

Purpose:

This document is designed to help our associates gain access to our self-service portal. The portal can reset your password and unlock your account. You can do this anytime and anywhere without having to call the Essex Helpline. Please see our available links below.

[Register for the portal](#)

[Reset password](#)

[Unlock account](#)

Register for the portal

To get started, please go to <https://ssp.essex.com> and follow the directions below.

1. Please enter your current user name and password.

2. Follow the link below:

3. Select a security question for both sections and fill in the answers. Then click enroll

User Registration
The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

Security Questions

Length Specification

- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

Register Your Security Que & Ans

Que:

-----Please Select a Question-----

- What is your mother's maiden name ?
- What is the name of your favourite cousin ?
- The country you always dreamt of vacationing in ?
- What is your favourite colour ?

Que:

- Who is your childhood hero ?
- What was the name of your elementary / primary school ?
- What is the first name of your eldest nephew/ niece ?
- When is your parents' wedding anniversary ?
- What was your favourite cartoon character during your childhood ?
- What is the first name of your maternal grandmother ?

Hide Answer(s)

Enroll

Reset password

1. After you are enrolled, you can go back <https://ssp.essex.com> to reset your password

Sign in

User Name:

Password:

Log on to:

Login


Reset Password
Reset your forgotten password

Unlock Account
Unlock your locked out account


2. Enter your user name and click continue

Domain User Name (Example : Jsmith)

Domain Name



3. Answer your security questions and the code.


 **Security Questions**
Please answer the following question(s) as per your enrollment profile to unlock your account


Answer the below question(s)

Que: What is your mother's maiden name ?
Ans:

Que: What is your favourite colour ?
Ans:


Type the characters you see in the picture below.





Letters are not case-sensitive

4. Enter new password and special code

 **Reset Password**
Please enter a new password in the boxes below:

Domain Password Policy Requirements


- The minimum password age is 0
- The maximum password age is 45
- The minimum password length is 8
- No. of Passwords Remembered is 12
- The password complexity property is Enabled


Reset Password

New Password :

Confirm New Password :

Type the characters you see in the picture below.





Letters are not case-sensitive

To Unlock account

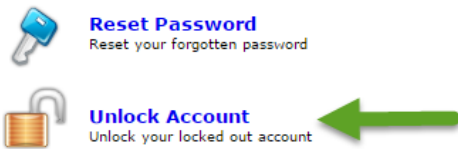
1. Go to <https://ssp.essex.com> and click unlock

Sign in

User Name:

Password:

Log on to:



2. Enter your user name

Domain User Name (Example : Jsmith)

Domain Name

3. Answer your security question and enter code

Security Questions
Please answer the following question(s) as per your enrollment profile to unlock your account

Answer the below question(s)

Que: What is your mother's maiden name ?
Ans:

Que: What is your favourite colour ?
Ans:


Type the characters you see in the picture below.


Letters are not case-sensitive

4. Enter the code and click unlock

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Type the characters you see in the picture below.





Letters are not case-sensitive

5. Your account is now unlocked. If you still cannot login, please call the Essex Helpline at (844) ESSEX-IT