

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

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

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

When you were hired, you may have received 2 emails from [idsystem@dfa.state.ms.us](mailto:idsystem@dfa.state.ms.us). One email would have provided your ACE/MAGIC user ID and the 2<sup>nd</sup> would have had your temporary password. Your ACE user ID is made up of your 6-digit PID. If you do not know your 6-digit PID, you can obtain it through your agency's personnel/payroll office. For password Information contact the MMRS Call Center at 601-359-1343 and choose option 1. The Call Center is available Monday – Friday 8:00 a.m. – 4:30 p.m. central time.

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

When you were hired, you may have received 2 emails from [idsystem@dfa.state.ms.us](mailto:idsystem@dfa.state.ms.us). One email would have provided your ACE/MAGIC user ID and the 2<sup>nd</sup> would have had your temporary password. Your ACE user ID is created using your 6-digit PID. If you do not know your 6-digit PID, you can obtain it through your agency's personnel/payroll office. If you have logged in and created a new password since 5/01/2017, the system would have required you set up security questions. On the ACE log-in screen, click Change/Reset Password. Upon a successful entry of the User ID, you will be asked to complete the security questions for which you previously provided a response. Keep in mind that the answers are case sensitive. If you need further assistance, email [MASH@dfa.ms.gov](mailto:MASH@dfa.ms.gov) or call the MMRS Call Center at 601-359-1343, choose option 1, Monday – Friday 8:00 a.m. – 4:30 p.m. central time.

**4. Do I have to call the MMRS Call Center to Change my password?**

No, if you have logged in and created a new password since 5/01/2017, the system would have required you to set up security questions. On the ACE log-in screen, click Change/Reset Password. Upon a successful entry of the User ID, you will then be asked to complete the security questions for which you previously provided a response. Keep in mind that the answers are case sensitive. If you need further assistance, email [MASH@dfa.ms.gov](mailto:MASH@dfa.ms.gov) or call the MMRS Call Center at 601-359-1343, choose option 1, Monday – Friday 8:00 a.m. – 4:30 p.m. central time.

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

From the ACE log on screen complete the following steps:

- a. If you have logged in and created a new password since 5/01/17, select the 'Change/Reset Password' button. You will be prompted to enter your ACE User ID in the Unique ID box.
- b. Enter your ACE User ID and select 'Next.' You will be prompted to answer 3 of the 5 questions you selected when creating your initial password. Keep in mind that the answers are case sensitive.
- c. Enter your responses and select 'Next.'
- d. The user will create a new password based on the following criteria:
  - Must be at least 8 - 14 characters in length,
  - Must contain at least one number and one letter,
  - Must contain at least one lower and one upper letter,
  - Not made of the user name nor user ID, and
  - Cannot equal any of the last 5 passwords.
- e. Select 'Finish.'

A page will be displayed noting that your password has been successfully changed. When you finish, it is VERY IMPORTANT to close the internet browser (get completely off of the web).

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

## **6. What is the ACE Personal Profile?**

The ACE Personal Profile consists of your Agency Name and contact information.

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

### **From within ACE:**

Click on "View Personal Profile" at the bottom of the page:

- a. Update your Agency, phone numbers, or email address.
- b. If you wish to receive an email at the email address on the screen when your next direct deposit pay stub arrives, click 'Yes.'
- c. If you wish to receive an email at the email address on the screen when your next electronic W-2 arrives, click 'Yes.'
- d. Click Save

**From within [www.dfa.ms.gov](http://www.dfa.ms.gov)** > click ACE located on the strip at the bottom of the page.

## **8. What do I do if I forgot the answer to my security questions and do not remember my password?**

E-mail the MMRS Call Center at [mash@dfa.ms.gov](mailto:mash@dfa.ms.gov) or call the Call Center at 601-359-1343 and choose option 1: the available hours are Monday – Friday 8:00 a.m. – 4:30 p.m. central time.

## **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 do not allow others easy access to your personal information.