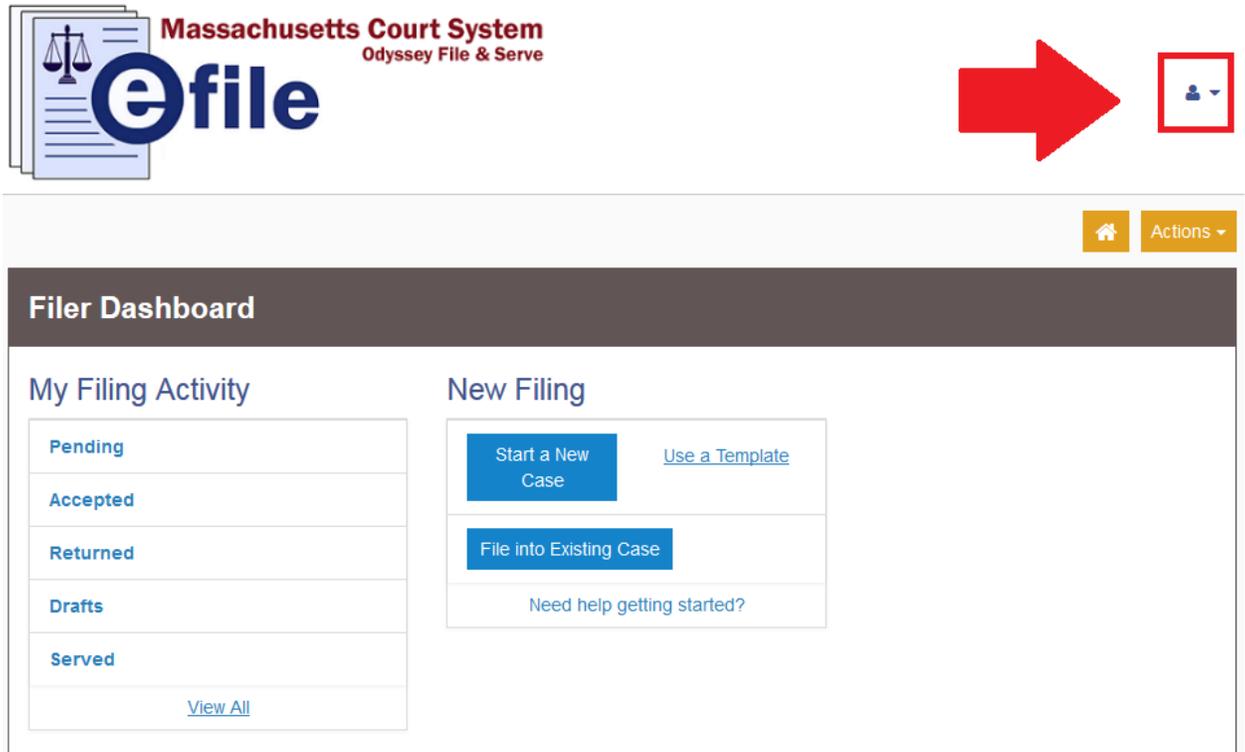


CHANGING YOUR PASSWORD

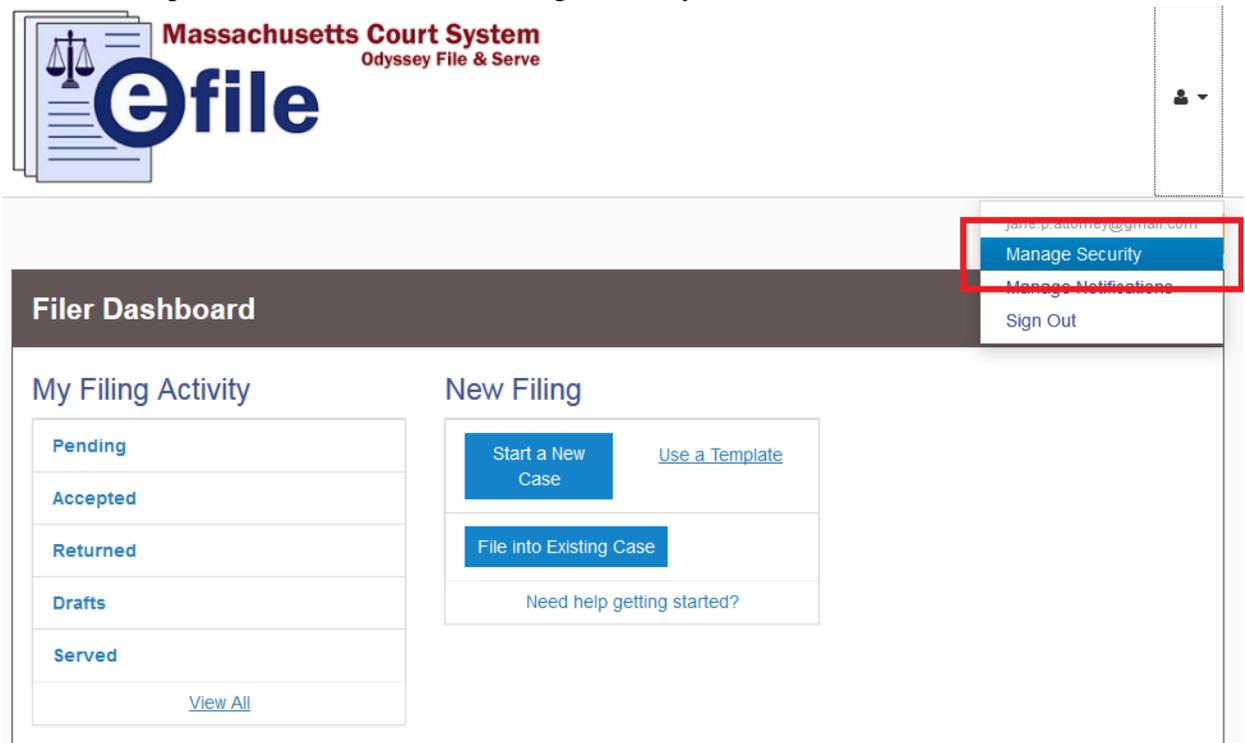
Follow these steps to change the password for your account.

1. Click the grey outline of a person on the top right of the home screen:



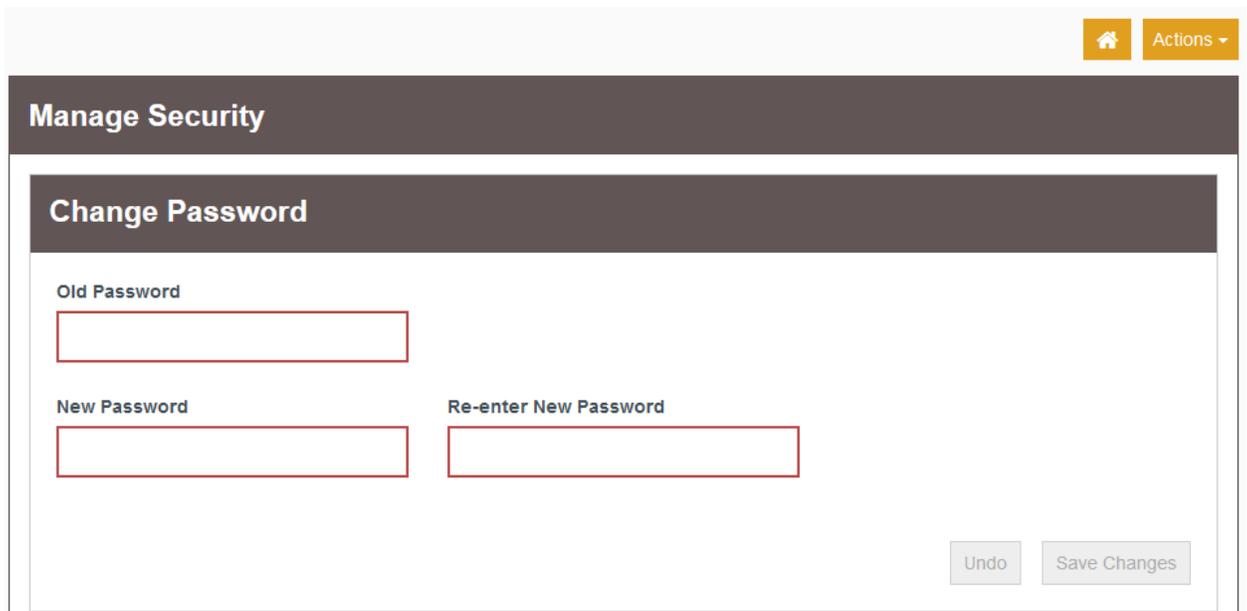
The screenshot shows the top of the efile dashboard. The header includes the logo for the Massachusetts Court System (Odyssey File & Serve) and the efile logo. On the right side of the header, there is a grey outline of a person icon. A large red arrow points from the left towards this icon. Below the header is a navigation bar with a home icon and an 'Actions' dropdown menu. The main content area is titled 'Filer Dashboard' and contains two sections: 'My Filing Activity' with a list of categories (Pending, Accepted, Returned, Drafts, Served) and a 'View All' link, and 'New Filing' with buttons for 'Start a New Case', 'Use a Template', and 'File into Existing Case', along with a link for 'Need help getting started?'.

2. From the drop down menu, click on "Manage Security":



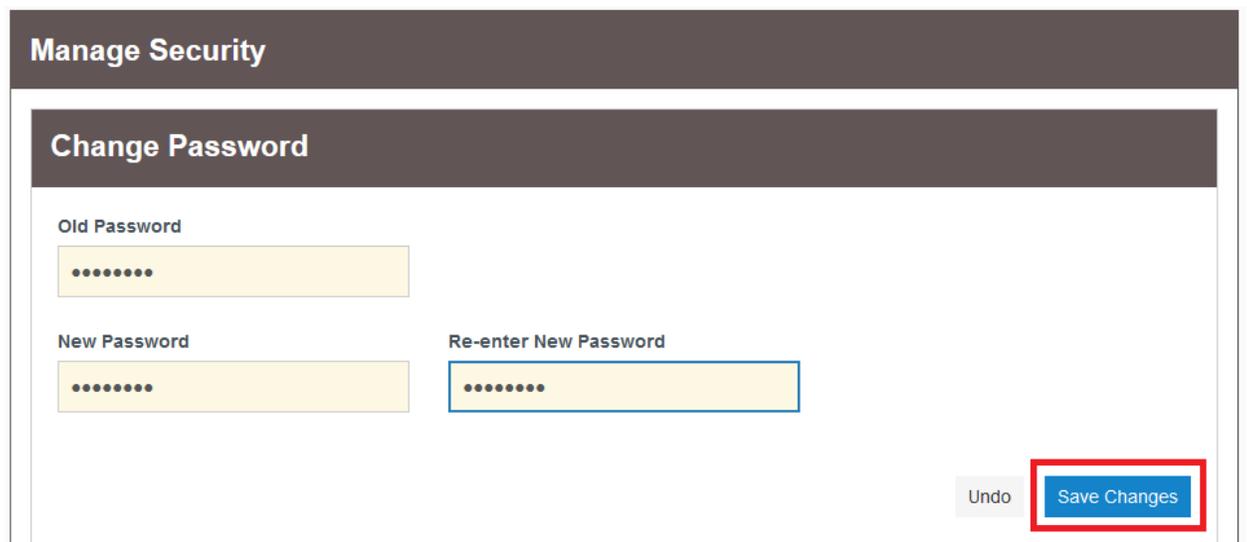
This screenshot shows the same efile dashboard as the previous one, but with the user profile dropdown menu open. The dropdown menu is located in the top right corner and contains the following options: 'jane.palome@gmail.com', 'Manage Security', 'Manage Notifications', and 'Sign Out'. The 'Manage Security' option is highlighted with a red rectangular box. The rest of the dashboard content remains the same as in the previous screenshot.

3. The first thing on this screen is a "Change Password" section:



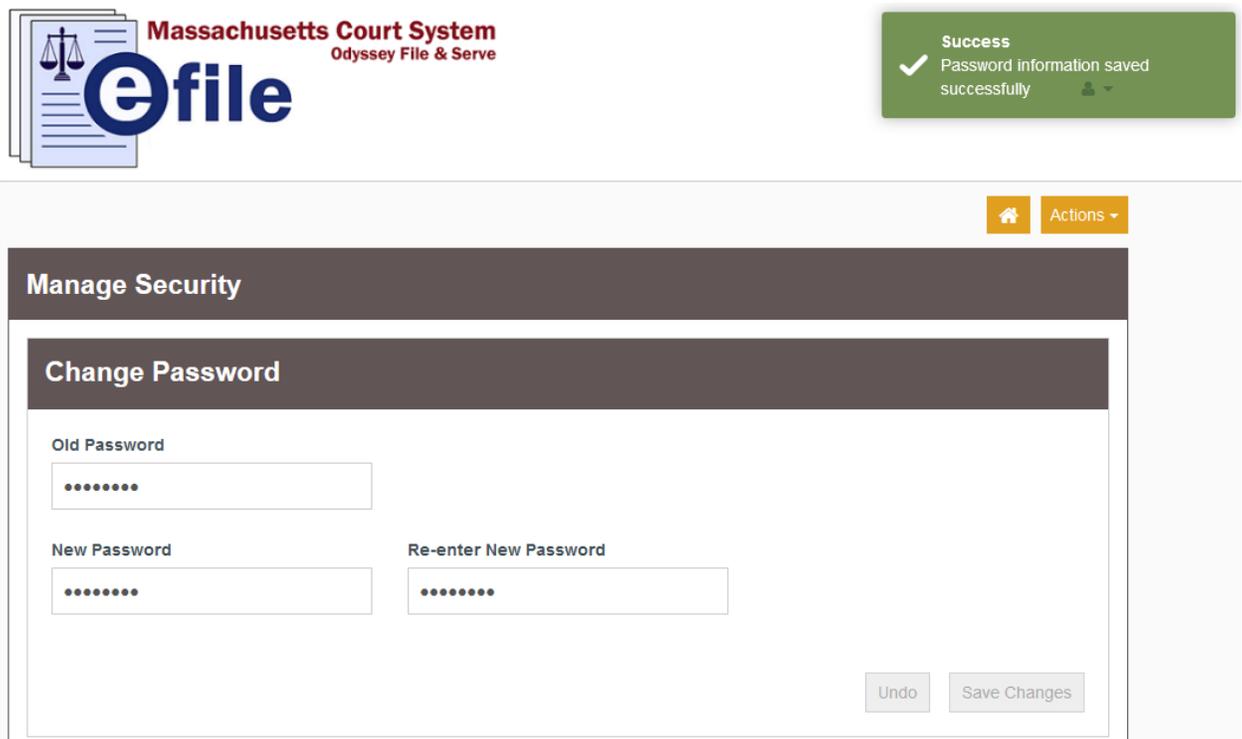
The screenshot shows a web interface for "Manage Security". At the top right, there is a home icon and an "Actions" dropdown menu. Below this is a dark header with the text "Manage Security". Underneath is another dark header with the text "Change Password". The main content area contains three input fields: "Old Password", "New Password", and "Re-enter New Password". The "Old Password" field is a single box. The "New Password" and "Re-enter New Password" fields are side-by-side. At the bottom right, there are two buttons: "Undo" and "Save Changes".

4. Enter your Old Password in the first box. Enter what you wish your password to be updated to in the second two boxes. Click the "Save Changes" button:



The screenshot shows the same "Manage Security" page as above, but now the input fields are filled with dots representing masked text. The "Old Password" field is filled with seven dots. The "New Password" field is filled with seven dots. The "Re-enter New Password" field is filled with seven dots. The "Save Changes" button is now highlighted with a red border, indicating it is the next step in the process.

5. When your password is updated successfully, you will see a notification in the top right of the screen:



The screenshot displays the Massachusetts Court System efile interface. In the top left corner, there is a logo for the Massachusetts Court System with the tagline "Odyssey File & Serve" and the "efile" logo. In the top right corner, a green notification box with a checkmark icon contains the text "Success Password information saved successfully". Below the notification, there is a navigation bar with a home icon and the text "Actions". The main content area is titled "Manage Security" and contains a "Change Password" form. The form has three input fields: "Old Password", "New Password", and "Re-enter New Password", all containing masked characters (dots). At the bottom right of the form, there are two buttons: "Undo" and "Save Changes".

Should you encounter any problems changing your password and you are sure you have followed the previous steps correctly, please call Tyler Support at 1.800.297.5377

Please do not call the Clerk's Office with technical support related questions.