

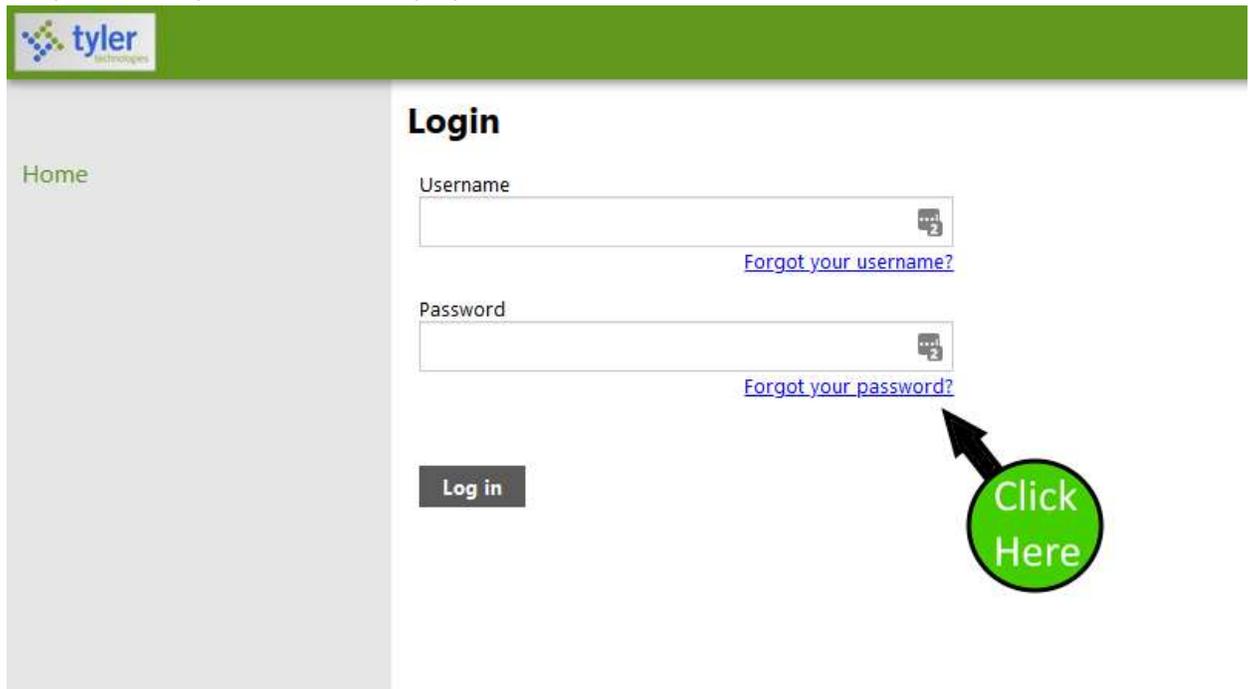
Please follow the instructions outlined below to initiate and complete a password reset for your Munis ESS (Employee Self Service) account.

Please Note: You will be required to provide your 5-digit employee ID given to you by the Human Resources department. This employee ID is used as your username to log into your ESS account.

County (I.E. Sheriff's Department, Health Department, ETC.) employee IDs will be 5 digits long and will start with a 5.

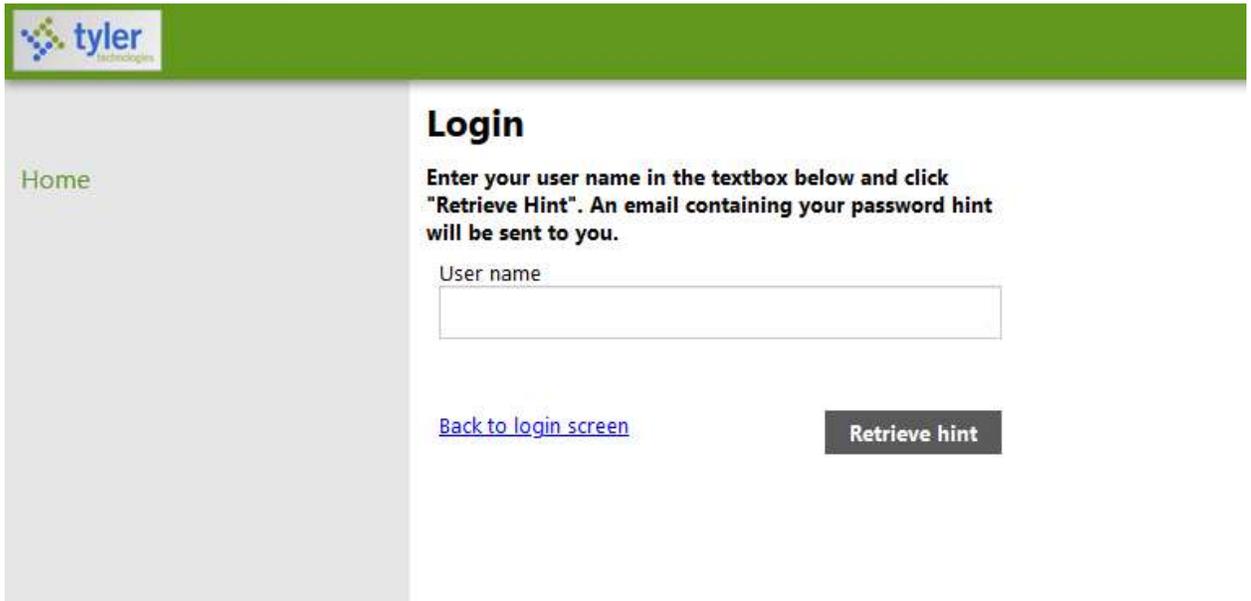
JMCSS employee's IDs will be 5 digits long and start with a 1

1. Navigate to <https://madisontn.munisselfservice.com> using a web browser. (Internet Explorer/Firefox/Chrome/Edge ETC.)
2. To start a password reset within Munis ESS, click on the blue "Forgot your password?" link under the password input box on the Employee Self Service website (see below)

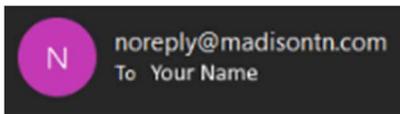


The screenshot shows the login interface for the Munis ESS website. At the top left is the Tyler Technologies logo. Below it is a navigation menu with a "Home" link. The main content area is titled "Login" and contains two input fields: "Username" and "Password". Each field has a small icon of a person and a number "2" in the bottom right corner. Below the "Password" field is a blue link that says "Forgot your password?". A green circle with the text "Click Here" and a black arrow points to this link. Below the input fields is a dark grey button labeled "Log in".

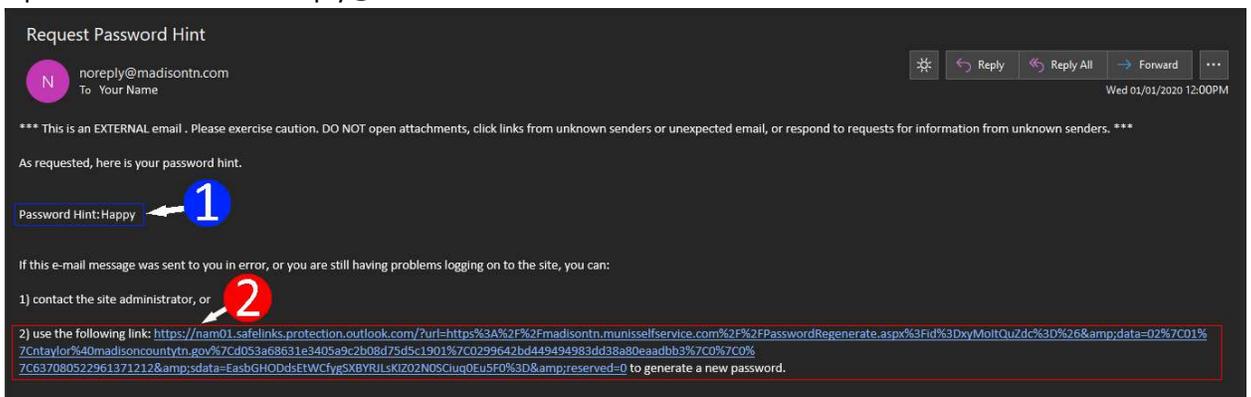
- You will be redirected to the following page where you will be prompted to enter your ESS username (Your five-digit employee ID) and click on “Retrieve Hint” (see below)



- Open your **work** email account and watch for an email from noreply@madisontn.com with the subject of “request password hint”.



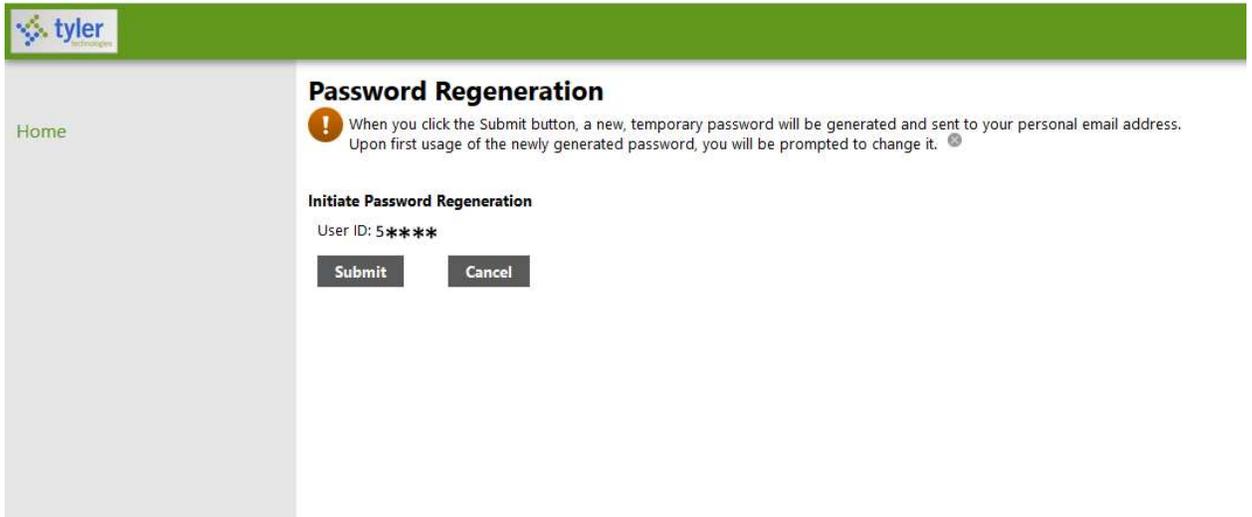
- Open the email from noreply@madisontn.com and it will look similar to below



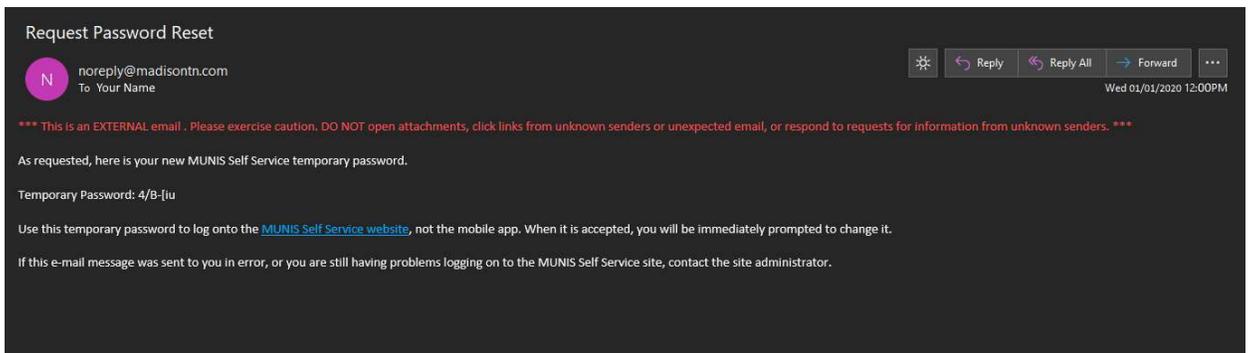
- Number 1:** When creating a password for Munis ESS you are required to enter a password hint which may help you to remember your password. You will be sent this hint in the email you received.

If you remember your password after the hint, you do not need to proceed any further and can navigate to <https://madisontn.munisselfservice.com> within a web browser, and log in.

Number 2: In the event that the hint does not help you to remember your password, please click on the blue link at the bottom of the email you received from noreply@madisontn.com and a web browser will open with the following page:



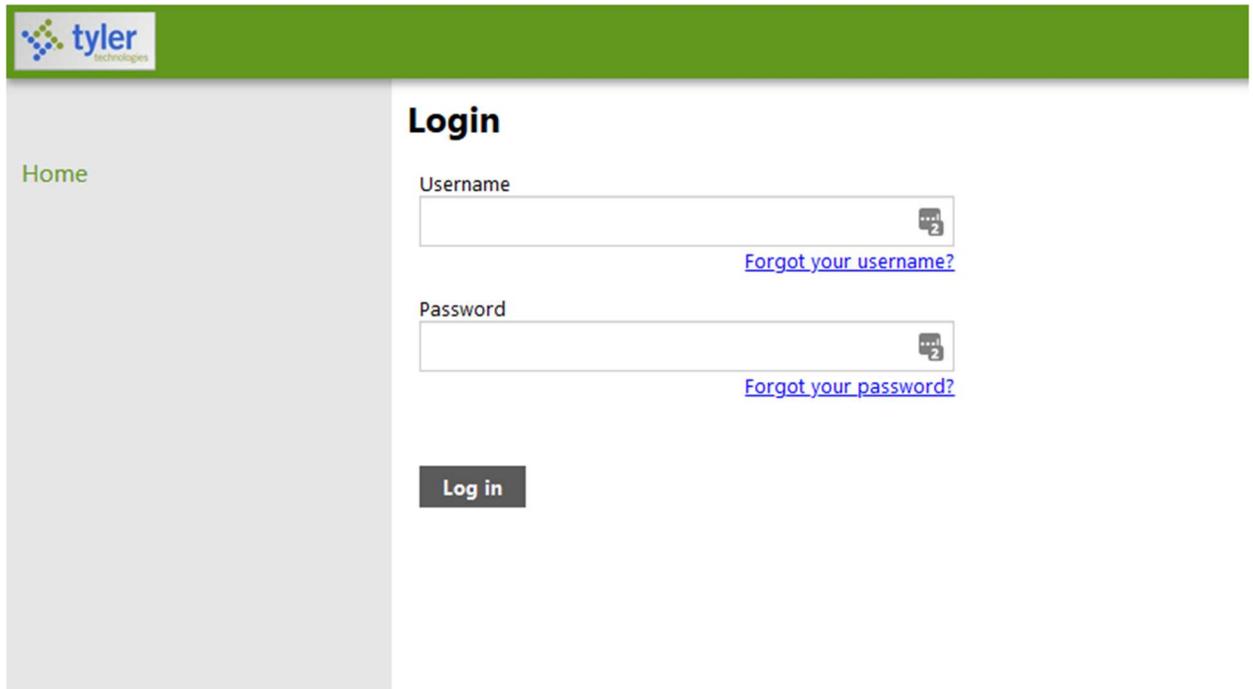
7. On the page that opens you will notice that your "User ID" will be pre-populated with your 5 Digit employee ID. Click on the "submit" button to have a password generated for you and sent to your work email account.
8. Open your work email account again and look for an email from noreply@madisontn.com with the subject of "Request Password Reset".
9. Within the email (see below) you will find a randomly generated temporary password along with a blue link to <https://madisontn.munisselfservice.com> where you can use the temporary password to login and change your password to something of your choosing.



10. Either click on the blue link within the email to be automatically redirected to <https://madisontn.munisselfservice.com> or navigate there using a web browser.

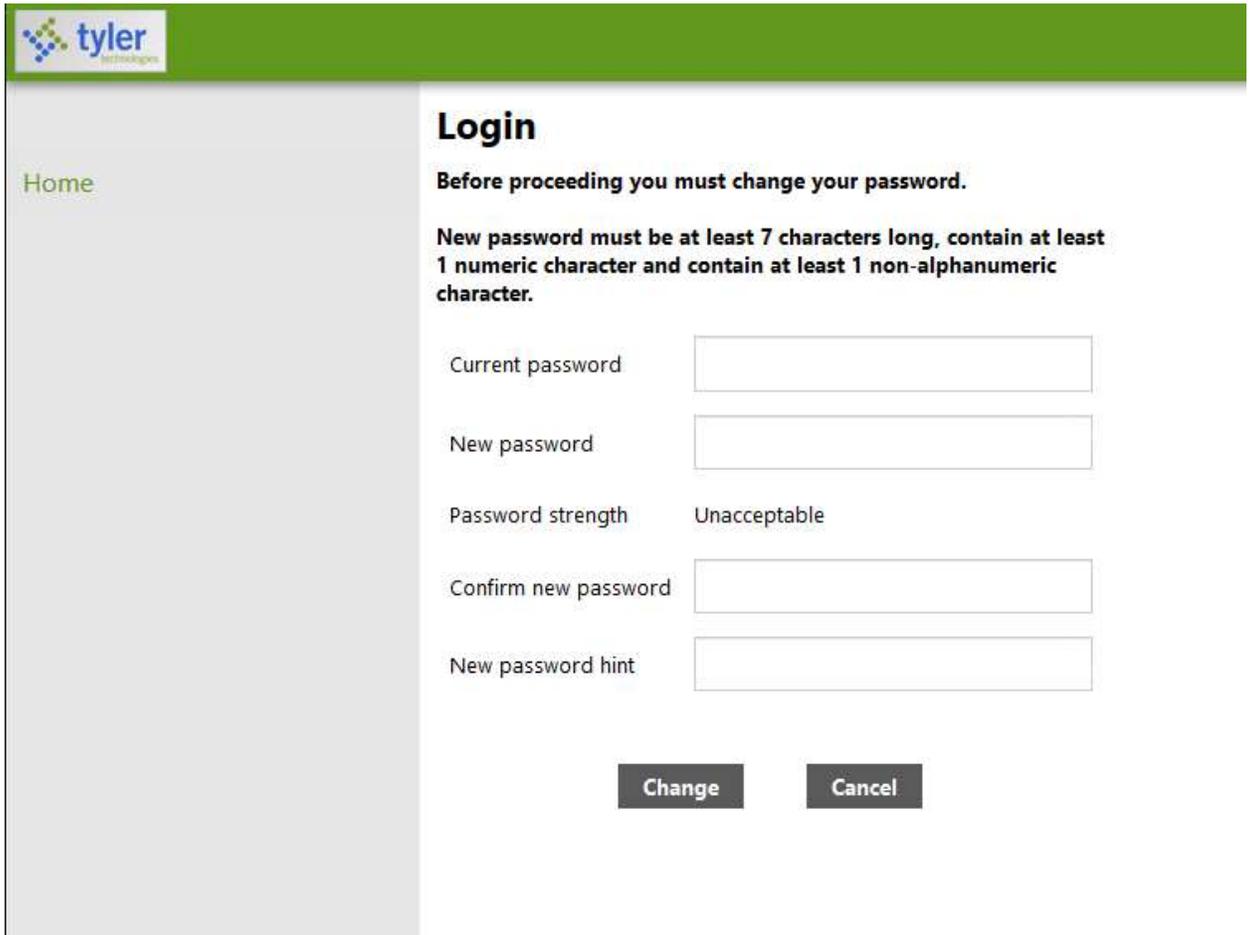
11. On the main page of <https://madisontn.munisselfservice.com> you will be prompted to login using your Username (employee ID) and you will use the temporary password sent to you in the email from noreply@madisontn.com to login.

Please Note: You can simply copy and paste the temporary password from the email by right clicking on the password after selecting it within the email and clicking “Copy” and then right clicking within the password box on the ESS page and clicking “Paste”(This will help prevent errors when typing)



The screenshot shows the login interface for Tyler Technologies. At the top left is the Tyler Technologies logo. Below it, on the left side, is a grey sidebar with a 'Home' link. The main content area is titled 'Login' and contains two input fields: 'Username' and 'Password'. Each field has a 'Forgot your [username/password]?' link below it. At the bottom of the login section is a dark 'Log in' button.

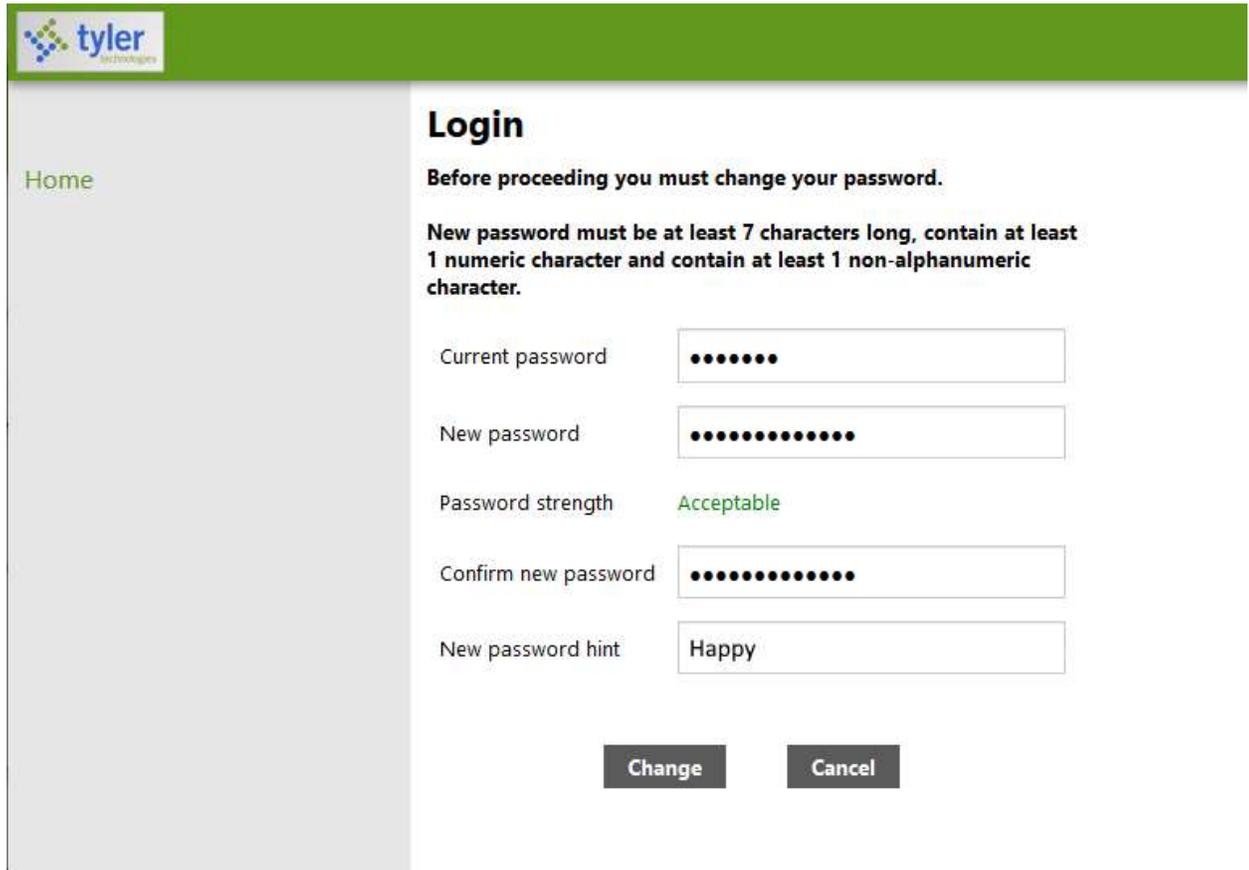
12. After logging in you will be prompted to change your password to something of your choosing (see below)



The screenshot shows a web interface for Tyler Technologies. At the top left is the Tyler Technologies logo. Below it, on the left side, is a navigation menu with the word "Home" in green. The main content area is titled "Login" in bold black text. Below the title, a message reads: "Before proceeding you must change your password." This is followed by a password requirement notice: "New password must be at least 7 characters long, contain at least 1 numeric character and contain at least 1 non-alphanumeric character." There are five input fields: "Current password", "New password", "Confirm new password", and "New password hint". The "Password strength" indicator shows "Unacceptable". At the bottom right, there are two buttons: "Change" and "Cancel".

13. Your "Current password" will be the temporary password sent to you in the email from noreply@madisontn.com and you must follow the instructions outlined above the input boxes. Passwords **MUST** be a minimum of 7 characters long with one uppercase, one lowercase, and a number OR symbol.

14. After entering all required information (Hint included), select “Change” at the bottom of the screen.



The screenshot shows the Tyler Technologies login interface. At the top left is the Tyler Technologies logo. Below it, a navigation menu includes a 'Home' link. The main content area is titled 'Login' and contains a message: 'Before proceeding you must change your password.' Below this message are instructions: 'New password must be at least 7 characters long, contain at least 1 numeric character and contain at least 1 non-alphanumeric character.' The form includes five input fields: 'Current password' (masked with 6 dots), 'New password' (masked with 10 dots), 'Password strength' (displaying 'Acceptable' in green), 'Confirm new password' (masked with 10 dots), and 'New password hint' (containing the text 'Happy'). At the bottom of the form are two buttons: 'Change' and 'Cancel'.

Please Note: If you are having trouble creating the new password, try and remove any consecutive characters (I.E. SS or TT) from your password and trying again.

You **cannot** use any password that you have previously used, and it is recommended that you completely change your password rather than simply adding a different character to the end or beginning.

Never share your password with ANYONE or use any word or phrase that can be easily associated with you or your position as this will make it extremely easy to guess (I.E. Name of a loved one, pets name, ETC.).