

## Self-Service Password Reset (SSPR)

Self-Service Password Reset (SSPR) will allow you to reset your own network password if you forget it (this is also your Epic and Kronos password). In order to use SSPR, you must enroll. To enroll, you will answer 6 questions out of a pool of 11 possible questions. You choose which questions you want to answer. If you forget your password, you will need to answer 3 of those questions selected at random and provide your new password.

- A. Enrolling Page 1
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### A. Enrolling

To enroll in the Self-Service Password Reset, you can click a link on either the Intranet page, or on the [www.uhcs.org](http://www.uhcs.org) Internet page, or click a Citrix icon. The screen shots below show each of these:

#### Intranet:

The screenshot shows the Intranet System Links page. On the left is a navigation menu with categories like Clinical Systems, Electronic Forms, Employee Activities, Epic, Foundation, Handbooks, HEV, Home Health, Human Resources, Information Services, Medication Information, and Patient Education. The main content area is titled 'System Links' and contains a grid of various links. A red box highlights the link 'SSPR - Enroll or Change Password Coming Soon!' in the right column. Other links include 'Columbia County Certificate of Need Excerpts New!', 'ICD-10 Online Training New!', 'Employment Verification New!', 'NetLearning Instructions New!', 'Apache II Calculator', 'Job Posting for Employees', 'Change Network Password', 'Kronos', 'Community Calendar', 'Legacy Data Access', 'Employee/Contractor Injury, User Instructions', 'Managed Care Information', 'ER Express Login New!', 'MedFlex, User Instructions', 'Fire Drill System', 'MediTract (Tract Manager)', 'HealthcareSource Performance Management and Education System', 'Merge Cardio Web (Vericis)', 'HealthcareSource Position Management System', 'MPC Budget/Reporting', 'HPF WebStation', 'Nursing Shared Governance', 'Housewide Memo Archives', 'Occupational Medicine Reference Library, Clinic Log-in', 'Infection Prevention Surveillance', 'OnBase Web Page', 'iNotes E-Mail, Lotus Notes FAQs', 'PCI/QARM, Instructions', 'IR Coder', 'Pharmacy & Therapeutics Committee', 'IS - Enter Service Request', 'Physician/Allied Health Professional Privileges', 'IS - How to Enter Service Request', 'Physician/Allied Health Midas Instructions', 'IS - Review IS Service Requests', 'Physician On-call Schedules (Login is "UH-Call")', 'IS - How to Review IS Service Request', 'Powerscribe Radiology Reports', 'IS - Scheduled System Events', 'MyChart New!', and 'E<sup>2</sup> Form, Guidelines'.

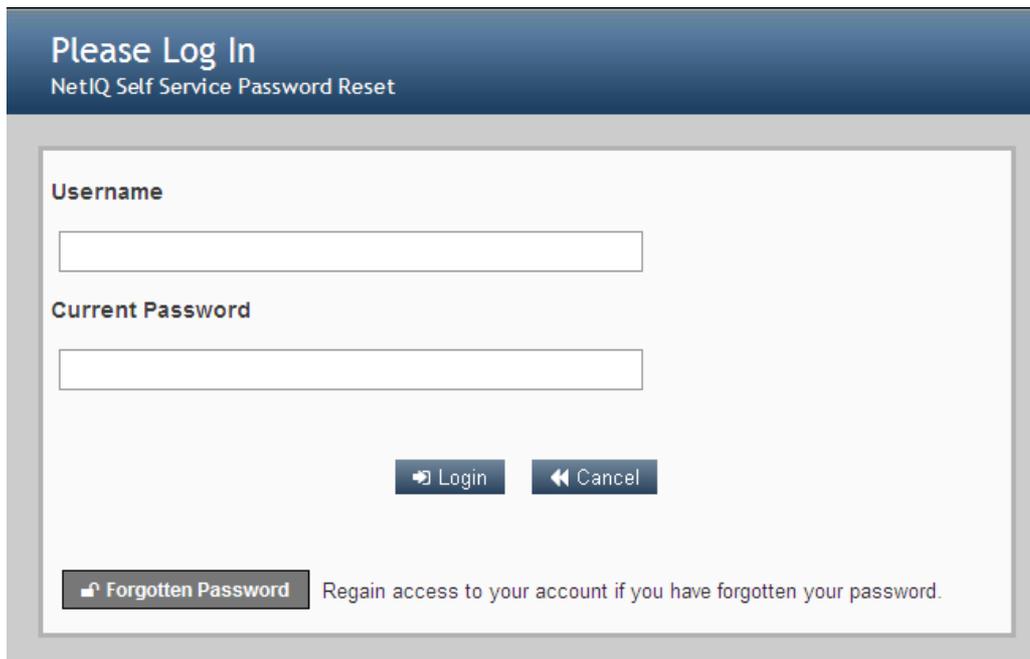
#### www.UHCS.org:

The screenshot shows the www.UHCS.org website. At the top, there is a blue header with the text 'Self Service Password Reset (SSPR)'. Below this, there is a navigation bar with three links: 'Enrollment, Change Questions, Change Password Coming Soon!', 'Instructions Coming Soon!', and 'Forgot Your Password? Click Here! Coming Soon!'. A red box highlights the first link. Below the navigation bar is a section titled 'Applications'.

#### Published Citrix Icon:



The first screen you will be presented with is a “Please Log In” screen.



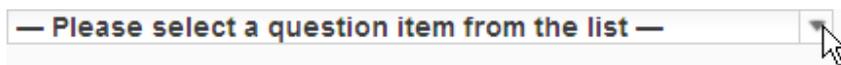
The image shows a web form titled "Please Log In" with the subtitle "NetIQ Self Service Password Reset". The form contains two input fields: "Username" and "Current Password". Below the fields are two buttons: "Login" and "Cancel". At the bottom left, there is a link for "Forgotten Password" with the text "Regain access to your account if you have forgotten your password."

Enter your Username and password. This is you University Hospital network and Epic logon.

Press “Enter” or click .

You will then be presented with a screen to select your 6 questions and answers. The next page shows an example of a page that has been filled out.

To select a question to answer, click the arrow to display the questions to choose from.



The image shows a drop-down menu with the text "Please select a question item from the list" and a small arrow icon on the right side.

When you click that drop-down arrow, the remaining questions to choose from are displayed. Select the question you want to answer. Then answer the question in the box below it. Do this for all 6 questions.

When you type your answer, it will be masked. That is, large dots will display instead of the characters you typed. To show your answer, click the eye next to the answer box (see example on next page). To hide your answer, click the eye again.

## Setup Security Questions

NetIQ Self Service Password Reset

[Home](#)

[Logout](#)

If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Your responses meet the requirements. Click Save Responses when ready.

In what city were you born?

In what city were you born?

In what year were you born?

What is the first company for which you worked?

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

What is the name of your first grade teacher?

What was the make of your first car?

•••••

What is the name of your first best friend?

•••••

What is the name of your first school?

•••••

What is your high school mascot?

Knights

What is your father's middle name?

••••••••

▶▶ Save Answers

◀◀ Cancel

When you have your answers set, click .

You will then be prompted to answer 2 more questions. No one can see the 6 questions you already answered except you. These last 2 questions are for the Helpdesk. If you forget the answers to your questions and need to reset your password, the Helpdesk will ask you for your answers to these 2 questions. This helps to verify that you are who you say you are. Answer both questions in the same manner that you answered the 6 questions.

## Setup Security Questions

NetIQ Self Service Password Reset

[Home](#)

[Logout](#)

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.

Your responses meet the requirements. Click Save Responses when ready.

What country would you most like to visit? ▾

•••••

What is your all time favorite actor, musician, or artist? ▾

•••••

» Save Answers

« Cancel

After answering the questions, click [» Save Answers](#).

## Success

NetIQ Self Service Password Reset

[Home](#)

[Logout](#)

Thank you. Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

» Continue

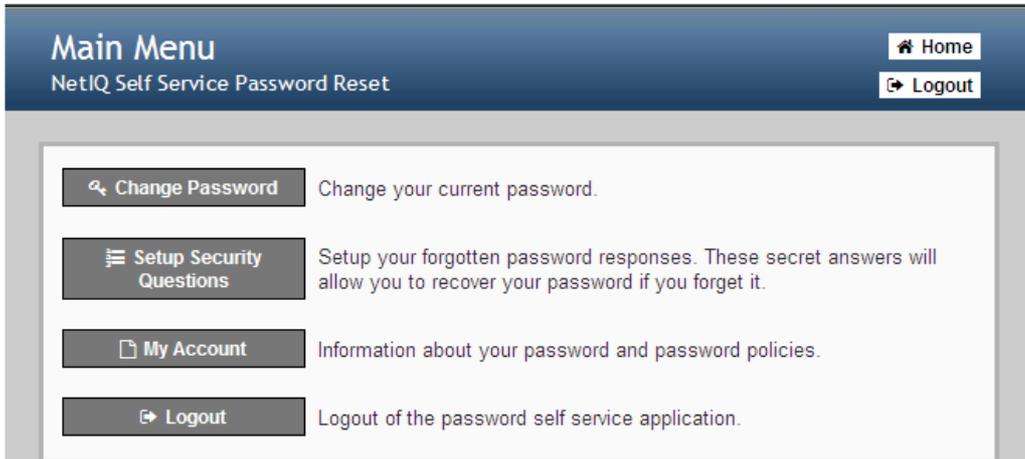
Click [» Continue](#)

The following screen will display. Now that you have enrolled, the next time you access the SSPR enrollment, you will receive the screen below. It will allow you to:

**Change Password** – you can come into here and change your password at any time

**Setup Security Questions** – you can clear your security questions and answer them again

**My Account** – you can look at some items related to your account and your password



When you are done, click

 Logout

Close the browser window.

## Self-Service Password Reset (SSPR)

### B. Resetting a Forgotten Password

In order to use this feature, you must have previously enrolled in SSPR.

There are multiple access points to reset your Network password, which is also your Epic and Kronos password.

If you are at a PC connected to the University Hospital network, the login screen has a link, "Forgot Your Password? Click Here!"



There are also links on the Intranet (W3) and www.uhcs.org pages.

System Links		
<a href="#">Apache II Calculator</a>	<a href="#">Job Posting for Employees</a>	<a href="#">Provider License Verification</a>
<a href="#">Change Network Password</a>	<a href="#">Kronos</a>	<a href="#">Readmission Risk Calculator</a>
<a href="#">Community Calendar</a>	<a href="#">Legacy Data Access</a>	<a href="#">Right Fax</a>
<a href="#">Employee/Contractor Injury, User Instructions</a>	<a href="#">Managed Care Information</a>	<a href="#">Scheduled System Maintenance</a>
<a href="#">ER Express Login <b>New!</b></a>	<a href="#">MedFlex, User Instructions</a>	<a href="#">Service Level Agreements</a>
<a href="#">Fire Drill System</a>	<a href="#">MediTract (Tract Manager)</a>	<a href="#">SmartStream Web</a>
<a href="#">HealthcareSource Performance Management and Education System</a>	<a href="#">Merge Cardio Web (Vericis)</a>	<a href="#">SSPR - Enroll or Change Password <b>Coming Soon!</b></a>
<a href="#">HealthcareSource Position Management System</a>	<a href="#">MPC Budget/Reporting</a>	<a href="#">SSPR - Forgot Logon Password <b>Coming Soon!</b></a>
<a href="#">HPF WebStation</a>	<a href="#">Nursing Shared Governance</a>	<a href="#">SSPR - Instructions <b>Coming Soon!</b></a>

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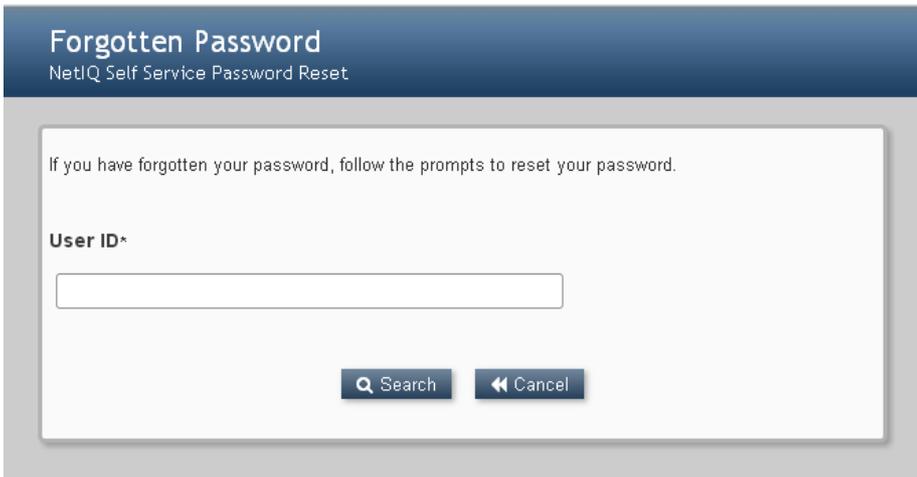
Self Service Password Reset (SSPR)		
<a href="#">Enrollment, Change Questions, Change Password <b>Coming Soon!</b></a>	<a href="#">Instructions <b>Coming Soon!</b></a>	<a href="#">Forgot Your Password? Click Here! <b>Coming Soon!</b></a>

Applications
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If you are on a generic workstation, there is a Citrix icon published for resetting a forgotten password:



When you select any of these options, you will be prompted to enter your user ID.

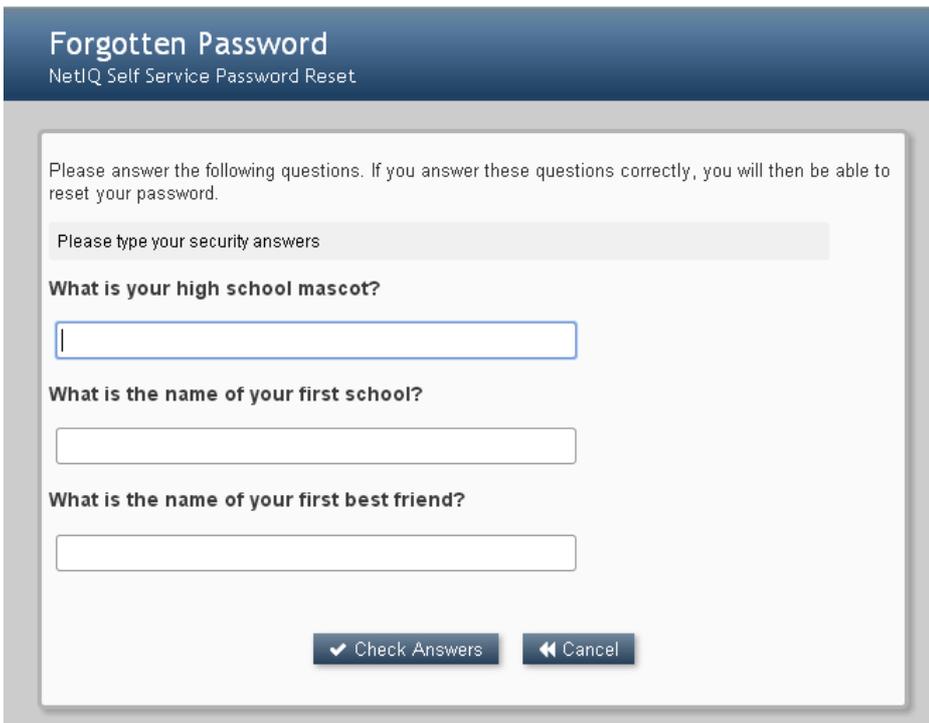


**Forgotten Password**  
NetIQ Self Service Password Reset

If you have forgotten your password, follow the prompts to reset your password.

**User ID\***

Enter your user ID. If you have enrolled, you will be prompted with 3 of the challenge questions you answered. Answer those questions the same as you entered them.



**Forgotten Password**  
NetIQ Self Service Password Reset

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 your high school mascot?**

**What is the name of your first school?**

**What is the name of your first best friend?**

You will be prompted to enter your new password.

**Change Password** [Home](#)  
NetIQ Self Service Password Reset [Logout](#)

**Your password has expired. You must set a new password now.**

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**  

[Change Password](#)

Once this screen displays, your old password is now deleted. Enter your new password twice and click

[Change Password](#)

**Success** [Home](#)  
NetIQ Self Service Password Reset [Logout](#)

Your password has been changed successfully.

[Continue](#)

Click Continue and close the window.

**\*\* NOTE – allow a minute or two for your new password to process throughout the system before logging back in.**