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EFM TIP: Password Reset Functionality in the Employ Florida Marketplace

Geographic Solutions has modified the password and username reset functionality for customers in the Employ Florida Marketplace. If a customer has forgotten their username, password or both; they will be prompted to answer a series of security questions before they will be allowed to reset the information.

If the customer clicks on Forgot Password, they will be prompted to enter their username and identify whether they registered as an individual or an employer. The next screen will require the customer to enter and verify their: 1) first name, 2) last name, 3) date of birth and 4) full social security number. The customer will be required to answer all of the aforementioned fields correctly on the first attempt or they will be redirected to contact the EFM helpdesk for password retrieval or to submit an electronic help ticket.

If the customer clicks on Forgot Username or Username and Password, they will be prompted to select whether they registered as an individual or an employer. The next screen, will require the customer to enter and verify their: 1) first name, 2) last name, 3) date of birth, 4) full social security number and 5) zip code. The customer will be required to answer all of the aforementioned fields correctly on the first attempt or they will be redirected to contact the EFM helpdesk for username retrieval or to submit an electronic help ticket.

Please share this information with the appropriate staff members

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