

Missouri Public Service Commission

EFIS – Reset EFIS Password

To reset your EFIS password:

1. From any EFIS screen, click the '**Logon**' icon on the left side of the screen to open the *Welcome to Electronic Filing Information System* screen.



On the *Welcome to Electronic Filing Information System* screen, complete the following steps:

2. Click the '**Forgot Password**' button to continue to the *Password User ID Help* screen.



Missouri Public Service Commission

EFIS – Reset EFIS Password

3. In the 'User ID' field, input your assigned user id.
4. In the 'E-mail ID' field, input your e-mail address that was used when your user ID was created.
5. Click the 'Submit' button.

Password User ID Help

After submitting your user ID and email address registered with EFIS, your password will be reset and a temporary password will be sent to your email.

User ID

Email Address

If you do not know your user ID or are unsuccessful in resetting your password, please contact the Helpdesk or the Data Center before completing a new user registration.

For assistance with registration and/or filing, please contact the Data Center at:
573-751-7496 (local to Jefferson City, MO)
or by email at: datacenter-psc@psc.mo.gov

For assistance with Consumer Complaint and/or Inquiry, please contact the Consumer Services at:
800-392-4211 (toll-free)
or by email at: pscinfo@psc.mo.gov

For general comments and assistance, please use the main phone number at:
573-751-3234 (local to Jefferson City, MO)
or by email at: pscinfo@psc.mo.gov
or by USPS at:
Governor Office Bldg, 200 Madison Street, PO Box 360, Jefferson City, MO 65102-0360

6. A new **temporary password** will be e-mailed to the e-mail address that was used when your User ID was created.
7. You will be prompted to change your password after logging in with the new temporary password.

If you do not know your user ID or are unsuccessful in resetting your password, please contact the Data Center for assistance at dcsupport@psc.mo.gov or 573-751-7496.