

**1. Is there any special security access required for ACE?**

Yes. ACE is a secured site and must be accessed with an ACE User ID and Password.

**2. I am a new employee, how do I obtain my ACE User ID and Password?**

You can obtain your ACE User ID through your agency's personnel/payroll office. For password information, contact the MMRS Call Center at 601-359-1343, Monday – Friday 8:00 a.m. – 4:30 p.m. central time.

**3. I forgot my ACE ID and Password. Who do I contact?**

You can obtain your ACE User ID through your agency's personnel/payroll office. For password information, call the MMRS Call Center at 601-359-1343, Monday – Friday 8:00 a.m. – 4:30 p.m. central time. If you have set up your Security Access Profile, you can change/reset your password by choosing Change/Reset Password from the ACE login page.

**4. Do I have to call the MMRS Help Desk to Change my password?**

No, if you have chosen an access profile question, you can reset your password.

**5. What steps should I take to change my password?**

**From the ACE log on screen complete the following steps:**

- a. Select the 'Change/Reset Password' button. You will be prompted to enter your ACE User ID.
- b. Enter your ACE User ID and select 'Submit'. You will be prompted to answer the question you selected when updating your Access Profile.
- c. Enter your response and select 'Submit'.
- d. Enter your new password and confirm your new password.
- e. Select 'Submit'.

A page will be displayed noting that your password has been successfully changed. Select 'Continue' to exit to MS.Gov.

Wait five minutes for your new ACE password to take effect.

**6. What is the ACE Access Profile?**

The ACE Access Profile is a feature of ACE that allows users to change/reset their password at any time from the ACE Logon page. All that is required is your User ID and the answer to your security question.

## 7. How do I update my Access Profile?

### From within ACE:

Click on "Update My Access Profile" from the left navigation bar and complete the following steps:

- a. Select a question from the dropdown menu and then type the answer to the question in the **Your Answer** and **Confirm Answer** boxes
- b. Select 'Submit'
- c. Review your question and answer and select 'Continue' to go to ACE or 'Exit' to go to MS.gov

Note: When you log onto ACE and have not set up a security question you will automatically be redirected to the Update My Access Profile application to set up a security question. You must complete the security question set up before you are allowed to log on to ACE.

### From MS.Gov

Select the Government Employee menu, then select the ACE option and select the 'Update Your ACE Security Profile' link and complete the following steps:

- a. Enter your ACE user-id and password
- b. Select 'Login'
- c. Select a question from the dropdown menu and then type the answer to the question in the **Your Answer** and **Confirm Answer** boxes
- d. Select 'Submit'
- e. Review your question and answer and select 'Continue' to go to ACE or 'Exit' to go to MS.gov

You have successfully updated your access profile. You are now able to reset or change your password. You do not need to complete this step again unless you wish to update your security question/answer in the future. Should you have any problems, please contact the MMRS Call Center at (601) 359-1343 or e-mail the help desk at [mash@dfa.state.ms](mailto:mash@dfa.state.ms).

## 8. What do I do if I forgot the answer to my access profile security question and do not remember my password?

Call the MMRS Call Center at 601-359-1343, hours are Monday – Friday 8:00 a.m. – 4:30 p.m. central time, or e-mail the Call Center at [mash@dfa.state.ms.us](mailto:mash@dfa.state.ms.us).

## 9. What role can I play in keeping my information secure?

Keep your ACE User ID and password secure. It is also important that you remember to exit and close the browser window when you have completed your ACE session so you don't allow others easy access to your personal information.