

Password Reset Tool

The **Password Reset** tool will allow you to reset your University password if you forget it. In order to use the tool, you must enroll by following the instructions listed below. If you have any questions, please contact the Service Desk for assistance.

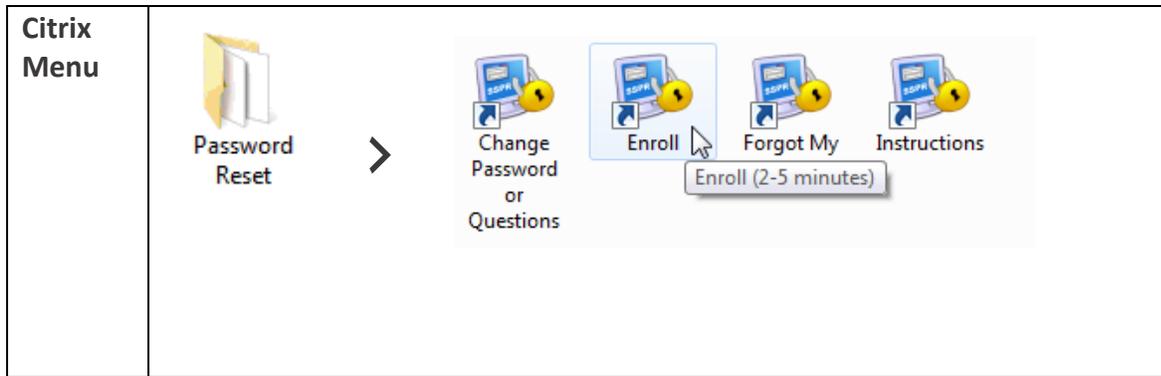
[Enrolling](#)
[Resetting a Forgotten Password](#)

Page 1
 Page 4

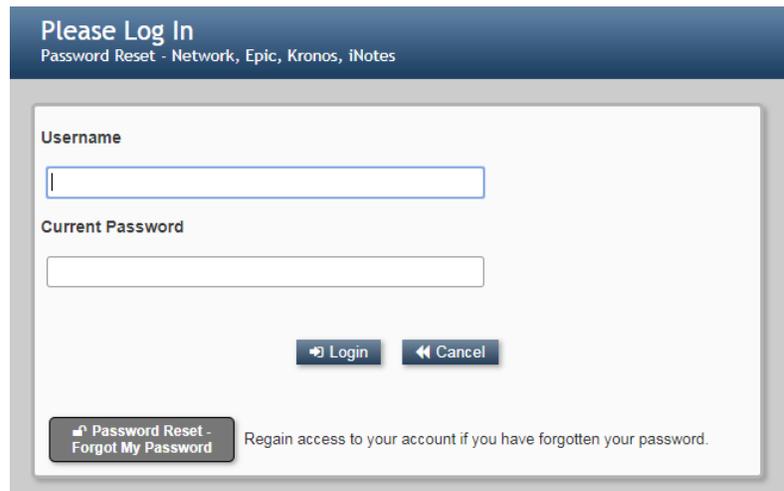
Enrolling

1. You can access the Password Reset tool by going to University’s Intranet, Extranet, or Citrix menu.

<p>Intranet</p>	<table border="1"> <thead> <tr> <th colspan="3">System Links</th> </tr> </thead> <tbody> <tr> <td>Access Recertification Reviews</td> <td>Kronos Navigator, Overview</td> <td>Physician On-call Schedules (View Schedules)</td> </tr> <tr> <td>Community Calendar</td> <td>Legacy Data Access</td> <td>Powerscribe Radiology Reports</td> </tr> <tr> <td>Employee/Contractor Injury, User Instructions</td> <td>Managed Care Information</td> <td>Provider License Verification</td> </tr> <tr> <td>ER Express Login</td> <td>MedEx (Optio), User Instructions</td> <td>SABA Site, SABA Instructions</td> </tr> <tr> <td>Executive Rounding Log</td> <td>MediTract (Tract Manager)</td> <td>Scheduled System Maintenance</td> </tr> <tr> <td>Fire Drill System</td> <td>MPC Budget/Reporting</td> <td>Service Level Agreements</td> </tr> <tr> <td>HealthcareSource Performance Management and Education System</td> <td>MyChart</td> <td>SmartStream Web, Smartstream 8.03 Tips</td> </tr> <tr> <td>Housewide Memo Archives</td> <td>Occupational Medicine Reference Library Clinic Log-in</td> <td>System Audit Tracker, Instructions</td> </tr> <tr> <td>ICIMS Applicant Management System</td> <td>OnBase Web Page (Windows 7/IE 9 or Higher)</td> <td>Tracker</td> </tr> <tr> <td>ICIMS Applicant Training Information</td> <td>OnBase Web Page (Windows XP/IE 8)</td> <td>Travel Staff Time & Attendance</td> </tr> <tr> <td>Infection Prevention Surveillance, User Instructions</td> <td>OneSource Document Site</td> <td>University's Web Site</td> </tr> <tr> <td>iNotes E-Mail, Lotus Notes FAQs</td> <td>PA Data Analytics, Login Instructions</td> <td>Vision Rad</td> </tr> <tr> <td>IR Coder</td> <td>Partnership Rounding Log 2.0</td> <td>WebCT</td> </tr> <tr> <td>IRIS, IRIS Training CBT</td> <td>Password Reset</td> <td></td> </tr> <tr> <td>IS - Enter Service Request</td> <td>Performance Analytics Cost Accounting Documentation</td> <td></td> </tr> <tr> <td>IS - How to Enter Service Request</td> <td>Pharmacy & Therapeutics Committee</td> <td></td> </tr> </tbody> </table>  <table border="1"> <thead> <tr> <th colspan="2">Password Reset (Network, Epic, Kronos, iNotes)</th> </tr> </thead> <tbody> <tr> <td>Instructions (How to use the password reset tool)</td> <td></td> </tr> <tr> <td>Enroll (2-5 minutes)</td> <td></td> </tr> <tr> <td>Forgot My Password</td> <td></td> </tr> <tr> <td>Change Password or Questions</td> <td></td> </tr> </tbody> </table>	System Links			Access Recertification Reviews	Kronos Navigator, Overview	Physician On-call Schedules (View Schedules)	Community Calendar	Legacy Data Access	Powerscribe Radiology Reports	Employee/Contractor Injury, User Instructions	Managed Care Information	Provider License Verification	ER Express Login	MedEx (Optio), User Instructions	SABA Site, SABA Instructions	Executive Rounding Log	MediTract (Tract Manager)	Scheduled System Maintenance	Fire Drill System	MPC Budget/Reporting	Service Level Agreements	HealthcareSource Performance Management and Education System	MyChart	SmartStream Web, Smartstream 8.03 Tips	Housewide Memo Archives	Occupational Medicine Reference Library Clinic Log-in	System Audit Tracker, Instructions	ICIMS Applicant Management System	OnBase Web Page (Windows 7/IE 9 or Higher)	Tracker	ICIMS Applicant Training Information	OnBase Web Page (Windows XP/IE 8)	Travel Staff Time & Attendance	Infection Prevention Surveillance, User Instructions	OneSource Document Site	University's Web Site	iNotes E-Mail, Lotus Notes FAQs	PA Data Analytics, Login Instructions	Vision Rad	IR Coder	Partnership Rounding Log 2.0	WebCT	IRIS, IRIS Training CBT	Password Reset		IS - Enter Service Request	Performance Analytics Cost Accounting Documentation		IS - How to Enter Service Request	Pharmacy & Therapeutics Committee		Password Reset (Network, Epic, Kronos, iNotes)		Instructions (How to use the password reset tool)		Enroll (2-5 minutes)		Forgot My Password		Change Password or Questions	
System Links																																																														
Access Recertification Reviews	Kronos Navigator, Overview	Physician On-call Schedules (View Schedules)																																																												
Community Calendar	Legacy Data Access	Powerscribe Radiology Reports																																																												
Employee/Contractor Injury, User Instructions	Managed Care Information	Provider License Verification																																																												
ER Express Login	MedEx (Optio), User Instructions	SABA Site, SABA Instructions																																																												
Executive Rounding Log	MediTract (Tract Manager)	Scheduled System Maintenance																																																												
Fire Drill System	MPC Budget/Reporting	Service Level Agreements																																																												
HealthcareSource Performance Management and Education System	MyChart	SmartStream Web, Smartstream 8.03 Tips																																																												
Housewide Memo Archives	Occupational Medicine Reference Library Clinic Log-in	System Audit Tracker, Instructions																																																												
ICIMS Applicant Management System	OnBase Web Page (Windows 7/IE 9 or Higher)	Tracker																																																												
ICIMS Applicant Training Information	OnBase Web Page (Windows XP/IE 8)	Travel Staff Time & Attendance																																																												
Infection Prevention Surveillance, User Instructions	OneSource Document Site	University's Web Site																																																												
iNotes E-Mail, Lotus Notes FAQs	PA Data Analytics, Login Instructions	Vision Rad																																																												
IR Coder	Partnership Rounding Log 2.0	WebCT																																																												
IRIS, IRIS Training CBT	Password Reset																																																													
IS - Enter Service Request	Performance Analytics Cost Accounting Documentation																																																													
IS - How to Enter Service Request	Pharmacy & Therapeutics Committee																																																													
Password Reset (Network, Epic, Kronos, iNotes)																																																														
Instructions (How to use the password reset tool)																																																														
Enroll (2-5 minutes)																																																														
Forgot My Password																																																														
Change Password or Questions																																																														
<p>Extranet</p>	 <p>The Extranet page features a header with a house icon and the text "Password Reset". Below this, there are four large, teal-colored buttons with right-pointing chevrons:</p> <ul style="list-style-type: none"> Instructions (How to use the password reset tool) Enroll (2-5 minutes) Forgot My Network Password Change Password or Questions 																																																													

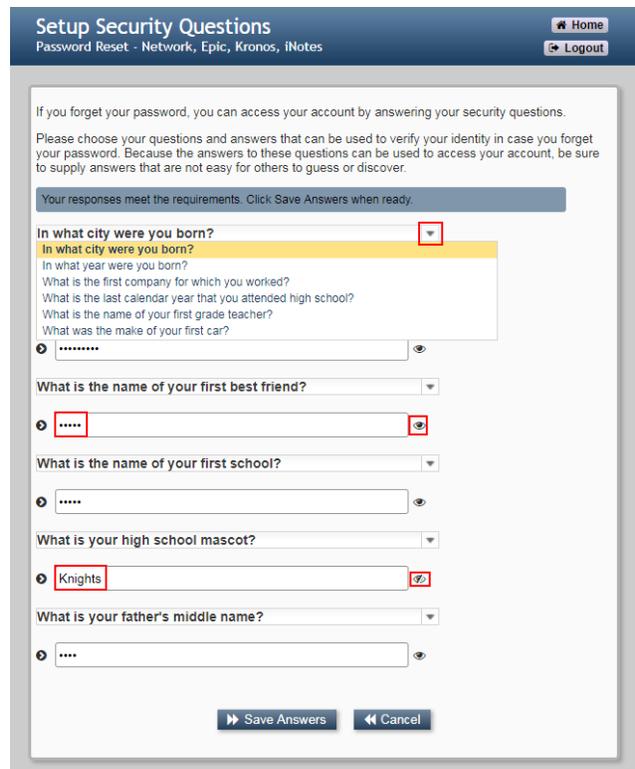


2. Log into this system using your University username and password and select **Login**.



3. A page of security questions will display. Select six questions and answer them appropriately. Once complete, select **Save Answers**.

Special Note: Pressing on the eye to the right of the answer field will display the hidden characters. Use this in the event you are unsure of what you typed.



4. A new page will display asking two more questions. Follow the same process as above to answer these questions. The Service Desk will be able to access these two questions in the event that you need their assistance in resetting your password.



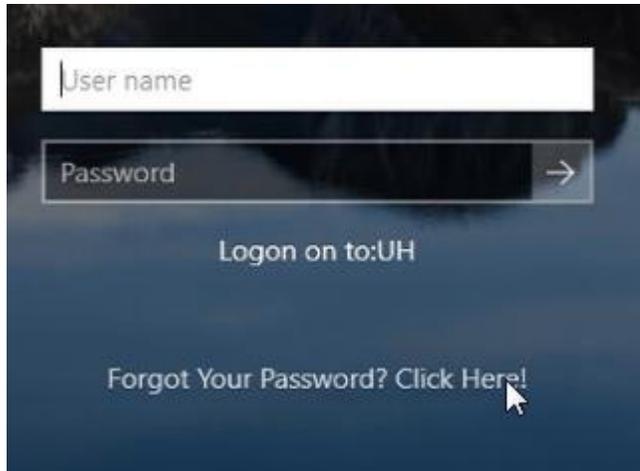
The screenshot shows a web interface titled "Setup Security Questions" with a breadcrumb trail "Password Reset - Network, Epic, Kronos, iNotes". In the top right corner, there are "Home" and "Logout" buttons. The main content area contains the following text: "Your administrator requires that you supply the following answers. These answers are used to verify your identity in the event that you contact your helpdesk for assistance." Below this is a blue confirmation bar: "Your responses meet the requirements. Click Save Answers when ready." The form has two questions, each with a dropdown menu and a text input field with a toggle icon and an eye icon. The first question is "What country would you most like to visit?" and the second is "What is your all time favorite actor, musician, or artist?". At the bottom of the form are two buttons: "Save Answers" and "Cancel".

5. Once you are complete, select **Logout**. That's it, you're done!

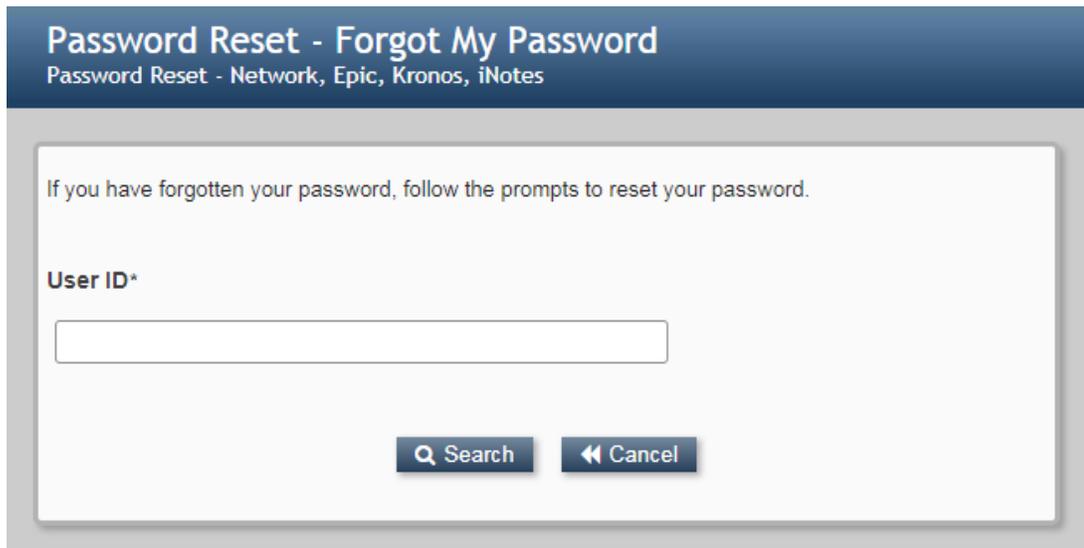
Resetting a Forgotten Password

Note: In order to use this feature, you must have previously enrolled in Password Reset tool.

1. In order to reset your University password, you must get to the **Password Reset** tool. In addition to the methods described on page 1, you can also access the tool if you're connected to an enterprise owned device and the login screen has a **Forgot your Password? Select Here!** button.



2. Once you're at the Password Reset page, you will be prompted to enter in your User ID. This is your University ID (for example, E12345). Select **Search**.

A screenshot of a web page titled 'Password Reset - Forgot My Password'. Below the title, it says 'Password Reset - Network, Epic, Kronos, iNotes'. The main content area has a light grey background and contains the text: 'If you have forgotten your password, follow the prompts to reset your password.' Below this text is a label 'User ID*' followed by a white input field. At the bottom of the form area, there are two buttons: a blue button with a magnifying glass icon and the text 'Search', and a blue button with a left-pointing arrow icon and the text 'Cancel'.

- If the account has been previously enrolled with the Password Reset tool, a new screen will prompt with three challenge questions. Answer these questions. Select **Check Answers**.

Forgotten Password
Password Reset - Network, Epic, Kronos, iNotes

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

Please type your security answers

What is the name of your first best friend?

What is the last calendar year that you attended high school?

In what year were you born?

- A new screen will display asking for and confirming a new password. Ensure to follow the instructions on this page to meet complexity requirements. Select **Change Password**.

Change Password
Password Reset - Network, Epic, Kronos, iNotes

[Home](#) [Logout](#)

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

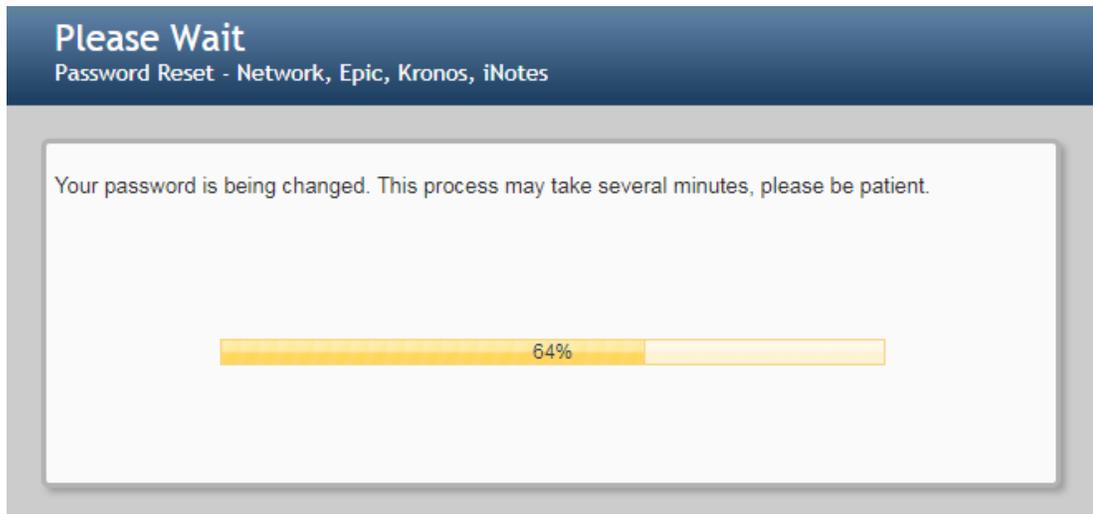
- Password is case sensitive.
- Must be at least 8 characters long.
- Must include at least 1 number.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Must not include any of the following values: test password ; " # & ' () , . / < = > @ \ _ ' { } ~
- Must not include part of your name or username.

Please type your new password

New Password

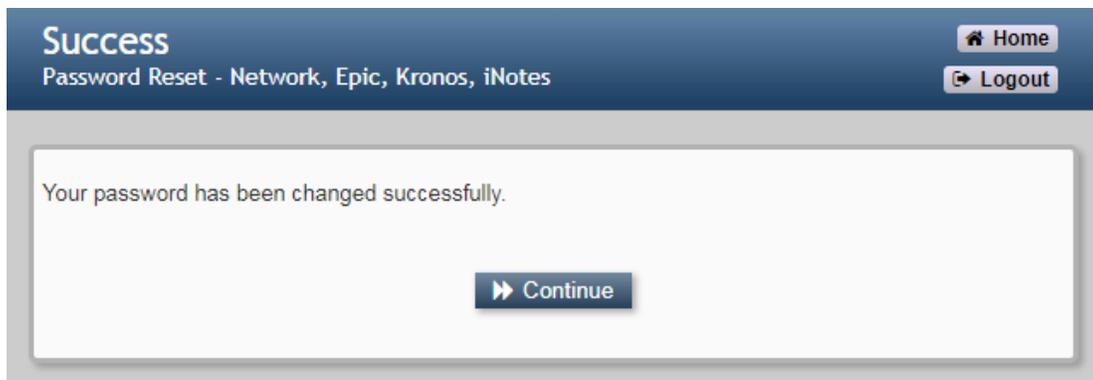
Confirm Password

- The password will now be changed. This will be indicated in the next screen as illustrated below.



- A new screen will display showing that the password has successfully changed. Select **Continue** and close the window.

Special Note: It may take additional time to process the password change in some systems.



Have a question? Contact the Service Desk!



External: 706-774-5050
Internal: (4-5050)



HelpDesk@uh.org

The Service Desk is available 24 hours a day, 7 days a week, 365 days a year.