



# How to Reset Your Password

A step by step guide from WV OEMS

**Step 1,** Go to [WWW.EMSPIC.ORG](http://WWW.EMSPIC.ORG)

**Step 2,** Click on CIS (notice the highlighted area and yellow arrow)



**Step 3,** Click on the right Arrow (notice the highlighted area and yellow arrow)



**Step 4,** Click on Get Password (notice the yellow arrow)

**CIS** Credentialing Information System

**Invalid login, try again.**

User Id:

Password:

**Login to CIS**

If you have forgotten your password, click below

**Get Password** ←

**Step 5**, Enter your WV number and email address, then click on “Send Password” (notice the yellow arrow)



**Step 5A**, Response after clicking Send Password



- If you see the message that “Your information cannot be found” (see picture above), then either you entered your WV number incorrectly, you didn’t enter the email address that’s in your CIS account, or you don’t have a CIS account.



- If you see the message that says “Your credentials have been emailed to you”, then your password was successfully saved, and emailed to you.

**Step 6**, Log into your email provider or client and look for the email from emspic

The email will be from [noreply\\_cis@emspic.org](mailto:noreply_cis@emspic.org). The subject will be **CIS login credentials**

The email will say “You have been given a new, temporary password to CIS. Please login and change it immediately.” Your temporary password is listed below that line.

- If You don’t see the email, check your spam folder.

**Step 7, Log in using your new password.**



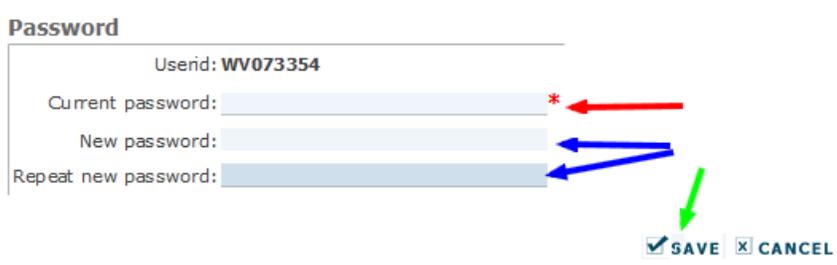
- Make sure you click CIS. Type in your user name and your temporary password, and click the right arrow.(notice the red arrows in the picture)
- Your new password will be computer-generated, so it will be long and involved
- An example of one of the passwords is “453370VW-953843516”. Notice that there is a dash in the middle of the password. Your temporary password may have a dash in it, so don’t get confused and think only the part up or after the dash is the password. The whole thing is the password.
- We advise that you don’t copy and paste the password, but instead type the password exactly as it appears. It is very difficult to copy the password and not pick up some of the spaces on either side of it. Those spaces will keep you from logging on.
- While the email says to log in immediately, we advise that you wait at least a half-an-hour from the time you receive the email until you attempt to log in.

**Step 8, Edit Your Profile**



- Once you log in, you’ll see your user’s profile.
- To change your password, click on Edit. It’s located in the lower right-hand corner of the profile page.
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**Step 9, Change Your Password**



- On the right side of your profile page, you’ll see the password section.
- Enter your temporary password in the “current password” (note the red arrow in the picture above)
- Enter your new password in the “new password” and “repeat new password” sections (note the blue arrows in the picture above.)
- When you’re don’t, click the save button (notice the green arrow in the picture above)