1st Time User/Password Reset
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Important Reminders

- No letters will be mailed this year to employees with temporary passwords.

- ABC’s will not be sent spreadsheets. This is for security reasons.

- It is their responsibility to use the 1st Time User/Password Reset to get logged in to make their changes with ESS.
Navigate to Edison Portal Home Page by typing the web address: www.edison.tn.gov
Employees can navigate to Edison to set up their account

Employee Portal Login
Supplier Portal Home Page

Edison Service Desk
1-866-376-0104 or
615-741-HELP (4357)
Hours of Operation:
7:00 a.m. to 4:30 p.m. CST
Monday through Friday (except holidays)

Welcome To Edison
1st time users click here to access their account.
Enter required fields.

First Time Login for Edison Users

*The following fields are required

*Last Name:

*Edison Employee Id:

*Birth Date: MMDDYYYY

*Last Four Digits of SSN: XXX-XX-

Submit Clear Form
A valid password must meet all of the following 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 at least 2 alphabetic character(s)
- Password must be at least 8 character(s) long
- Password must contain at least 1 lowercase letter(s)
- Password must contain at least 1 numeric character(s)
- Password must contain at least 1 special character(s)
- Password must contain at least 1 uppercase letter(s)
- Password must not be one of 12 previous passwords
- Password must not match or contain user ID

**Change Your Password**

Please create a new password

Before leaving this page, please record your Access ID for use on the next page, the Edison login page. Your Access ID will not be shown on the next page and you will need to enter it as it appears here. You will also need to keep this Access ID to login to Edison in the future.

| Access ID: | JOE0401001 |
| Password:  |
| Confirm Password: |

Submit | Clear Form

Please record your Access ID.
A valid password must meet all of the following 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 at least 2 alphabetic character(s) 
- Password must be at least 8 character(s) long 
- Password must contain at least 1 lowercase letter(s) 
- Password must contain at least 1 numeric character(s) 
- Password must contain at least 1 special character(s) 
- Password must contain at least 1 uppercase letter(s) 
- Password must not be one of 12 previous passwords 
- Password must not match or contain user ID 

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Access ID: JOE0401001

Password: ********

Confirm Password: ********

Click Submit.
Your Password has been successfully changed! Proceed to login.
Enter Access ID.
Enter password.
Setting up your Security Profile

Over the next few pages you will be required to set up your security profile. Please take a moment to familiarize yourself with this information before proceeding. Once completed, your security profile will add new layers of security to your account by helping us verify you as a trusted user and help you identify us as a trusted site. After you review this information, please click Continue to get started.

Security Image and Phrase
The security image and phrase feature will help ensure that you are entering your password on a trusted site. You will be required to select an image of your choice, which includes an associated security phrase and the current date and time.

Security Questions and Answers
The security questions and answers feature will help us verify that you are a trusted user when you forget your password or if certain security risk levels are exceeded. You will be required to set up answers for a series of security questions.

One-Time Password
The one-time password feature will send a temporary password to an email address of your choice when security risk levels are high or if you forgot your password. The email address may be a work or personal address.

Click Continue.
Do not attempt to enter your password here. You will only be changing your security image and phrase on this screen.

Click the link to change your image and phrase.

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.

Once you have selected your image and phrase combination, Click Continue.
We will use your security questions and answers to confirm your identity at times when additional verification is required. Please select a question from the dropdown box and enter your answer in the space provided. Once all the questions are selected and answered, please click enter to proceed to the next page.

Questions (Choose a question from each list below.)

1) What is the first name of your significant other’s eldest sibling?

2) Select One

3) Select One

4) Select One

5) Select One

Answers

After answering each question click enter to move to the next question.
Email address is required.

Note:
Please remember the box must be checked before continuing for a one-time password to be sent to your email.
Read the Acceptable Use Policy.
Accept and Agree the User Agreement Acknowledgement.
Password Reset
Enter Access ID.
Click Forgot your password.
An email will be received providing the temporary Password.

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From: edison.erp@tn.gov
To: Tanisha Johnson
Cc: 
Subject: Edison Identity and Access One-Time Password

Additional verification of your identity is needed. Please use the one-time password provided below for access. Your temporary one-time password is: 62716. The password in this email is only good for one use and must be entered immediately on the page where you were notified that the password had been sent.
An email was sent to you with a one-time password. Please retrieve the password from the email account that you set up for one-time passwords and enter it on your personalized security image below.

You will need to keep this page open while you retrieve your temporary password from your e-mail and then enter it here.

Enter the temporary password here.
You will need to enter after each entry.

A **Completed** message will appear once you have finished each highlighted option.

A slight delay will occur after confirming your password.
Retrieve Access ID
To retrieve Access ID.
Enter required fields.

*The following fields are required:

*Last Name: Benefits

*Edison Employee Id: 00473822

*Birth Date: MMDDYYYY

*Last Four Digits of SSN: XXX-XX-****
Your Access ID is **JOE0401001**

Record your Access ID because you will need it to reset your password.

You have already set up your security profile in Edison. If you need to reset your password, go to [www.edison.tn.gov](http://www.edison.tn.gov) and click the "Employee Portal Login" link on the upper left side of the page. Enter your Access ID and click "Continue." Click the "Forgot your password?" link in the bottom of the box.
Locked Account
After 5 attempts you will receive a message that “Your account is locked”. If your account is locked, you must have it reset. State call Edison Helpdesk. LE, LG, HE call BA Service desk.
Questions?