



Password Reset Guide

What do you need to do?

- Login
- [Set Up Security Questions](#)
- [Reset Password](#)
- [Unlock Account](#)
- [Update Profile Attributes \(including a mobile number or personal email\)](#)

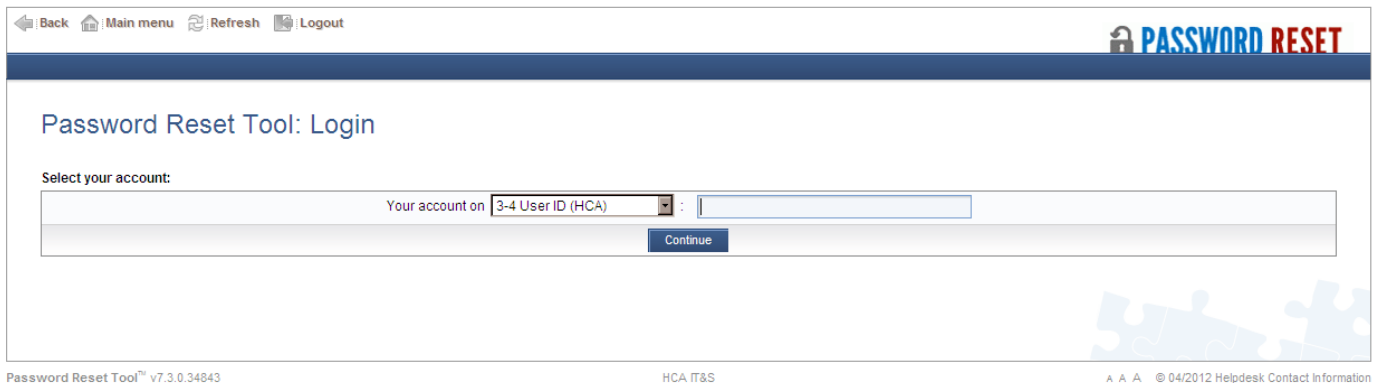
Overview

Password Reset is an application that gives HCA users more control over their Windows network account, Meditech account password, or HOST system password. Password Reset allows users to reset a forgotten password and lets users unlock their account. By unlocking your account and resetting your password, you can get back faster to do your job without relying on the Service Desk to do it for you.

First Logon – Enrollment/Set Security Questions

1. The first time you login to [Password Reset](#), you must configure a valid Q&A profile to take advantage of the password reset functionality. Your security questions will be used later on to confirm your identity in order to change, reset, or unlock your network password.

Note: You will need to know your 3-4ID and password for the enrollment process.





Back Main menu Refresh Logout

PASSWORD RESET

Continue

Enter password for 3-4 User ID (HCA):

Enter password:

Continue

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- The set of security questions will be “pre-populated.” This means that there will be a set of questions that you can choose from that would be easy questions for you to answer and remember. You will need to choose and answer **at least 4** different pre-populated questions. Choose a question from the drop down box under **Question** and then answer the questions in the box to the right of that drop down.

Note: Answers are not case-sensitive.

Update security questions

You must complete enrollment.
The security questions profile is incomplete.

Show change history

Pre-populated example questions
Questions still required (4)

Delete?	Question	Answer
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

Update

Note: Leading and trailing spaces will be removed.
Format requirement help



- When you have defined at least 4 questions, click the **Update** button at the bottom of the page to save your Q & A Set.

Update security questions

You must complete enrollment.
The security questions profile is incomplete.

[Show change history](#)

Pre-populated example questions
Questions still required (4)

Delete?	Question	Answer
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

Note: Leading and trailing spaces will be removed.
[Format requirement help](#)

Main Menu

- After successful completion of all your security questions, you will be taken to the Main Menu of Password Reset. You will have four different options: Change Passwords, Unlock Accounts, Update Profile Information, Update Security Questions, and Attach Other Accounts. Click on the link to go to that section. The next time you login, this is the screen you will see.

NOTE: You will rarely, if ever, use Attach Other Accounts.

The screenshot shows the 'Password Reset Tool menu' interface. At the top, there are navigation links: Back, Main menu, Refresh, and Logout. The 'PASSWORD RESET' logo is in the top right corner. The main content area is titled 'Password Reset Tool menu' and features a 'My profile' section with a list of options: Change passwords, Unlock accounts, Update profile information, Update security questions, and Attach other accounts. The footer contains the text 'Password Reset Tool™ v7.3.0.34843', 'HCA IT&S', and '© 04/2012 Helpdesk Contact Information'.



Login

1. To access Password Reset, Click on the Password Reset link on the Hospital Intranet homepage/ OR from the Icon on the desktop.
2. When accessing Password Reset, you will be asked for your login ID. This is your Network Logon or 3-4 ID.

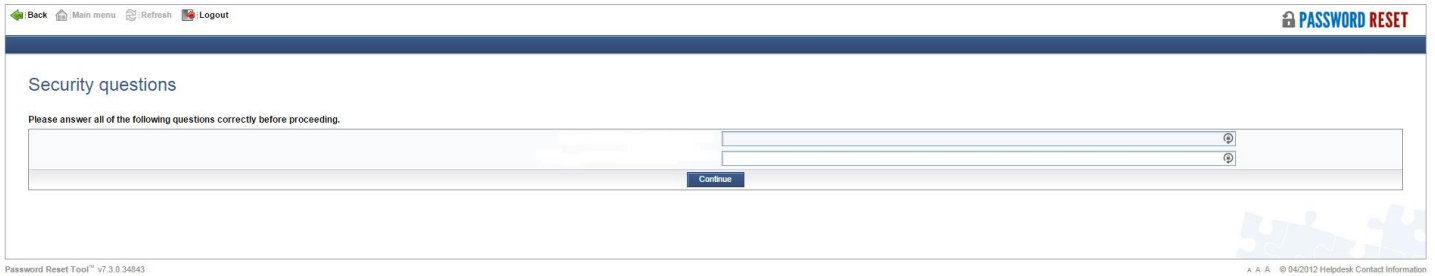
The screenshot shows the 'Password Reset Tool: Login' page. At the top, there are navigation links: Back, Main menu, Refresh, and Logout. On the right, there is a 'PASSWORD RESET' logo. The main heading is 'Password Reset Tool: Login'. Below this, it says 'Select your account:'. There is a form with a dropdown menu labeled 'Your account on' with '3-4 User ID (HCA)' selected, followed by a text input field. A 'Continue' button is located below the input field. At the bottom of the page, there is a footer with 'Password Reset Tool™ v7.3.0.34843', 'HCA IT&S', and '© 04/2012 Helpdesk Contact Information'.

3. You will be asked to select an authentication method. If you know your Network Password, you may select **Use Password**. If you do not remember your password, you may select **Answer Security Questions**.

The screenshot shows the 'Password Reset Tool: Login' page. At the top, there are navigation links: Back, Main menu, Refresh, and Logout. On the right, there is a 'PASSWORD RESET' logo. The main heading is 'Password Reset Tool: Login'. Below this, it says 'Authentication methods:'. There is a list of two options: 'Answer security questions' and 'Use password', each with a right-pointing arrow button. At the bottom of the page, there is a footer with 'Password Reset Tool™ v7.3.0.34843', 'HCA IT&S', and '© 04/2012 Helpdesk Contact Information'.



- If you choose to Answer Security Questions, you will be presented with two of your Security Questions which you selected during your enrollment process. Answer these questions with the same answers you used during enrollment and click **Continue**.
Note: Your Answers are not case-sensitive.



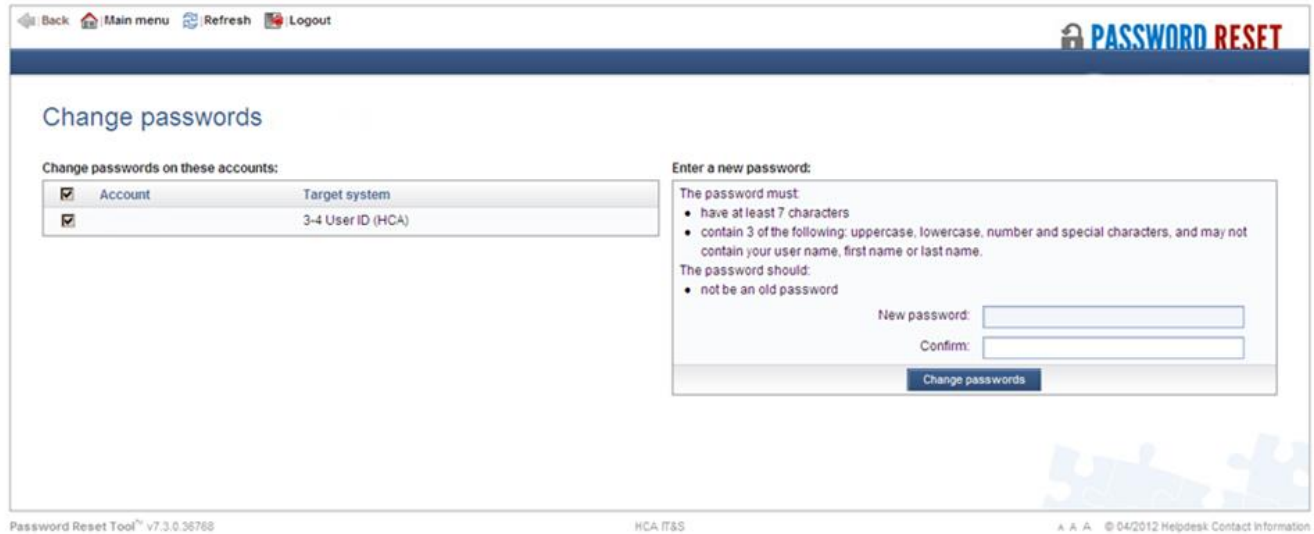
- If you successfully answer both Security Questions, you will then be taken to the Password Reset Main Menu.

Reset Password

- To reset your password, click on the **Change Passwords** link under My profile in the main menu.



- Your 3-4 ID should be displayed next to the Target system. To the right of this, you will type in your **new** password twice, once in the box next to New Password, and again in the box next to Confirm. Once you have entered it in both boxes, click on **Change Passwords**.



Change passwords on these accounts:

<input checked="" type="checkbox"/>	Account	Target system
<input checked="" type="checkbox"/>		3-4 User ID (HCA)

Enter a new password:

The password must:

- have at least 7 characters
- contain 3 of the following: uppercase, lowercase, number and special characters, and may not contain your user name, first name or last name.

The password should:

- not be an old password

New password:


Confirm:

Change passwords

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NOTE: All passwords, both for the network and for Host, must comply with the most current security regulations or they will not be accepted.

- Once you have successfully entered your new password, the following screen displays letting you know your password has been changed.



Change passwords

i All your passwords were changed successfully.
If you were logged into your workstation, log out now. You must log in with your new password to ensure that your workstation does not try to use your old password to access network resources.

Password change results:

Account	Target system	Password changed?	Result
	3-4 User ID (HCA)	Yes	

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4. The next time you access the **Change Passwords** link, it will show the date and time you last changed your password.

Back Main menu Refresh Logout

PASSWORD RESET

Change passwords

i You last changed your passwords using Password Reset Tool on 2012-05-23 15:44:29 (UTC-06:00), via the *Change passwords* module.

Change passwords on these accounts:

<input checked="" type="checkbox"/>	Account	Target system
<input checked="" type="checkbox"/>		3-4 User ID (HCA)

Enter a new password:

The password must:

- have at least 7 characters
- contain 3 of the following: uppercase, lowercase, number and special characters, and may not contain your user name, first name or last name.

The password should:

- not be an old password

New password:

Confirm:

Change passwords

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NOTE: If you get locked out of your network or Host because you have mistyped your password too many times, you can use Password Reset to unlock your account instead of calling the help desk.



Unlock Accounts

1. If your network or Host User ID gets locked out, click **Unlock Accounts**.



2. Accounts will not be checked when you first access Unlock accounts. You can check the box next to Account to select all accounts, or check the boxes for individual accounts (if you have more than one). Once you have the correct account(s) selected, click **UNLOCK**.





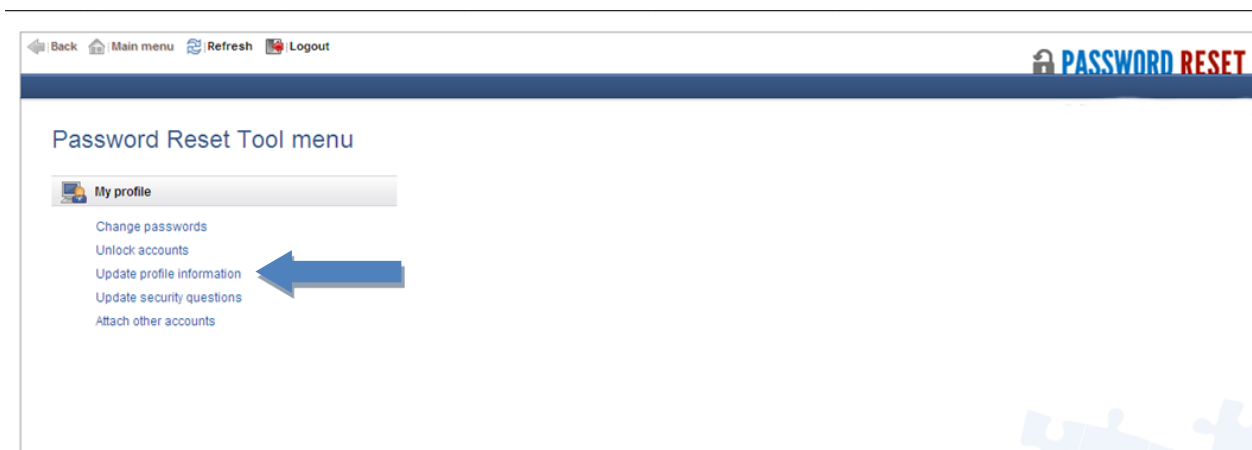
3. Once you have successfully unlocked your account(s), a confirmation screen displays your account(s) have been unlocked.



External Authentication – Adding a Mobile Phone Number

One of the advanced benefits which Password Reset 7.3 provides us with is the ability to self-service an account while outside of the HCA network. In order to utilize this functionality, you must have a valid mobile phone number and your carrier information on your profile.

1. From the main menu, click on **Update profile information**.





2. Under **Password Manager Attributes**, enter your 10-digit mobile number without any spaces or dashes. You may also enter a personal email address as a secondary option for 1-time PIN delivery.

Update profile information

Profile information:

Base attributes (2 required)	
E-mail address:	<input type="text"/>
First name:	<input type="text"/>
Middle name:	<input type="text"/>
Last name:	<input type="text"/>
Password Manager attributes	
Mobile number: (Format: NNNNNNNNN)	<input type="text"/>
Personal Email:	<input type="text"/>

3. Click the **Update attributes** button. You will receive a message that states your information was successfully saved.

Back Main menu Refresh Logout **PASSWORD RESET**

Update profile information

Updated profile information.
2 attributes have been modified so far.

Base attributes (2 required)	
E-mail address:	<input type="text"/>
First name:	<input type="text"/>
Middle name:	<input type="text"/>
Last name:	<input type="text"/>
Password Manager attributes	
Mobile number: (Format: NNNNNNNNN)	<input type="text" value="6155551234"/>
Personal Email:	<input type="text" value="no@email.com"/>

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For more information about how your mobile number is used for logging in remotely, please see the Password Reset Remote Login guide.