

Self-Service Password Maintenance

Change Password & Forgot Password Portals

University Hospitals employees may use self-service password portals to change their current UH network password or reset a forgotten UH network password, without having to call the UH Service Desk. This job aid provides instructions for changing a current password through the Change Password portal and resetting a forgotten password through the Forgot Password portal.

Note 🕨	Be sure you have completed the user registration at
	https://myaccess.uhhospitals.org/userregistration. You cannot use
	the self-service portals without first completing this registration
	process.

Note The user registration must be completed within the UH network. You will not be able to successfully complete it outside of the UH network.

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Change Password Portal

You can change your current UH password using the self-service Change Password portal either within the UH network or remotely. The steps are different depending on whether you are accessing the portal within or outside of the UH network. Please see the corresponding steps for your connection.

Note You must know your current UH network password to use the Change Password portal. If you do not remember your password, please see the instructions for using the Forgot Password portal.

Using the Change Password Portal within the UH Network

- 1. Be sure you have completed the user registration at https://myaccess.uhhospitals.org/userregistration. You cannot successfully complete the user registration if you are outside of the UH network.
- 2. Go to https://myaccess.uhhospitals.org/changepassword.
 - The Change Password screen appears.

University Hospitals		
Change Password		
Please enter your UserID below. Username:		
Username		
Submit		
Restart Login		
Property of University Hospitals, all rights reserved.		

3. In the Username field, enter your UH Username.

Tip This is the username you use to log in to your UH computer.

□ The Change Password screen appears.

University Hospitals	
Change Password	Please enter the password associated with your User ID. Username: Ingamuali Password Password Submit
Restart Loan Property of University Hospitalia, all rights reserved.	

Note ► If you receive an error, contact the UH Service Desk at 216-844-3327 to reset your password.

- 5. In the **Password** field, enter your current UH password.
- 6. Click Submit.
 - □ The Password Reset screen appears.

Please enter a new password below.		
User ID:	leyanoxi	
New Password:		
Confirm Password:		
Cubmit		
Submit		
Password must not contain your usernar	me.	
Password must differ from previous pass	sword by 12 password(s).	
Password length greater than 8 characte	ers.	
Contain 3 of the following:		
- 1 digits (0-9).		
- 1 symbols (!, @, #, \$, %, *, etc.).		
- 1 uppercase English letters (A-Z).		
- 1 lowercase English letters (a-z).		
Cannot contain your name		
Cannot contain parts of your full name exceeding 3 consecutive characters		
Should not contain common keyboard patterns, keys that are listed next to each other on a standard keyboard (123456)		
Should not contain commonly used words dictionary words such as "Password" or "football"		

7. In the New Password field, enter a new password.

Note UH requires a strong, complex password, which adds another layer of protection against security breaches and helps protect UH business and patient information. Please choose a new password

that meets the following requirements:

- Cannot reuse your last 12 passwords
- Must contain a minimum of 8 characters
- Must contain at least one uppercase alphabetic character (A-Z)
- Must contain at least one lowercase alphabetic character (a-z)
- Must contain at least one number (0-9)
- Should contain at least one special character (!@#\$)
- Cannot contain your name
- Cannot contain your username
- Cannot contain parts of your full name that exceed 3 consecutive characters
- Exclude common keyboard patterns, keys that are listed next to each other on a standard keyboard (123456)
- Exclude commonly used words dictionary words such as "Password" or "football"
- 8. In the Confirm Password field, enter your new password again.
- 9. Click Submit.

Note Your password has now been reset.

Using the Change Password Portal Remotely / Outside of the UH Network

Note You cannot use the Change Password portal remotely if you have not completed the initial user registration process, which requires you to be within the UH network to complete.

Please call the UH Service Desk at 216-844-3327 to change your password and for instructions on completing the user registration. Be sure to complete the user registration so you may use the self-service Change Password portal to change your password in the future.

- 1. Go to https://myaccess.uhhospitals.org/changepassword
 - □ The Change Password screen appears.

University Hospitals		
Change Password		
Please enter your UserID below. Username:		
Username		
Submit		
Restart Login		
Property of University Hospitals, all rights reserved.		

2. In the Username field, enter your UH Username.

Tip This is the username you use to log in to your UH computer.

Note ► If you receive an error, contact the UH Service Desk at 216-844-3327 to reset your password.

□ The Change Password screen appears with options for receiving your registration code.

University Hospitals	
	Choose your second factor method:
Change Password	Send Login request to SecureAuth Mobile App on XT1650
	O Use Passcode from SecureAuth OTP Mobile App
	○ Send one time code to xxx-1296
	Submit

Send login request to SecureAuth Mobile App on <your device name> (ONLY for users who installed the SecureAuth Authenticate mobile app)

• This option will display only if you have installed the SecureAuth mobile app on your smartphone. If you have the app installed and select this option, you will see a notification appear on your phone, similar to the one below.

Ø AUTHENTICATE	
Login request. Tap to see request in app.	

1. On the Forgot Password screen on your computer, select the option for **Send Login request to SecureAuth Mobile App on <your device name>**.

University Hospitals		
	Choose your second factor method:	
Change Password	Send Login request to SecureAuth Mobile App	on
0	O Use Passcode from SecureAuth OTP Mobile A	App.
	O Send one time code to xxx-xxx-1296	◎ Voice Call ® SMS/text
	Submit	

Note Within a few seconds of clicking **Continue**, you should see a notification appear on your phone, similar to the one below.

Ø AUTHENTICATE	
Login request. Tap to se request in app.	e

- 3. On your mobile device, tap the notification and follow the screen prompts to confirm your identity.
 - On your computer, the Password Reset dialogue box appears.

Please enter a new password below. User ID:	rodellx1
New Password:	
Confirm Password:	
Submit	

- 4. In the New Password field, enter a new password.
 - Note UH requires a strong, complex password, which adds another layer of protection against security breaches and helps protect UH business and patient information. Please choose a new password that meets the following requirements:
 - Cannot reuse your last 12 passwords
 - · Must contain a minimum of 8 characters
 - Must contain at least one uppercase alphabetic character (A-Z)
 - Must contain at least one lowercase alphabetic character (a-z)
 - Must contain at least one number (0-9)
 - Should contain at least one special character (!@#\$)
 - · Cannot contain your name
 - Cannot contain your username
 - Cannot contain parts of your full name that exceed 3 consecutive characters
 - Exclude common keyboard patterns, keys that are listed next to each other on a standard keyboard (123456)
 - Exclude commonly used words dictionary words such as "Password" or "football"
- 5. In the Confirm Password field, enter your new password again.
- 6. Click the **Submit** button.

Note Your password has now been reset.

Use Passcode from SecureAuth OTP Mobile App (ONLY for users who installed the SecureAuth Authenticate mobile app)

- You can only use this option if you have installed the SecureAuth Authenticate mobile app on your smartphone. If you have the app installed and wih to use this option, follow the steps below.
- 1. On the Forgot Password screen on your computer, select the option for **Use Passcode from SecureAuth OTP Mobile App**.

University Hospitals	
Change Password	Choose your second factor method:
	O Use Passcode from SecureAuth OTP Mobile App
	○ Send one time code to xxx-xxx-1295
	Submit

- 2. Click the **Submit** button.
- 3. On your mobile device, open the **SecureAuth Authenticate** mobile app.



4. Within the SecureAuth Authenticate app, tap myaccess.uhhospitals.org.



□ The Timed Passcode screen appears with your passcode.



⚠

The passcode is timed and will expire as a security precaution.

A new code is generated every 60 seconds. Ten seconds before the code expires, a countdown will appear under the code. If the code is about to expire, wait until the next code appears to allow yourself more time to enter it.

5. On your computer, in the **Registration Code** field, enter the Registration Code from the SecureAuth Authenticate app.



- 6. Click the Submit button.
 - □ The Password Reset dialogue box appears.

Please enter a new password below. User ID:	rodellx1
New Password:	
Confirm Password:	
Submit	

7. In the New Password field, enter a new password.

Note ► UH requires a strong, complex password, which adds another la of protection against security breaches and helps protect UH business and patient information. Please choose a new passwore that meets the following requirements:	ayer ord
Cannot reuse your last 12 passwords	
 Must contain a minimum of 8 characters 	
 Must contain at least one uppercase alphabetic character (A- 	Z)
 Must contain at least one lowercase alphabetic character (a-z 	<u>z</u>)
 Must contain at least one number (0-9) 	,
 Should contain at least one special character (!@#\$) 	
Cannot contain your name	
 Cannot contain your username 	
 Cannot contain parts of your full name that exceed 3 consecu characters 	utive
 Exclude common keyboard patterns, keys that are listed next 	to

each other on a standard keyboard (123456)

- Exclude commonly used words dictionary words such as "Password" or "football"
- 8. In the Confirm Password field, enter your new password again.
- 9. Click the **Submit** button.

Note Your password has now been reset.

Send one time code to xxx-xxx-xxxx

• This option allows you to choose to receive a phone call or text message at the phone number you indicated in the user registration process. When you answer the phone call, the registration code will be provided verbally over the phone.

Note This option is dependent on a good cell phone carrier connection. You must have reception/a good connection to receive a text message or phone call. (Message and data rates may apply).

1. On the Forgot Password screen on your computer, select the option for **Send one time code to xxx-xxx**.

University Hospitals	
	Choose your second factor method:
Change Password	Send Login request to SecureAuth Mobile App on
	O Use Passcode from SecureAuth OTP Mobile App
	○ Send one time code to xox-xox-1296
	Submit

- Select Voice Call to receive a phone call or SMS/text to receive a text message. (Message and data rates may apply.)
- 3. Click the **Submit** button.
 - Note Within a few seconds of clicking **Submit**, you should receive a phone call or text message on the device you indicated in the registration process. When you answer the call, the registration code will be provided verbally over the phone. The text message, similar to the one below, will contain the code.

MESSAGES	now
906-33	
Your One-Time Registration	
Code is 878.8	

4. On your computer, in the **Registration Code** field, enter the Registration Code from the phone call or text message.



- 5. Click the Submit button.
 - □ The Password Reset dialogue box appears.

Please enter a new password below.	
User ID:	rodellx1
New Password:	
Confirm Password:	
Submit	

- 6. In the New Password field, enter a new password.
 - Note UH requires a strong, complex password, which adds another layer of protection against security breaches and helps protect UH business and patient information. Please choose a new password that meets the following requirements:
 - Cannot reuse your last 12 passwords
 - · Must contain a minimum of 8 characters
 - Must contain at least one uppercase alphabetic character (A-Z)
 - Must contain at least one lowercase alphabetic character (a-z)
 - Must contain at least one number (0-9)
 - Should contain at least one special character (!@#\$)
 - Cannot contain your name
 - · Cannot contain your username
 - Cannot contain parts of your full name that exceed 3 consecutive characters
 - Exclude common keyboard patterns, keys that are listed next to each other on a standard keyboard (123456)
 - Exclude commonly used words dictionary words such as "Password" or "football"
- 7. In the Confirm Password field, enter your new password again.
- 8. Click the **Submit** button.

Note Your password has now been reset.

IT Training and Development, MSC

Forgot Password Portal

If you have forgotten your UH network password, you can change it using the self-service Forgot Password portal either within the UH network or remotely.

Note You cannot use the Forgot Password portal if you have not completed the initial user registration process, which requires you to know your current UH network password.

Please call the UH Service Desk at 216-844-3327 to change your forgotten password and for instructions on completing the user registration. Be sure to complete the user registration so you may use the self-service Forgot Password portal if you forget your password in the future.

- 1. Go to https://myaccess.uhhospitals.org/forgotpassword.
 - □ The Forgot Password screen appears.

2. In the Username field, enter your UH Username.

Tip This is the username you use to log in to your UH computer.

- 3. Click the Submit button.
 - □ The Forgot Password screen appears with options for receiving your registration code.
 - Note Your screen may not include all of the options shown below. If you have the SecureAuth Authenticate mobile app installed on your device, you will see all of the options shown below.

University Hospitals		
	Choose your second factor method:	
Forgot Password	Send Login request to SecureAuth Mobile App	on
	O Use Passcode from SecureAuth OTP Mobile A	pp
	O Send one time code to xxx-xxx-1296	O Voice Call SMS/text
	Submit	

4. Choose how you would like to receive your registration code from options available to you and follow the instructions for the option under its corresponding section below.

Send login request to SecureAuth Mobile App on <your device name> (ONLY for users who installed the SecureAuth Authenticate mobile app)

• This option will display only if you have installed the SecureAuth mobile app on your smartphone. If you have the app installed and select this option, you will see a notification appear on your phone, similar to the one below.

Ø AUTHENTICATE	:
Login request. Tap to se request in app.	ee

1. On the Forgot Password screen on your computer, select the option for **Send Login request to SecureAuth Mobile App on <your device name>**.

University Hospitals	
	Choose your second factor method:
Forgot Password	Send Login request to SecureAuth Mobile App on
	O Use Passcode from SecureAuth OTP Mobile App
	○ Send one time code to xxx-xxx-1296
	Submit

Note Within a few seconds of clicking **Continue**, you should see a notification appear on your phone, similar to the one below.

O AUTHENTICATE	
Login request. Tap to see request in app.	

- 3. On your mobile device, tap the notification and follow the screen prompts to confirm your identity.
 - On your computer, the Password Reset dialogue box appears.

Please enter a new password below. User ID:	rodellx1
New Password:	
Confirm Password:	
Submit	

4. In the **New Password** field, enter a new password.

Note ►	UH requires a strong, complex password, which adds another layer of protection against security breaches and helps protect UH business and patient information. Please choose a new password that meets the following requirements:
	 Cannot reuse your last 12 passwords Must contain a minimum of 8 characters Must contain at least one uppercase alphabetic character (A-Z) Must contain at least one lowercase alphabetic character (a-z) Must contain at least one number (0-9) Should contain at least one special character (!@#\$) Cannot contain your name Cannot contain your username Cannot contain parts of your full name that exceed 3 consecutive characters Exclude common keyboard patterns, keys that are listed next to each other on a standard keyboard (123456) Exclude commonly used words dictionary words such as "Password" or "football"

- 5. In the **Confirm Password** field, enter your new password again.
- 6. Click the **Submit** button.

Note Your password has now been reset.

Use Passcode from SecureAuth OTP Mobile App (ONLY for users who installed the SecureAuth Authenticate mobile app)

- You can only use this option if you have installed the SecureAuth Authenticate mobile app on your smartphone. If you have the app installed and wih to use this option, follow the steps below.
- 1. On the Forgot Password screen on your computer, select the option for **Use Passcode from SecureAuth OTP Mobile App**.

University Hospitals	
	Choose your second factor method:
Forgot Password	Send Login request to SecureAuth Mobile App on
	O Use Passcode from SecureAuth OTP Mobile App
	○ Send one time code to xxx-xxx-1296 ◎ Voice Call ● SMS/text
	Submit

- 2. Click the Submit button.
- 3. On your mobile device, open the **SecureAuth Authenticate** mobile app.



4. Within the SecureAuth Authenticate app, tap myaccess.uhhospitals.org.



■ The Timed Passcode screen appears with your passcode.

<	Timed Passcode (?)	
	Timed Passcode for: myaccess.uhhospitals.org	
	OOOO OOOO	

The passcode is timed and will expire as a security precaution.

A new code is generated every 60 seconds. Ten seconds before the code expires, a countdown will appear under the code. If the code is about to expire, wait until the next code appears to allow yourself more time to enter it.

5. On your computer, in the **Registration Code** field, enter the Registration Code from the SecureAuth Authenticate app.

4	Registration Code:
	Registration Code
Forgot Password	1 2 3
	4 5 6
	7 8 9
	0 C
Restarti com	Submit

- 6. Click the Submit button.
 - The Password Reset dialogue box appears.

Please enter a new password below. User ID:	radaliya
New Reserved	Torial
New Password.	
Confirm Password:	
Submit	

- 7. In the New Password field, enter a new password.
 - Note UH requires a strong, complex password, which adds another layer of protection against security breaches and helps protect UH business and patient information. Please choose a new password that meets the following requirements:
 - Cannot reuse your last 12 passwords
 - Must contain a minimum of 8 characters
 - Must contain at least one uppercase alphabetic character (A-Z)
 - Must contain at least one lowercase alphabetic character (a-z)
 - Must contain at least one number (0-9)
 - Should contain at least one special character (!@#\$)
 - Cannot contain your name
 - Cannot contain your username
 - Cannot contain parts of your full name that exceed 3 consecutive



- Exclude common keyboard patterns, keys that are listed next to each other on a standard keyboard (123456)
- Exclude commonly used words dictionary words such as "Password" or "football"
- 8. In the Confirm Password field, enter your new password again.
- 9. Click the **Submit** button.

Note Your password has now been reset.

Send one time code to xxx-xxx-xxxx

 This option allows you to choose to receive a phone call or text message at the phone number you indicated in the user registration process. When you answer the phone call, the registration code will be provided verbally over the phone.

> Note This option is dependent on a good cell phone carrier connection. You must have reception/a good connection to receive a text message or phone call. (Message and data rates may apply).

1. On the Forgot Password screen on your computer, select the option for **Send one time code to xxx-xxx- xxxx**.

University Hospitals	
	Choose your second factor method:
Forgot Password	Send Login request to SecureAuth Mobile App on
	O Use Passcode from SecureAuth OTP Mobile App
	O Send one time code to xxx-xxx-1296 O Voice Call (*) SMS/text
	Submit

- Select Voice Call to receive a phone call or SMS/text to receive a text message. (Message and data rates may apply.)
- 3. Click the Submit button.
 - Note Within a few seconds of clicking **Submit**, you should receive a phone call or text message on the device you indicated in the registration process. When you answer the call, the registration code will be provided verbally over the phone. The text message, similar to the one below, will contain the code.



4. On your computer, in the **Registration Code** field, enter the Registration Code from the phone call or text message.

	Registration C	ode:			
	Registration	Code			
Forgot Password		1	2	3	
		4	5	6	
		7	8	9	
			0	С	
Restart Login	Submit				

- 5. Click the Submit button.
 - □ The Password Reset dialogue box appears.

Please enter a new password below.		
User ID:	rodellx1	
New Password:		
Confirm Password:		
Submit		

6. In the **New Password** field, enter a new password.

Note ►	UH requires a strong, complex password, which adds another layer of protection against security breaches and helps protect UH business and patient information. Please choose a new password that meets the following requirements:
	 Cannot reuse your last 12 passwords Must contain a minimum of 8 characters Must contain at least one uppercase alphabetic character (A-Z) Must contain at least one lowercase alphabetic character (a-z) Must contain at least one number (0-9) Should contain at least one special character (!@#\$) Cannot contain your name Cannot contain parts of your full name that exceed 3 consecutive characters Exclude common keyboard patterns, keys that are listed next to each other on a standard keyboard (123456)

Exclude commonly used words dictionary words such as "Password" or "football"

- 7. In the Confirm Password field, enter your new password again.
- 8. Click the **Submit** button.

Note ► Your password has now been reset.