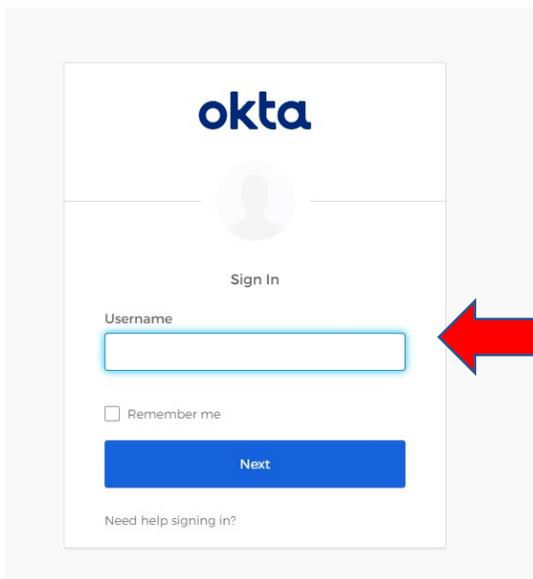


Manage Password for ERP

Your password is set to expire every 4 months, but you can update it sooner if needed

1. Click the link <https://tyler-franklincountyoh.okta.com/>



okta

Sign In

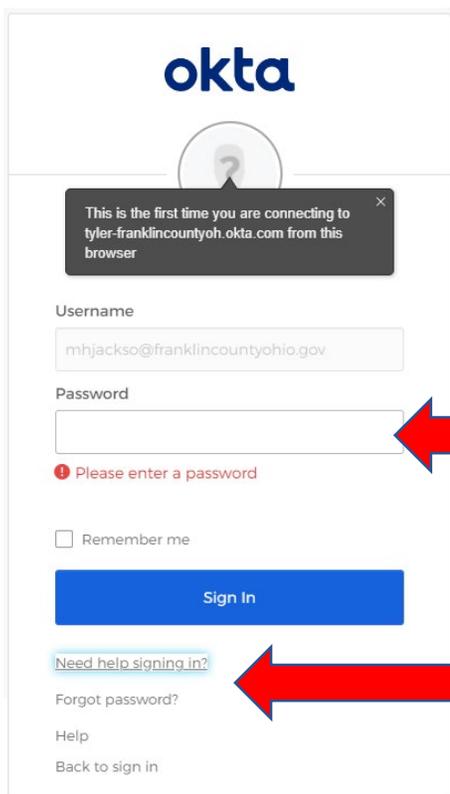
Username

Remember me

Next

Need help signing in?

Enter the email you use to access Ent ERP



okta

This is the first time you are connecting to tyler-franklincountyoh.okta.com from this browser

Username

Password

Please enter a password

Remember me

Sign In

Need help signing in?

Forgot password?

Help

Back to sign in

If you know your password enter it here and proceed to **page 2** "UPDATE MY PASSWORD"

If you are not sure what your password is select "Need help signing in?" then

"Forgot password?"

And proceed to page 3 "Forgot my password"



Update My Password

Customer Landing Page

My portals		
Franklin County	Portal type: Production	Launch
Franklin County [Test]	Portal type: Non Production	Launch
Franklin County [Train]	Portal type: Non Production	Launch

Click LAUNCH on the Production Environment

On the Portal Home page click you initials in the top right corner

Select Profile from the drop down

Workforce Profile

Welcome, matthew h. jackson

Manage your information, privacy, and security

- Personal information: View and update your personal information. [View information](#)
- Security settings: Manage your password and multi factor settings. [Manage security](#)
- Workspaces: View and access different launchers for your workspaces.

Select "Manage Security"

Password

Change your password

Password requirements:

- At least 8 characters
- Lower case letter
- Upper case letter
- Number (0-9)
- Symbol (e.g., !@#%&*)
- Does not contain part of username
- Does not contain first name
- Does not contain last name

* Enter current password

* Enter new password

* Confirm new password

[Change password](#)

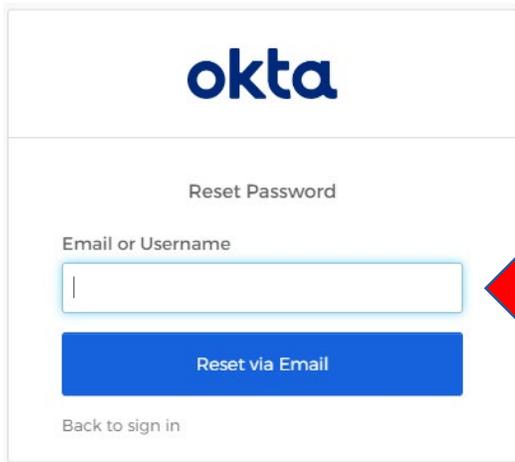
Enter your current password, and then your new password twice to confirm. Please take note of the password requirements above.



Your password has been changed successfully.

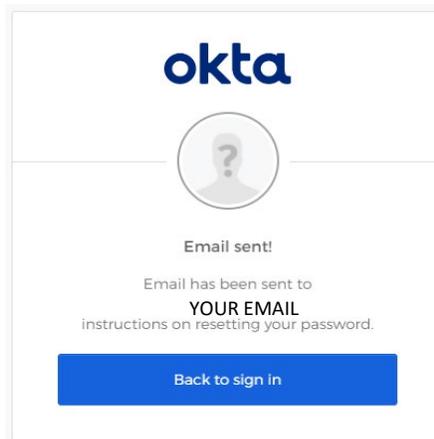
A pop-up at the bottom of the screen confirms your new password was successfully updated

Forgot My Password



The image shows the Okta 'Reset Password' web form. At the top is the 'okta' logo. Below it is the heading 'Reset Password'. There is a text input field labeled 'Email or Username' with a cursor inside. Below the input field is a blue button labeled 'Reset via Email'. At the bottom left of the form is a link that says 'Back to sign in'.

Enter the email you use to access Ent ERP

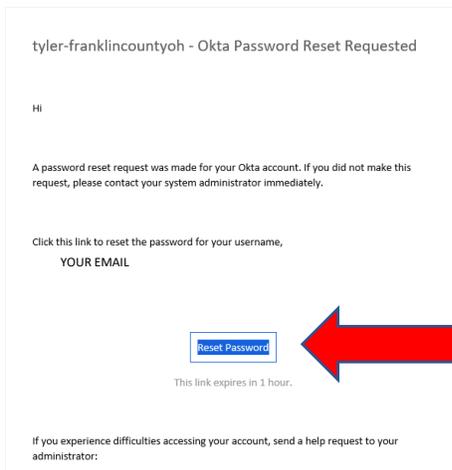


The image shows the Okta 'Email sent!' confirmation screen. It features the 'okta' logo at the top, a circular icon with a question mark, and the text 'Email sent!'. Below that, it says 'Email has been sent to YOUR EMAIL instructions on resetting your password.' At the bottom is a blue button labeled 'Back to sign in'.

Account password reset



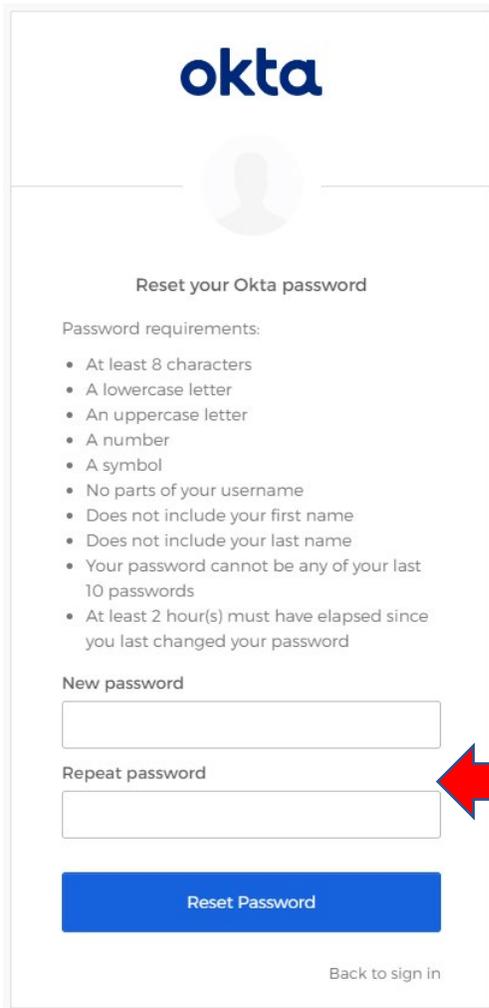
Emails will be sent from noreply@okta.com



The image shows the body of an email titled 'tyler-franklincountyoh - Okta Password Reset Requested'. It starts with 'Hi', followed by a paragraph: 'A password reset request was made for your Okta account. If you did not make this request, please contact your system administrator immediately.' Below that is another paragraph: 'Click this link to reset the password for your username, YOUR EMAIL'. There is a blue button labeled 'Reset Password'. Below the button is the text 'This link expires in 1 hour.' At the bottom, there is a paragraph: 'If you experience difficulties accessing your account, send a help request to your administrator:'.

Click "Reset Password" link



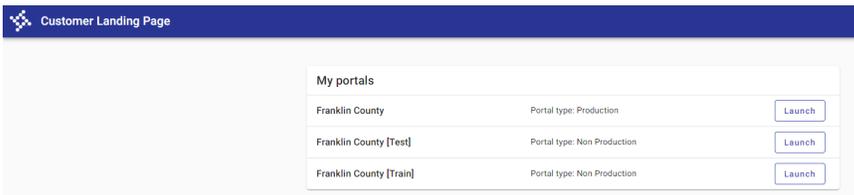


The image shows the Okta password reset interface. At the top is the Okta logo and a placeholder for a user profile picture. Below that is the heading "Reset your Okta password". A section titled "Password requirements:" lists the following criteria:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 10 passwords
- At least 2 hour(s) must have elapsed since you last changed your password

Below the requirements are two input fields: "New password" and "Repeat password". A red arrow points from the "Repeat password" field to the "Password requirements:" list. At the bottom of the form is a blue "Reset Password" button and a link "Back to sign in".

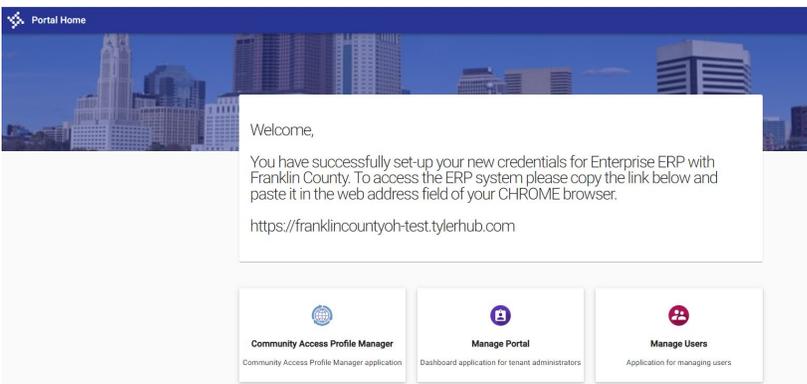
Set you new password please take note of the password requirements above



The image shows a "Customer Landing Page" with a table of portals. The table has three columns: Portal Name, Portal type, and a Launch button.

My portals		
Franklin County	Portal type: Production	Launch
Franklin County [Test]	Portal type: Non Production	Launch
Franklin County [Train]	Portal type: Non Production	Launch

You may land on the “Customer Landing Page” or “Portal Home” Page



The image shows a "Portal Home" page with a cityscape background. A white box contains the following text:

Welcome,
You have successfully set-up your new credentials for Enterprise ERP with Franklin County. To access the ERP system please copy the link below and paste it in the web address field of your CHROME browser.
<https://franklincountyoh-test.tylerhub.com>

Below the text are three application tiles:

- Community Access Profile Manager**: Community Access Profile Manager application
- Manage Portal**: Dashboard application for tenant administrators
- Manage Users**: Application for managing users

This confirms your new password is set.

ERP PRODUCTION: <https://franklincountyoh.tylerhub.com/>

ERP TRAIN: <https://franklincountyoh-train.tylerhub.com/>