CIVICA

MEA Password Reset Process

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02 November 2021

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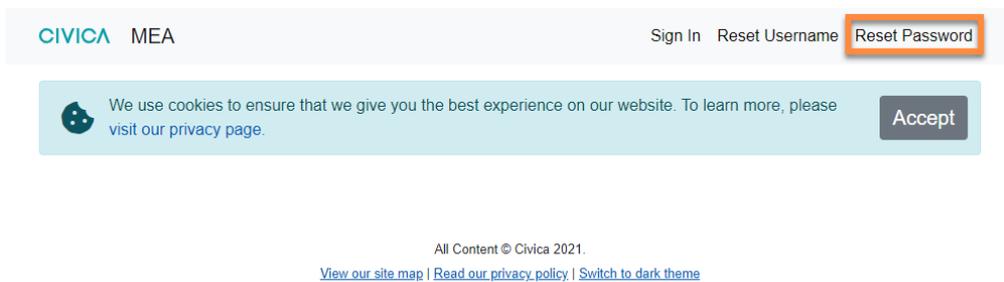| Approved Distribution:	
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Background

This document explains the process to reset a password on the Civica Xpress MEA platform. Due to security constraints of Microsoft Azure, the platform that MEA runs on, MEA account passwords expire after 90 days. If you forget your password, or your password expires, you'll need to reset it.
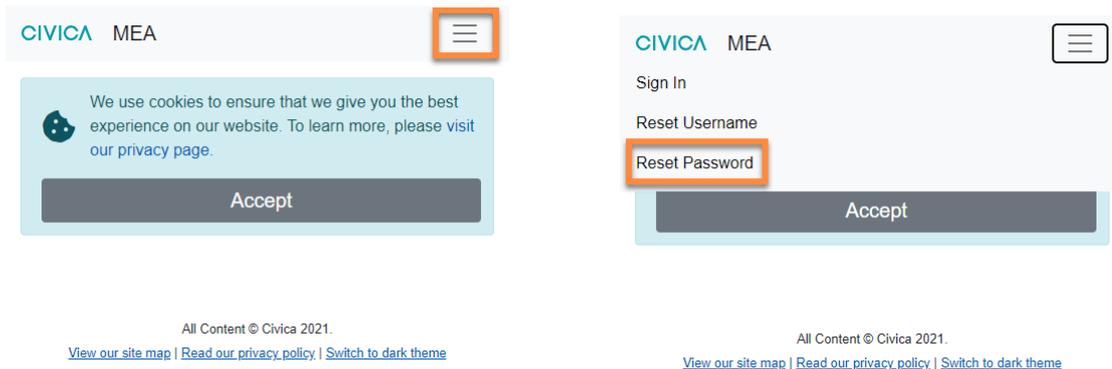
Getting to the Reset Password Page

The Reset Password page can be accessed from the home page of MEA (https://mea.civica-xpress.co.uk/) and clicking on the 'Reset Password' at top of the screen.

On larger screen devices, the option will be visible at the top of the home page:

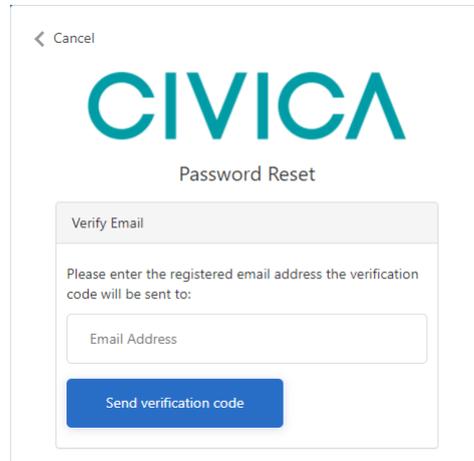
On smaller screen devices, the option may be hidden in a menu at the top right of the screen. Select the menu to access the Reset Password option:

Enter Your Email Address

On the page that opens, enter your email address and click the 'Send verification code' button. The verification code will be sent to your email address, as entered on this screen.
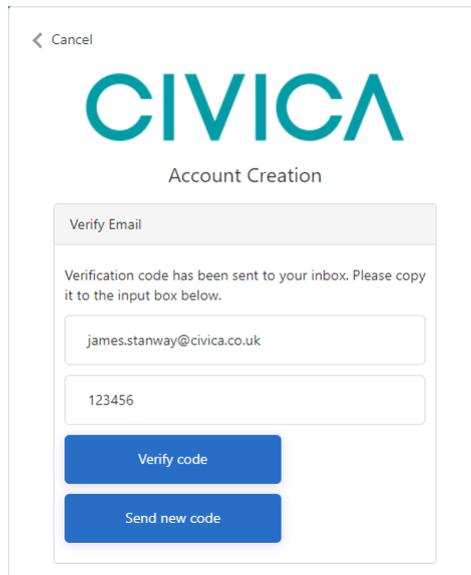
Enter Your Verification Code

After pressing the 'Send verification code' button, the screen will change, as below. The verification code can take up to five minutes to arrive in your email inbox. Make sure to check your junk mail folder as well if you have not received it.

After five minutes, if the code has not arrived, double check that your email address is correct on screen, amend if necessary, press the 'Send new code' button and check your email inbox again.

When you receive your verification code, enter it in the field below your email address and press the 'Verify code' button.

Enter Your Username

Now enter the username associated with your MEA account in the Username field and press the Continue button at the bottom. If you have forgotten your username, you can reset it using the button provided on screen.

Create Your New Password

Now create a new password. There are constraints on the password field. These can be viewed on screen by pressing the 'Password Requirements' button. Those constraints are also shown below, in this document. Press the 'Continue' button to be taken into your MEA account.

Document Control:

Version:	Author:	Date:	Comments:	Status:
1.0	JS	02/11/2021		

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