ECMS Frameset Password Change/Reset Instructions

Contents

Change and Update Password Entry

Standard Directions for Password Updates

These directions are the default process and are included in your original user documentation. There are cases where this process does not work, and we recommend using the Alternate Directions for Password Updates.

1. Navigate to PennDOT ECMS Frameset
   a. Right click the link above and select **Copy Link Location**
   b. Open a new browser tab, paste, and go to: https://www.dotdom1.state.pa.us/
2. Enter your username and the provided password, then click the **Go** button:

3. If your password was reset by a Security Administrator, you will see the following pop-up. Click **OK**:
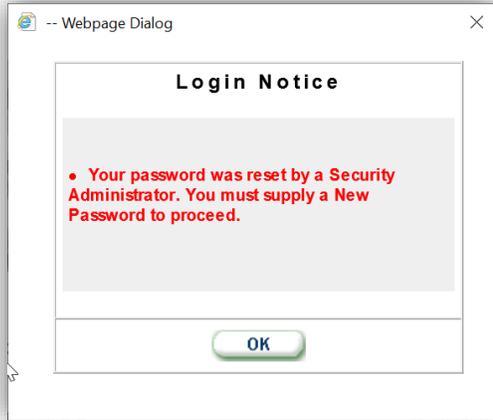
4. Ensure you are on the **Change Profile Information** screen.
    a. Enter your current password or the password you were provided in the **Current Password** field.
    b. Enter a new password in the **New Password** and **Confirm Password** fields. Passwords should contain only letters and numbers, no special characters.
    c. Be sure to update **Phone Number** and **Email Address** fields, as needed.
    d. Click on the **Submit** button:
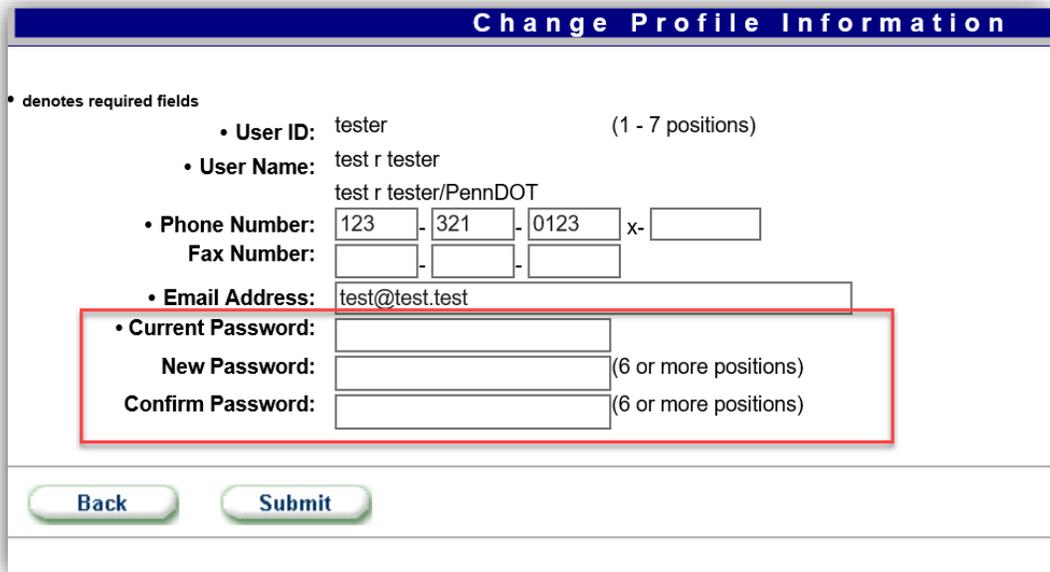
5. If your password was saved successfully, you will see the following pop-up.

a. If you entered a previously used password or your password is not complex enough, you will be informed of the problem on a pop-up to direct you to the change.

S u c c e s s

00005 - The information was saved successfully.

OK
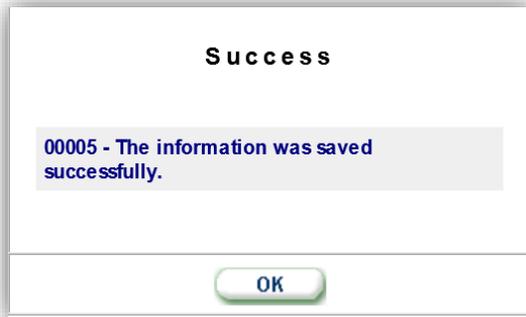
6. At this point, close out your Edge browser and reopen it.
    a. Note: you must close all browser tabs and windows. If not, you may get the error below:

Message from webpage ✕

⚠ Your WEB session has expired. This may have been caused by:

1. A password change during this WEB Session.
2. No WEB server access before the session was inactive longer than the time-out value.

Re-open your browser and login to ECMS to establish a new WEB session.

Sorry for the inconvenience.

OK
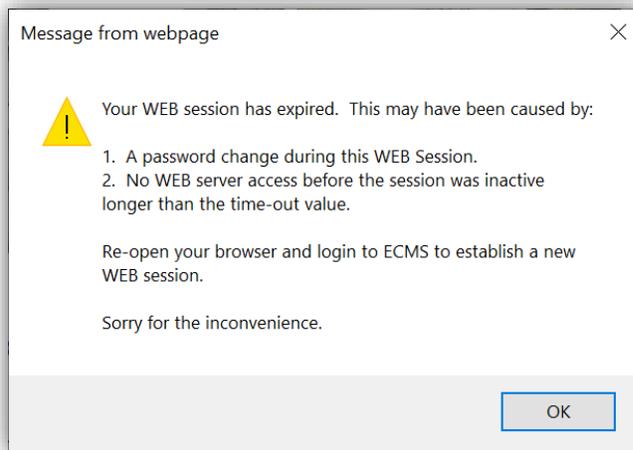
Alternate Directions for Password Updates

This functionality and new directions have been developed to better assist you in self-managing your account.

1. Navigate to PennDOT ECMS Frameset
    a. Right click the link above and select **Copy Link Location**
    b. Open a new browser tab, paste, and go to: https://www.dotdom1.state.pa.us/

2. Click on the **Forgot or Need to Reset Your Password?** link
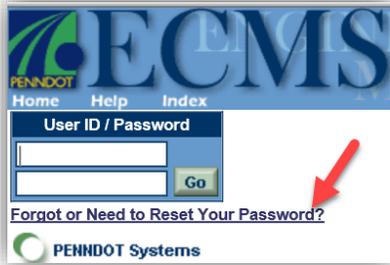
3. Answer the question, **Have you previously configured your Security Q&A?**
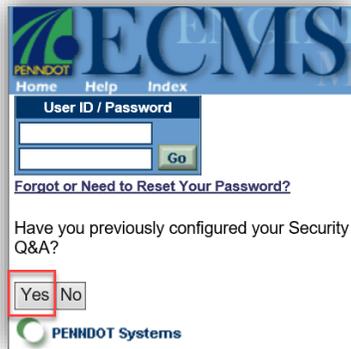
    a. If **Yes**, enter your User ID and click Go.

        i. Ensure you are on the **Automated Password Reset** screen.
1. Enter your Answer to the security Question in the **Answer** field.
2. Enter a new password for the **Reset Password** and **Confirm Password** fields. Passwords should contain only letters and numbers, no special characters.
3. Click the **Submit** button.

4. Note: If your Account Profile is not complete, this will not work. You must select the **No** option on Step 3.

b. If **No**, enter your User ID and click Go.

   i. Ensure you are on the **Change Profile Information** screen.
      1. Enter your current or temporary password, and a new password for the **Reset Password** and **Confirm Password** fields.
      2. Click the **Submit** button.

4. If your password was saved successfully, you will see the following pop-up.
    a. If you entered a previously used password or your password is not complex enough, you will be informed of the problem on a pop-up to direct you to the change.
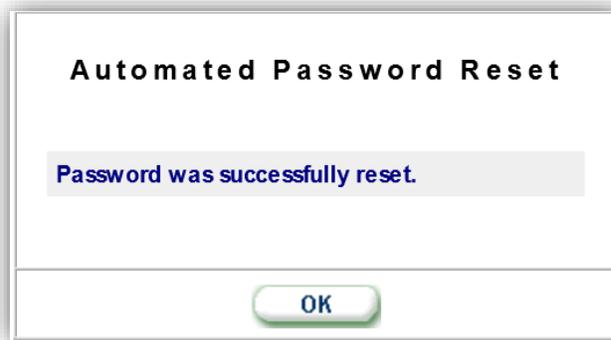
Set IE Mode

This setting within Edge will provide the best experience. This setting and process only applies to computer systems that are not managed. A managed computer is controlled by an IT admin that applies updates to settings.

If you are part of a large company or within the Commonwealth of PA's network, your computer is managed, and these permissions will not apply.

1. Navigate to the PennDOT ECMS Frameset
    a. Right click the link above and select **Copy Link Location**
    b. Open a new browser tab, paste, and go to: https://www.dotdom1.state.pa.us/

2. Follow screen instructions for Edge to **Reload in Internet Explorer mode**
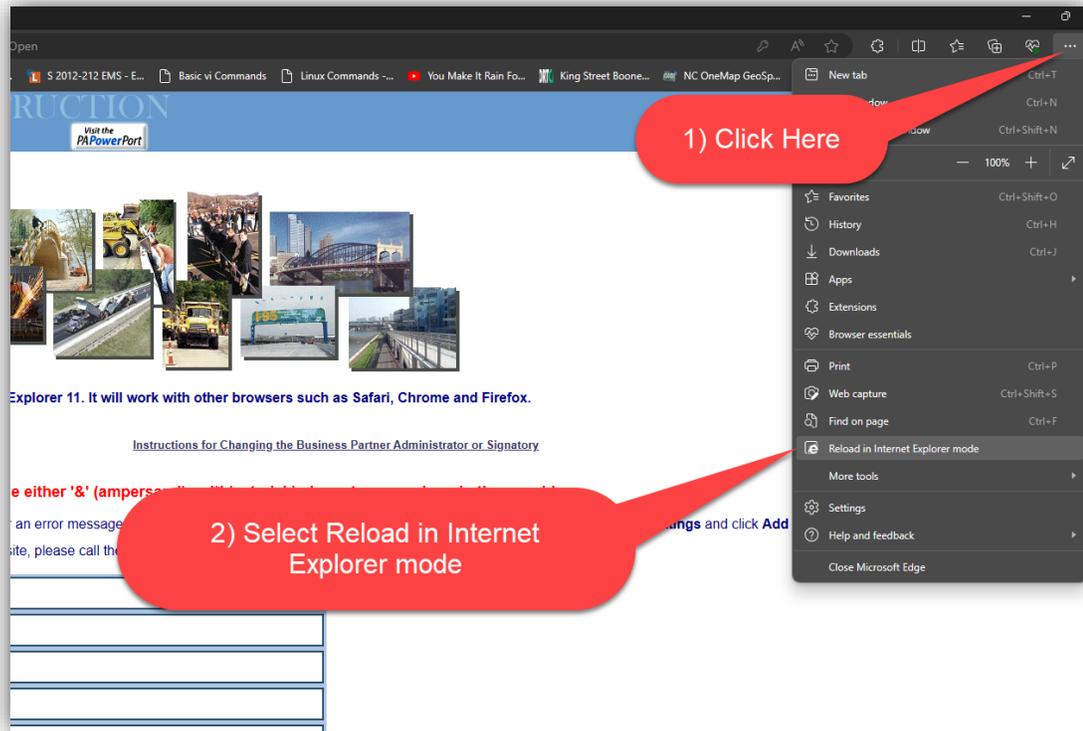
3. When it reloads in Internet Explorer mode, set your preferences as follows:
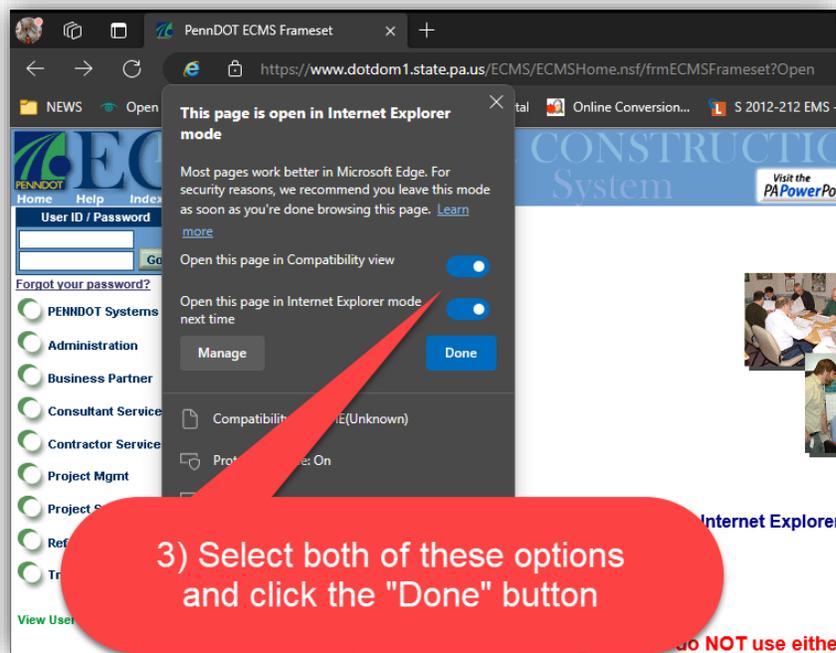
4. If you're Edge browser does not have the link above, try looking in your desktop search function:
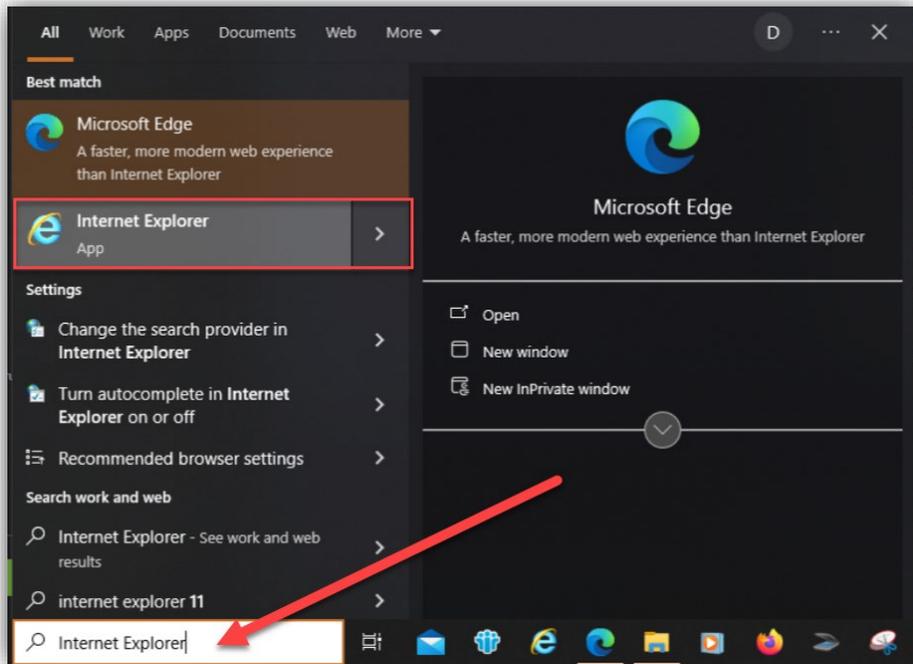
5. Note: By clicking the Internet Explorer link, it may still open the Edge browser, but it should give you an option to allow use of Internet Explorer mode.

Help: PennDOT IT Service Desk

1. If the above options do not work, contact the PennDOT IT Service Desk at 717.783.8330 or 855.783.8330.