

USING THE SELF-SERVICE PASSWORD RESET TOOL

Audience: All Caregivers

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This job aid provides instructions for using the self-service password reset tool in ServiceNow. This tool can be used as an alternative method to calling the IS Support Center when a caregiver needs to reset their UMMH network password.

1. If you forget your network password or your account is locked from too many failed password attempts, click the 'Forgot Password?' This link will bring you to the Self-Service Password Reset Tool in ServiceNow.

Provide Credenti	als	
When chan	UMassMemorial Health Care prompted, caregivers must ge their password (min. 15 characters)	imprivatar powered
User Name:	1	
Password:		
Log on to:	UMASSMEMORIAL	~
	OK	Cancel
Choose how to a	authenticate with OneSign	
Password	○ Fingerprint ○ ID Token ○	Proximity Card
Forgot password	d?	Ó

The password reset tool can also be accessed via the following direct link: <u>https://umassmemorial.service-now.com/\$pwd_reset.do</u>. This can be saved as an internet favorite/bookmark and used when internet access is available (i.e., at the FMD or VPN login screens)

2. Enter your corporate email address. Then, click 'Next'.

Identify		Verify		Reset
	* Email address	Please enter your corporate email addre Accepted Corporate Email Addresses: • jane.doe@umassmemorial.org • john.smith@communityhealthli • jane.doe@umassmed.edu* *Medical School users will only be able accounts. The Medical School's passwor be followed for Medical School accounts	ess ink.org to reset their UMASSMEMORIAL rd reset process should continued to s. Next	







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3. If the email address entered is an active UMMH account, you will receive the following prompt showing your corporate or personal cell phone number and personal email address. This is the information you previously updated in the My Information page of the IS Self-Service Portal. Click "Send Verification Code", then click 'Next'.

Identify 🗸	\geq	Verify	\rightarrow	Reset
	Email Verification Click Send Verification Code to • 610****698@txt.att.net • lan**art@comcast.net	send a code to the following email(s):	Send Verification Code Next	

4. Enter the verification code you just received via SMS text and email. Then, click 'Next'. If you need a new verification code, click 'Resend Verification Code'.

Identify 🗸	\geq	Verify		Reset
	Email Verification Click Send Verification Code to se • 610****698@txt.att.net • ian**art@comcast.net The verification code has been se receive the code within the next f * Enter verification code	end a code to the following email(s): ent and is valid for 10 minutes. If you do not ew minutes, resend and try again.	Resend Verification Code	





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5. Enter a new password that meets the UMMH password requirements. After entering the password successfully twice, click 'Reset Password'.

Identify 🗸		Verify 🗸	\geq	Reset
	Reset Password Account is not locked * New password * Retype password	No special font case (e.g., A or a), characters, symbols (e or numbers are required At least 15 characters in length (e.g., a memorable phras lyrics, favorite book title) Show passwords Reset Pass	.g.,!,#) se, song	

6. You will be prompted that your network password has been successfully reset. Exit the reset tool and return to the login screen to enter your newly changed network password.







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7. If your password is not successfully reset and you receive a password reset error message, please contact the IS Support Center at 508-334-8800.

Identify		Verify		Reset
		Password Pasat Error		
	This user can User d User i User i User i User a Try again late	not use the configured Password Reset Error does not exist or is not enrolled. is not part of the configured password reset p is blocked (exceeded the limit on reset attemp account is locked. er. For immediate assistance, call the service o	rss. Possible reasons: rocess. pts or reset password recently). desk.	
	Plea	ase contact the IS Support Center a	at 508-334-8800	

