

## EEC to Release an Improved Version of Single Sign In On April 4, 2012

The Department of Early Education and Care (EEC) is releasing a new version of the EEC Single Sign In (SSI) application. EEC has improved the look-and-feel and usability of the SSI application and has implemented new tools for users to control their own accounts.

### What has Improved?

Below is the quick list of the new EEC SSI Sign In (SSI) upgrades. The four main changes are listed below followed by the entire Release Notes with descriptions, screen shots and new email templates from SSI.

1. Retrieve a forgotten Username & Reset Password (if needed)
  - You may have EEC SSI retrieve a username by providing your first and last name, email address and day of birth. There is an option now to have your Password Reset.
2. Retrieve Multiple Username & Password Reset Not Allowed
  - If EEC SSI recognizes multiple usernames to an EEC SSI account, you will now be able to merge those usernames into one main username. If you want to retrieve a password as well, after merging your usernames to one main username you may now reset password with the assistance of EEC Helpdesk.
3. Reset Password Options
  - You may now choose to have a new password reset and sent to your email address provided or have the password reset online.
4. Adding/Editing Contact Information
  - USPS Verification will validate mailing address entered and continue process if there is an exact mailing address match. If not a match users can accept USPS validated address or except their own address as entered.

### What Do I Need to Do?

Nothing! The new SSI application will be at the same location as the current SSI ([https://www.eec.state.ma.us/SSI\\_V2/ProfileSetup/LoginUN.aspx](https://www.eec.state.ma.us/SSI_V2/ProfileSetup/LoginUN.aspx)). Starting April 4, just log in as you would normally, enter your username and password, and you will have access to all your EEC applications. To learn more about the latest improvements to Single Sign In, please see the four improvement descriptions below.

## 1. Retrieve a Forgotten Username & Reset Password (If needed)

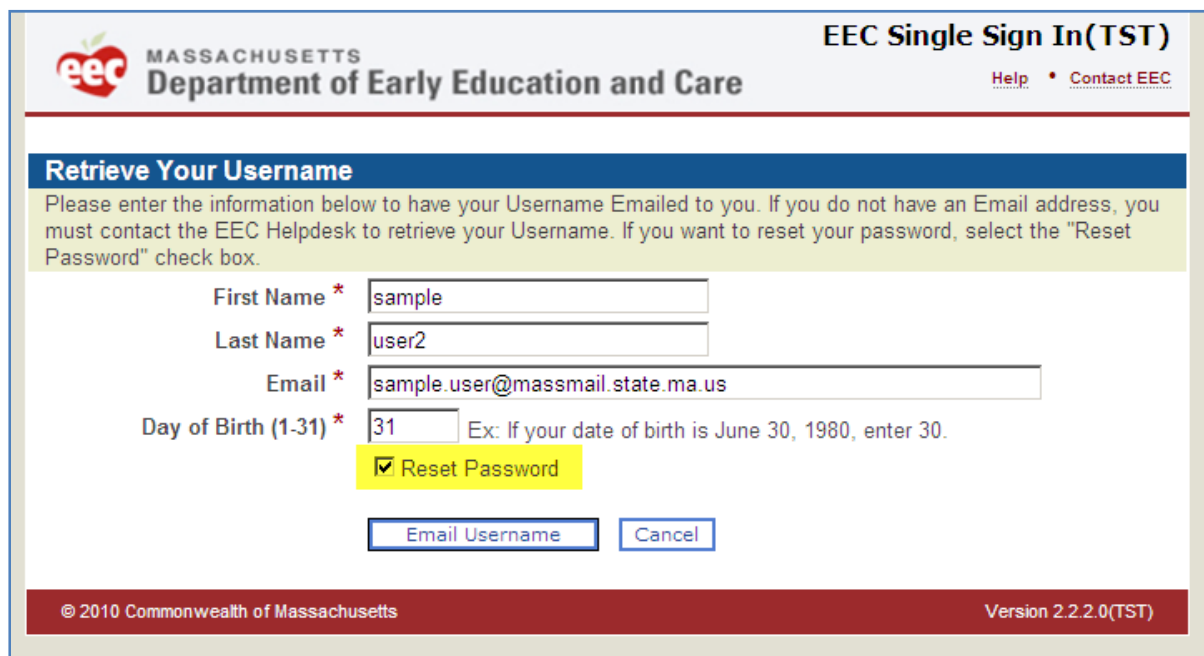
If you have forgotten your username (or are not sure if you already have one), then you can request to retrieve your username by clicking the **Forgot your username?** link underneath the field for your username.




Username \*   
[Forgot your username?](#)

The **Forgot your username?** link will take you to the **Retrieve Your SSI Username** page. To have an email sent to you with your EEC SSI username(s), enter your first and last name, email address, and day of birth and then click **Email Username**. If needed, you may also **Reset Password** by checking the box. The day of birth is the number from 1 to 31 for your birthday, so someone born on September 15, 1977, would enter “15” as their Day of Birth. If a day of birth number is selected that is not between 1 to 31 you will then receive a notification.

- Please enter a valid number for your Day of Birth (1-31).



**EEC Single Sign In(TST)**

 **MASSACHUSETTS  
Department of Early Education and Care**

[Help](#) • [Contact EEC](#)

### Retrieve Your Username

Please enter the information below to have your Username Emailed to you. If you do not have an Email address, you must contact the EEC Helpdesk to retrieve your Username. If you want to reset your password, select the "Reset Password" check box.

First Name \*

Last Name \*

Email \*

Day of Birth (1-31) \*  Ex: If your date of birth is June 30, 1980, enter 30.

☒ Reset Password

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If the SSI application finds your user account information, the system will show you a confirmation message like the one below. Click **Go to Login Page** to return to the Sign In page.

An email has been sent to you with instructions for your request.	
Email Username	Go To Login Page

**Tip:** To be able to retrieve your username in the future, make sure to include your email address in your Single Sign In profile

Shortly after requesting to retrieve your username and/or password, EEC will send an email to your email address with the username (s) that match your name, day of birth, and email address. You will either receive an email to retrieve just Username or Username and Password. Below are the two examples of what the emails from EEC will look like. Please note this email is sent from an email account that does not access emails, so do not reply to the email from EEC Admin. If you have questions, you can contact the EEC Help Desk at [EECHelpDesk@massmail.state.ma.us](mailto:EECHelpDesk@massmail.state.ma.us)

\*See Email Templates below



- Email received from EEC for Single Username Retrieval & Password Reset

**EEC Single Sign In – Single Username Retrieval, With Password Reset**  
eecadmin (EEC) [eecadmin@massmail.state.ma.us]  
**Sent:** Monday, April 02, 2012 3:58 PM  
**To:** TestHelpDesk, EEC (EEC)

Dear Sample User2,

This email has been sent to you because you have requested EEC to retrieve your username and allow you to reset your password in the EEC Single Sign In application.

Below is the EEC Single Sign In username for Sample User2 at sample.user@massmail.state.ma.us :

EEC1

- Professional Qualifications Registry
- Professional Certification (TQ)
- Background Record Check (BRC) Manager
- Professional Development Training Calendar
- Quality Rating and Improvement System (QRIS) Program Manager

For your convenience, your EEC Single Sign In information is provided below. If you have forgotten your Password, this information will be needed to recover it when you click on the **Forgot Your Password?** link on the **Enter Your Password** page.

**Username:** EEC1  
**Last Name:** User2  
**Day of Birth:** 31  
**Email Address:** sample.user@massmail.state.ma.us

Your temporary password is **Qhiy71**. Please follow these steps to log in and create your new secure password:

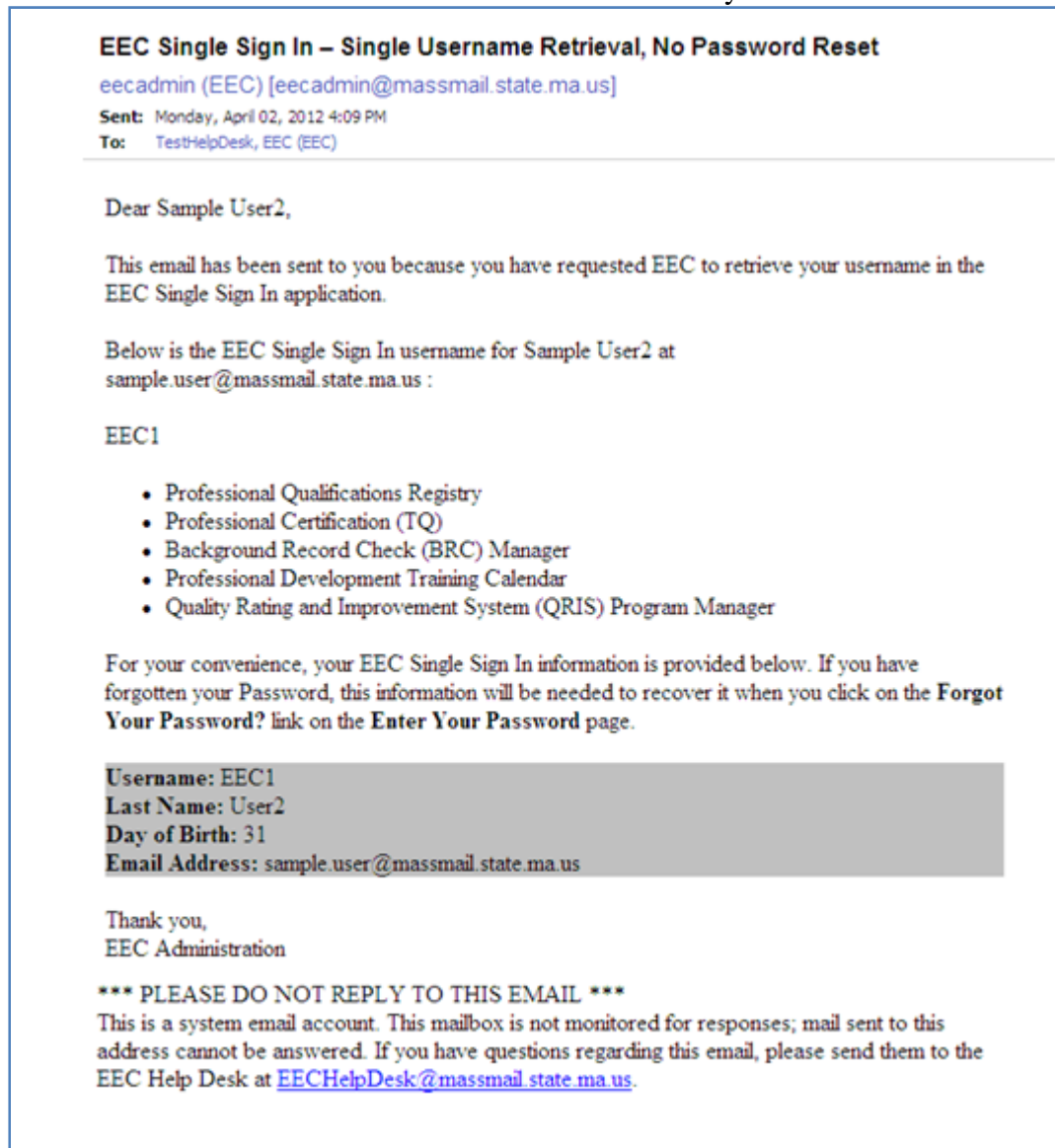
1. Log in to the EEC Single Sign In application using the following link to access the "Sign In" page. [https://www.eec.state.ma.us/SSI\\_V2/ProfileSetup/LoginUN.aspx](https://www.eec.state.ma.us/SSI_V2/ProfileSetup/LoginUN.aspx)  
NOTE: If you haven't already done so, add the EEC Single Sign In application link to your Favorites.
2. Enter your Username and click the "Sign In" button to access the "Enter Your Password" page.
3. Enter the temporary password provided above in this email into the "Password" field and click the "Sign In" button. Since a temporary password was assigned to you via this email, the "Change Your Password" page is displayed for you to enter your own secure password.
4. Enter the temporary password provided above in the email into the "Current Password" field, enter your own secure password into the "New Password" field and "Confirm Password" field and click the "Submit" button.

Thank you,  
EEC Administration

**\*\*\* PLEASE DO NOT REPLY TO THIS EMAIL \*\*\***

This is a system email account. This mailbox is not monitored for responses; mail sent to this address cannot be answered. If you have questions regarding this email, please send them to the EEC Help Desk at [EECHelpDesk@massmail.state.ma.us](mailto:EECHelpDesk@massmail.state.ma.us).

- Second Email received for only Username Retrieval



## 2. Retrieve Multiple Username & Password Reset Not Allowed

If EEC recognizes a match with the information entered at the **Retrieve Your Username** screen there will be a notification regarding **Multiple Username Retrieval**. Shortly after requesting to retrieve your username and/or password, EEC will send an email to your email address with the usernames that match your name, day of birth, and email address. You will either receive an email for Multiple Username Retrieval or Multiple Username and Password Reset Not allowed. You will not be allowed to reset passwords for multiple screen names. Below are the two examples of what the emails from EEC will look like. Please note this email is sent from an email account that does not access emails, so do not reply to the email from EEC Admin. If you have questions, you can contact the EEC Help Desk at [EECHelpDesk@massmail.state.ma.us](mailto:EECHelpDesk@massmail.state.ma.us).

\*See Email Templates below

- Email received from EEC for Multiple Username Retrieval

**EEC Single Sign In – Multiple Username Retrieval**  
eecadmin (EEC) [eecadmin@massmail.state.ma.us]  
**Sent:** Monday, April 02, 2012 3:45 PM  
**To:** TestHelpDesk, EEC (EEC)

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This email has been sent to you because you have requested EEC to retrieve your username and allow you to reset your password in the EEC Single Sign In application.

According to the system, you have multiple usernames for your email address. You need only one username to access all of your EEC applications. Please select the username you want to use and contact the EEC Helpdesk at the Email address shown below to have your usernames combined into the one username you want to use.

Below are the EEC Single Sign In usernames associated with moimuddin@gmail.com and the applications associated with each username.

- moin
  - Professional Certification (TQ)
  - Background Record Check (BRC) Manager
- MoinTest1
  - Professional Qualifications Registry
  - Electronic Child Care Information Management System (eCCIMS)
  - Quality Rating and Improvement System (QRIS) Program Manager
- mointest2
  - Professional Qualifications Registry
- moinx
  - Professional Qualifications Registry
  - Professional Certification (TQ)
  - Licensing Manager

If you are still having access issues, please contact the EEC Help Desk at [EECHelpDesk@MassMail.State.MA.US](mailto:EECHelpDesk@MassMail.State.MA.US).

Thank you,  
EEC Administration

**\*\*\* PLEASE DO NOT REPLY TO THIS EMAIL \*\*\***

This is a system email account. This mailbox is not monitored for responses; mail sent to this address cannot be answered. If you have questions regarding this email, please send them to the EEC Help Desk at [EECHelpDesk@massmail.state.ma.us](mailto:EECHelpDesk@massmail.state.ma.us).

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**EEC Single Sign In – Multiple Username Password Reset Not Allowed**

eecadmin (EEC) [[eecadmin@massmail.state.ma.us](mailto:eecadmin@massmail.state.ma.us)]

**Sent:** Monday, April 02, 2012 3:43 PM

**To:** TestHelpDesk, EEC (EEC)

This email has been sent to you because you have requested EEC to retrieve your username and allow you to reset your password in the EEC Single Sign In application.

According to the system, you have multiple usernames for your email address. You need only one username to access all of your EEC applications. Please select the username you want to use and contact the EEC Helpdesk at the Email address shown below to have your usernames combined into the one username you want to use. Below are the EEC Single Sign In usernames for John Smith at [john.smith@state.ma.us](mailto:john.smith@state.ma.us) and the applications associated with each username.

- moin
  - Professional Certification (TQ)
  - Background Record Check (BRC) Manager
- MoinTest1
  - Professional Qualifications Registry
  - Electronic Child Care Information Management System (eCCIMS)
  - Quality Rating and Improvement System (QRIS) Program Manager
- mointest2
  - Professional Qualifications Registry
- moinx
  - Professional Qualifications Registry
  - Professional Certification (TQ)
  - Licensing Manager

Your request to reset your password could not be completed. Please contact EEC Help Desk for assistance at [EECHelpDesk@MassMail.State.MA.US](mailto:EECHelpDesk@MassMail.State.MA.US).

Thank you,  
EEC Administration

**\*\*\* PLEASE DO NOT REPLY TO THIS EMAIL \*\*\***

This is a system email account. This mailbox is not monitored for responses; mail sent to this address cannot be answered. If you have questions regarding this email, please send them to the EEC Help Desk at [EECHelpDesk@massmail.state.ma.us](mailto:EECHelpDesk@massmail.state.ma.us).

**Tip:** If the EEC system recognizes a duplicate user name you will be notified by email of your Multiple Usernames in the system. You need only one username to access all of your EEC applications. You will be able to select the username you want to use and contact the EEC Helpdesk at [EECHelpDesk@massmail.state.ma.us](mailto:EECHelpDesk@massmail.state.ma.us) in order to merge into the one username you want to use.

With your username(s) and/or password retrieved, you can go back to the SSI Sign In page and try to log in again. If SSI cannot find at least one user account that matches the information you have entered, you will receive a prompt for SSI informing you that it cannot email you information

### Retrieve Your Username

Please enter the information below to have your Username Emailed to you. If you do not have an Email address, you must contact the EEC Helpdesk to retrieve your Username. If you want to reset your password, select the "Reset Password" check box.

- No EEC Single Sign In account was found based on the information you have entered. Please reenter your information or contact the EEC Help Desk for assistance.

**Tip:** If SSI cannot find your user account, try to enter variations of how you may have created your user account name. For instance, if your name is “William” but you sometimes go by “Bill,” try both variations when retrieving your username.

## Enter Your Password

On the **Enter Your Password** page, you will see your Identity Phrase shown to you. This is a confirmation that you are indeed accessing the secure EEC SSI site. Before entering your password, verify that your Identity Phrase is displayed correctly. This important step helps to keep your login information secure. Enter your **Password** and click **Sign In**.

### Enter Your Password

Verify the security phrase displayed below is yours and then enter your password to sign in.

Identity Phrase **Boston**

Password \*

[Forgot your password?](#)



**Tip:** If you do not recognize the Identity Phrase, do not proceed and contact the EEC Help Desk for assistance at [EECHelpDesk@massmail.state.ma.us](mailto:EECHelpDesk@massmail.state.ma.us)

### 3. Reset Your Password

If you cannot remember the password to your EEC Single Sign In account, you can reset it online. Click the link **Forgot your password?** underneath the password field on the **Enter Your Password** page.



To reset your password, SSI will allow you to choose either option **Email Me a Temporary Password** or **Reset Password Online**.

**Reset Password Options**

You can reset your password in one of the following ways. Please select how you want to proceed.

☒ Email Me a Temporary Password

*Email address entered has to match the email address EEC has on file. If email address is no longer active please contact EEC Help Desk*

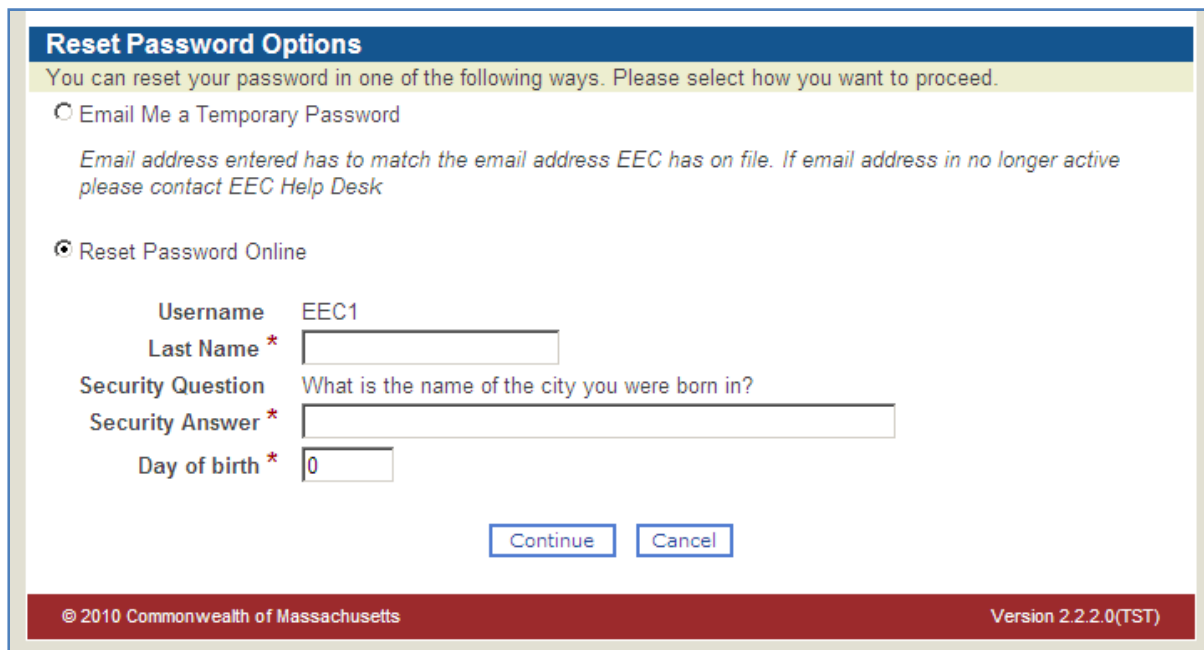
☐ Reset Password Online

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In order to have SSI **Email Me a Temporary Password** you must use the email associated with your SSI account when it was originally created. If there is a mismatch entered with the given email address EEC will display a notification of an invalid email address.

• Please enter a valid email address.

To **Reset Password Online**, SSI will have you verify your information. Enter your last name, the answer to your security question, and your day of birth (1-31) and click **Continue**. Make sure you answer your **Security Question** the same as you did originally (for instance, an answer of “NYC” does not count as a valid answer for “New York City”).



The screenshot shows a web form titled "Reset Password Options" with a blue header. Below the header, a yellow banner states: "You can reset your password in one of the following ways. Please select how you want to proceed." There are two radio button options: "Email Me a Temporary Password" and "Reset Password Online". The "Reset Password Online" option is selected. Below this, there are several input fields: "Username" (pre-filled with "EEC1"), "Last Name \*" (empty), "Security Question" (pre-filled with "What is the name of the city you were born in?"), "Security Answer \*" (empty), and "Day of birth \*" (pre-filled with "0"). At the bottom of the form are "Continue" and "Cancel" buttons. A red footer bar contains the text "© 2010 Commonwealth of Massachusetts" on the left and "Version 2.2.2.0(TST)" on the right.

**Tip:** In order to Reset Password Online you will have to provide the valid Security Answer\* and Day of birth\*. You will be able to move on to Reset otherwise.

If any of the required fields you entered do not match profile information for displayed Username a notification will display on screen.

- Please enter the Last Name.
- Please enter the Security Answer.
- Please enter a valid number for the Day of Birth (1-31).

EEC Single Sign In (SSI) Application  
SSI Release Notes v. 2.2.2.0

Shortly after requesting to retrieve your new password, EEC will send an email to your valid email address with the temporary password and steps to log in and create your new secure password. Below is an example of what the email from EEC looks like. Please note this email is sent from an email account that does not access emails, so do not reply to the email from EEC Admin. If you have questions, you can contact the EEC Help Desk at [EECHelpDesk@massmail.state.ma.us](mailto:EECHelpDesk@massmail.state.ma.us).

**EEC Single Sign In - Temporary Password**  
eecadmin (EEC) [eecadmin@massmail.state.ma.us]  
Sent: Monday, April 02, 2012 4:12 PM  
To: TestHelpDesk, EEC (EEC)

Dear Sample User2,

This email has been sent to you because you have requested EEC to reset your password to the EEC Single Sign In application.

Your temporary password is **Xden47**. Please follow these steps to log in and create your new secure password:

1. Log in to the EEC Single Sign In application using the following link to access the "Sign In" page. [https://www.eec.state.ma.us/SSI\\_V2/ProfileSetup/LoginUN.aspx](https://www.eec.state.ma.us/SSI_V2/ProfileSetup/LoginUN.aspx)  
NOTE: If you haven't already done so, add the EEC Single Sign In application link to your Favorites.
2. Enter your Username and click the "Sign In" button to access the "Enter Your Password" page.
3. Enter the temporary password provided above in this email into the "Password" field and click the "Sign In" button. Since a temporary password was assigned to you via this email, the "Change Your Password" page is displayed for you to enter your own secure password.
4. Enter the temporary password provided above in the email into the "Current Password" field, enter your own secure password into the "New Password" field and "Confirm Password" field and click the "Submit" button.

For your convenience, your EEC Single Sign In information is provided below. If you have forgotten your Password, this information will be needed to recover it when you click on the **Forgot Your Password?** link on the **Enter Your Password** page.

**Username:** EEC1  
**Last Name:** User2  
**Day of Birth:** 31  
**Email Address:** sample.user@massmail.state.ma.us

\*\*\* PLEASE DO NOT REPLY TO THIS EMAIL \*\*\*  
This is a system email account. This mailbox is not monitored for responses; mail sent to this address cannot be answered. If you have questions regarding this email, please send them to the EEC Help Desk at [EECHelpDesk@massmail.state.ma.us](mailto:EECHelpDesk@massmail.state.ma.us).

With your retrieved password, you can go back to the SSI Sign In page and try to log in with your temporary password. You will also be asked to change then confirm the new password. again.

To reset your password, you need to enter you new password twice. This is done to make sure there were no typos when you first typed in your new password. Your new password must meet the minimum requirements for an EEC SSI password, including:

#### 4. Adding/Editing Contact Information

### Enter Your Contact Information

Enter your contact information below. If you have an email address enter it so EEC can identify you and, when necessary, contact you. If you do not have an Email address, you must enter your mailing address. Your mailing address will be verified using the USPS address validation service. If the USPS cannot verify your mailing address you'll have the option to continue on with your mailing address as entered.

Please use your legal first and last names. Do not use nicknames. For example, if your name is William, use William, not Bill.

First Name *	<input type="text" value="Sample"/>	
Last Name *	<input type="text" value="User"/>	
Gender *	<input type="text" value="Female"/>	
Email *	<input type="text" value="sample.user3@massmail.state.ma.us"/>	<input type="checkbox"/> Skip Email
Confirm Email *	<input type="text" value="sample.user3@massmail.state.ma.us"/>	
Phone	<input type="text" value=""/> <input type="text" value="-"/> <input type="text" value=""/> <input type="text" value="Ext"/>	

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*If you do not have an email, you must enter your mailing address.*

State	<input type="text" value="MA"/>
City	<input type="text" value="MARLBOROUGH"/>
Address 1	<input type="text" value="1 Sample st"/>
Address 2	<input type="text" value=""/>
Zipcode	<input type="text" value="01752"/>

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Version 2.2.2.0(TST)

Here you will enter your name, gender, email, phone number, and mailing address. EEC strongly encourages users to include their email address to aid in troubleshooting any questions you may have about EEC applications. If you do not have an email address or would prefer not to provide it, you may click the checkbox for **Skip email**. In that case, you will need to enter your mailing address.

**Tip:** If you have an email address, please enter it here. It is best to use an individual email address as opposed to one shared with others.

When you enter your mailing address, EEC will check your address as entered with the US Postal Service (USPS). The USPS may then provide a slightly different version of your address, formatted as preferred by the postal service. Review the USPS validated mailing address and then select either your address as entered or the USPS validated address for inclusion in your user account. If your address, as entered, exactly matches the USPS you will continue to the next screen.

*If you do not have an email, you must enter your mailing address.*

☐ I accept the address as entered.

State:

City:

Address 1:

Address 2:

Zipcode:

☒ I accept the validated USPS mailing address.

51 SLEEPER ST  
BOSTON MA 02210-1276

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Click **Next** to continue to the fourth page of the enrollment process

*Thank you for your continued input in improving EEC's online systems. If you have any questions or thoughts for improvements for Single Sign In or EEC's other applications, please feel free to email the EEC Help Desk at [EECHelpDesk@state.ma.us](mailto:EECHelpDesk@state.ma.us).*