How to Change your WEBi Enterprise Password

Updated 2/7/25

==**Please remember** that you **MUST** reset your WEBi password **at least** once every 59 days, **or your WEBi access will be disabled**!== **If you have more than one WEBi account, you must reset the password for ==each account separately==, every 59 days or less. If you do that before 59 days, you can do it yourself without assistance following the attached instructions. If not, you will need to contact up to three different Agencies for assistance (DET, DHS, DCF).**
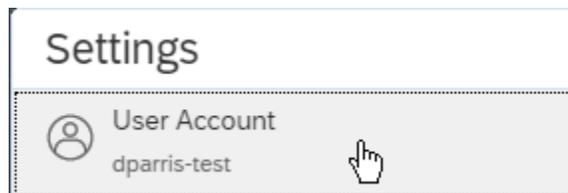
1. Choose a new WEBi password, one which:
   - you have not used before
   - ==has at least **14** characters== *New!*
   - has at least one CAPITAL letter
   - has at least one lower-case letter
   - has at least one number (1 – 9)
   - has at least one of the special character: ! (exclamation mark)

2. While logged on to WEBi, at the top right, click on this symbol:

3. Select "Settings"
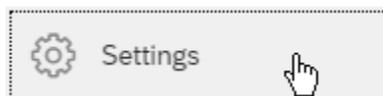
4. Click on "User Account"

5. Click on "Change Password"

6. In the "Old Password" field type in your current WEBi password, then in the "New Password" and "Confirm New Password" fields, type in the new WEBi password you selected, then click the "Save and Close" button (at bottom right).

Instructions: Password must be at least 6 characters long.
(Atl east one numeric, one special character and one uppercase letter.)
On successful password change, you will be logged out of all your current sessions.

Old Password: ••••••••

New Password: ••••••••

Confirm Password: ••••••••

Change Password

7. At the bottom right, click "Save"

This concludes the normal WEBi Password Reset process, which you will do every 59 days or less from now on. It is recommended you reset your WEBi password whenever you reset all your other passwords.

Other Helpful Information

While logging on to WEBi, you may receive an "**Account Information Not Recognized**" error message.

There are three common causes:

- Incorrect User ID or Password was entered (a simple typo, or perhaps the CAPS lock was on?)
- Wrong Authentication type was selected ("Windows AD" rather than "Enterprise", or vice-versa)
- WEBI application authentication anomaly

After the "**Account Information Not Recognized**" message **if** you see "**Account Disabled**", call the Service desk. Let them know your WEBI account is disabled, and they will send a ticket to Security. We will re-enable your Enterprise WEBi account, reset your password, and notify you via Email.