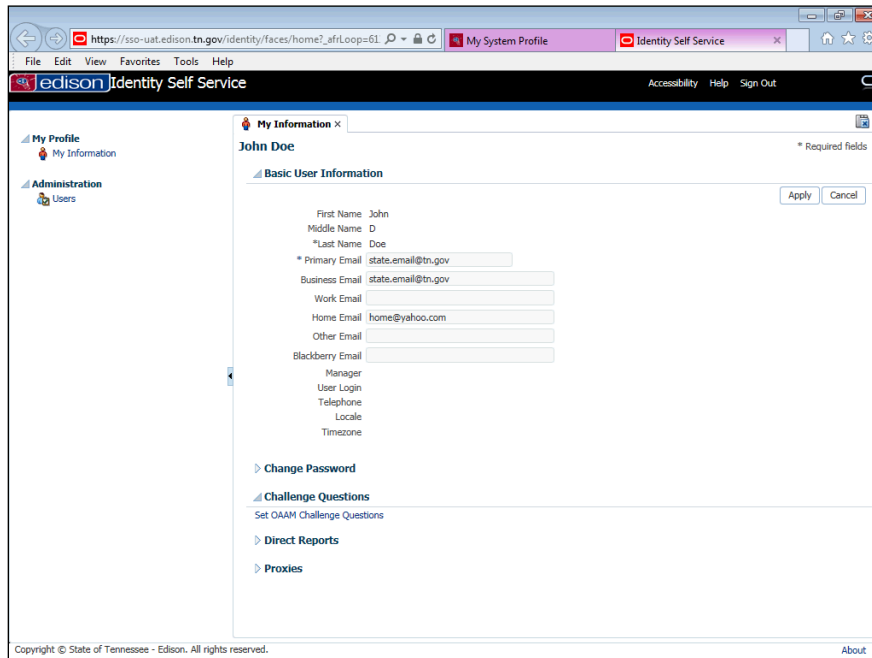
Step	Action
17.	Click the **Close** button.

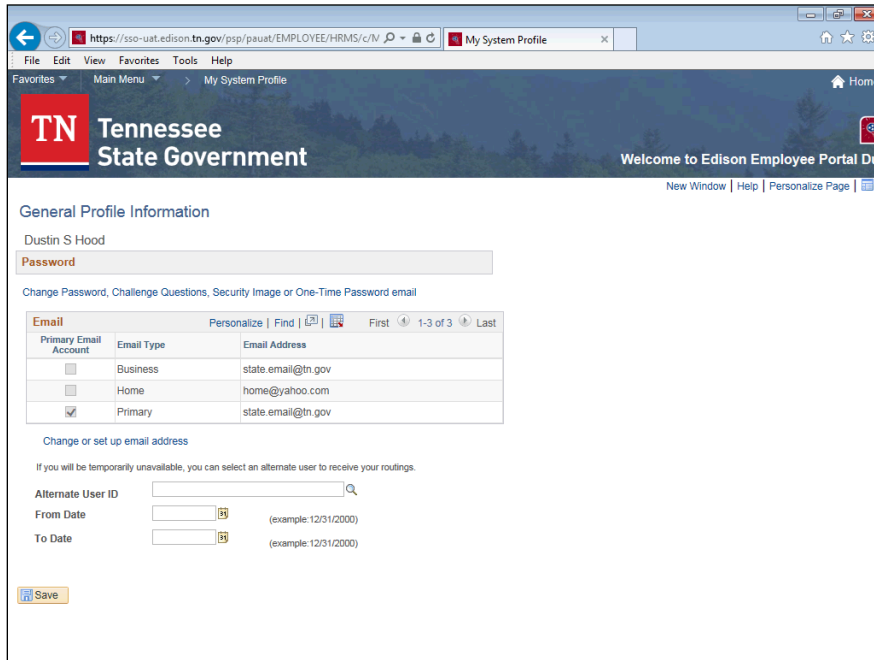| Step	Action
18.	You will be returned to the **General Profile Information** page.
19.	Click the **Save** button.
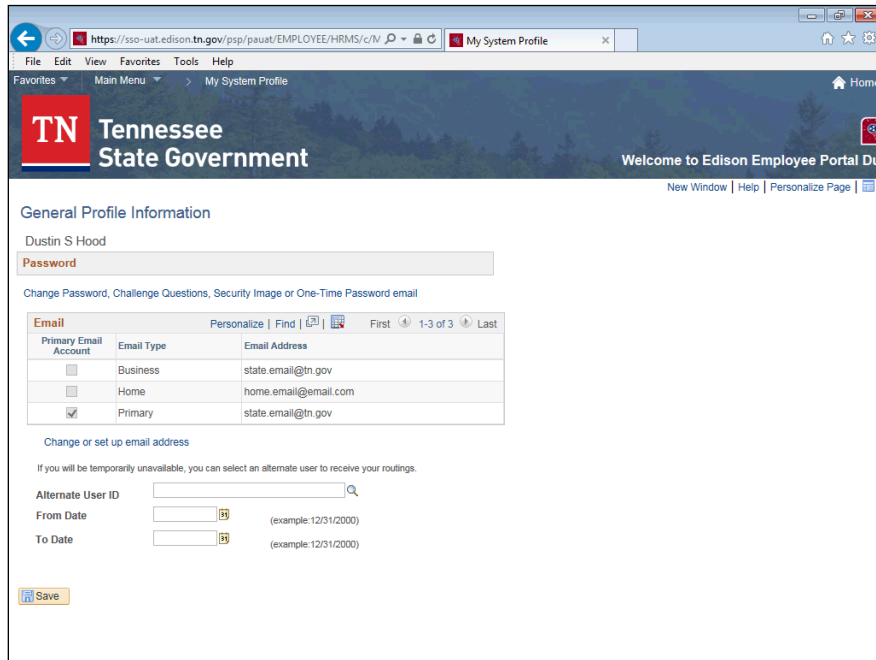
Step	Action
20.	Notice, that the **Home Email** address still shows the old email address. To confirm that your email was updated, click the refresh button.
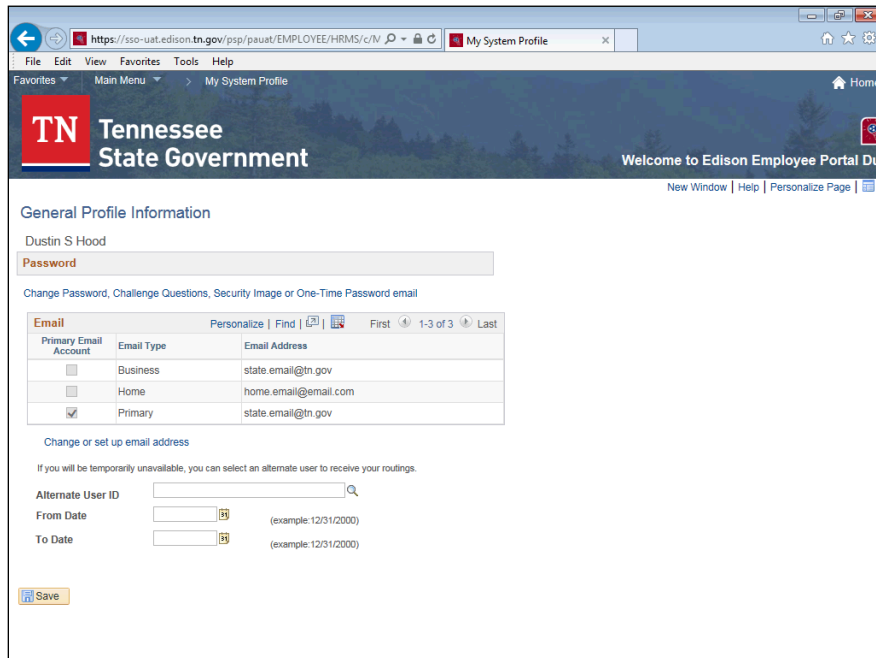
Step	Action
21.	Click the **Refresh** button.

Step	Action
22.	Notice the updated **Home Email** address now appears.
23.	Congratulations! You now know how to change your **Email Address**. **End of Procedure.**