University Hospitals

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

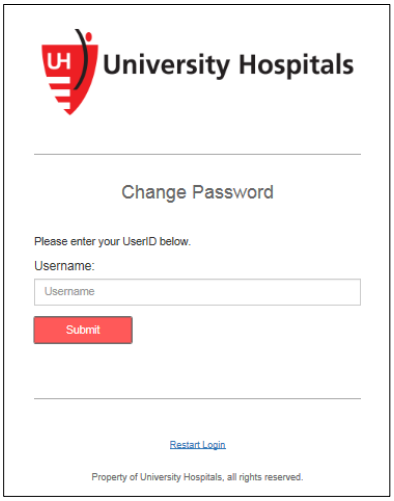
You can change your current UH password using the self-service Change Password portal either within the UH network or remotely. The steps are different depending on whether you are accessing the portal within or outside of the UH network. Please see the corresponding steps for your connection.

> **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.

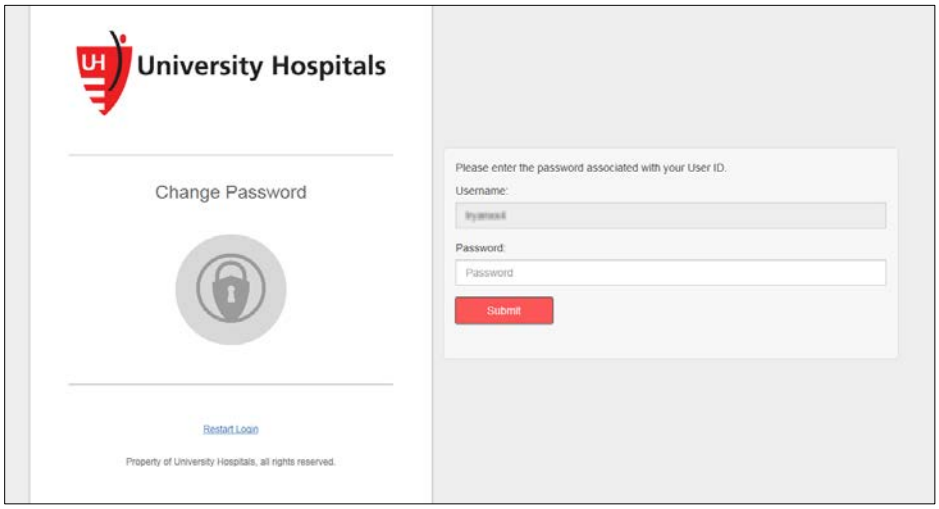


3. In the **Username** field, enter your UH Username**.**

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

4. Click the **Submit** button.

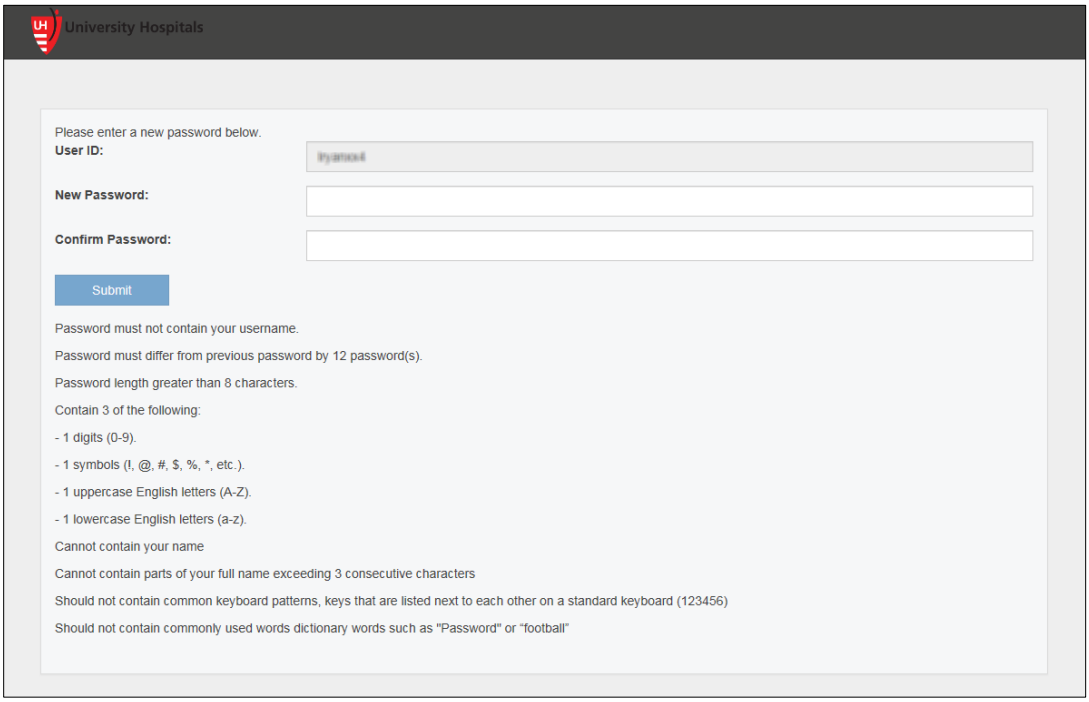
- The Change Password screen appears.



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.



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.

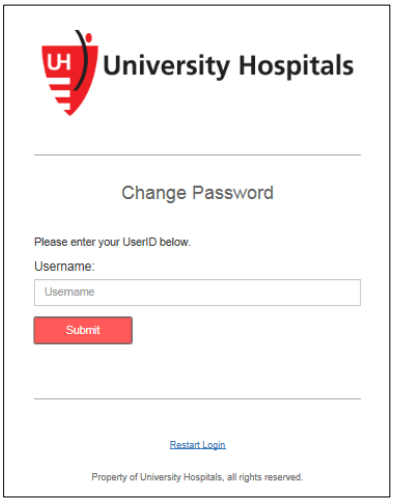
Using the Change Password Portal Remotely / Outside of the UH Network

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.



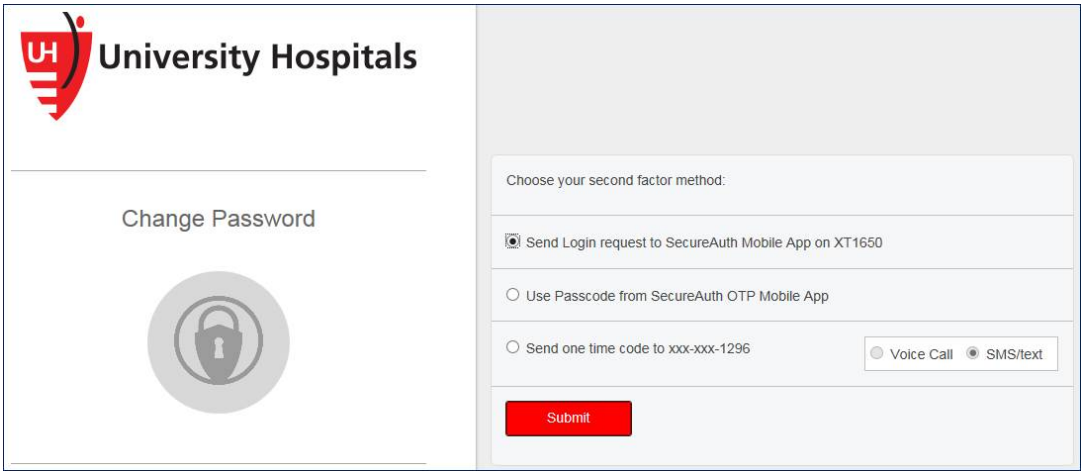
2. In the **Username** field, enter your UH Username**.**

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.

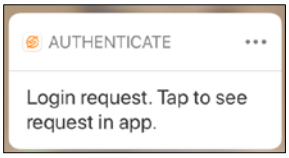
3. Click the **Submit** button.

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

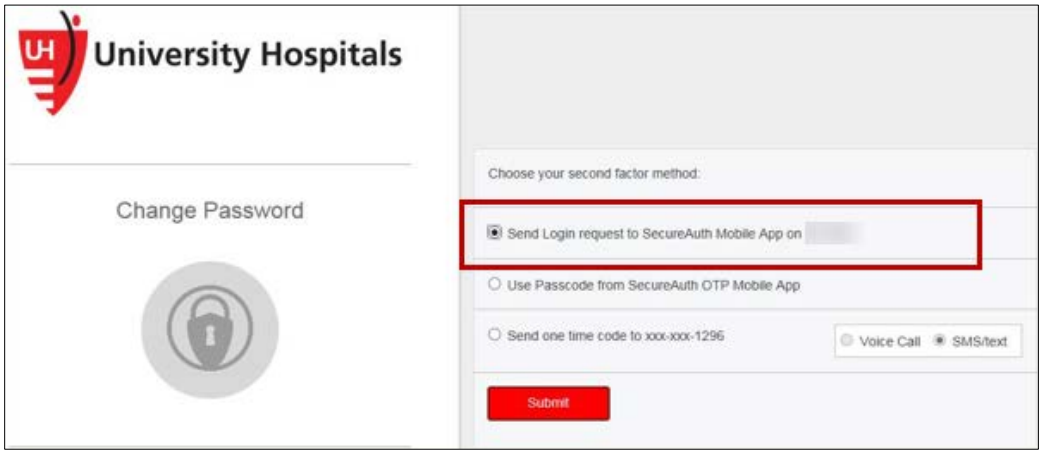


Send login request to SecureAuth Mobile App on <your device name>
(ONLY for users who installed the SecureAuth Authenticate mobile app)

- 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.

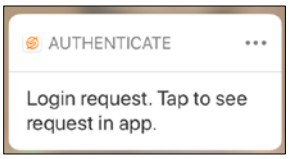


1. On the Forgot Password screen on your computer, select the option for **Send Login request to SecureAuth Mobile App on <your device name>**.

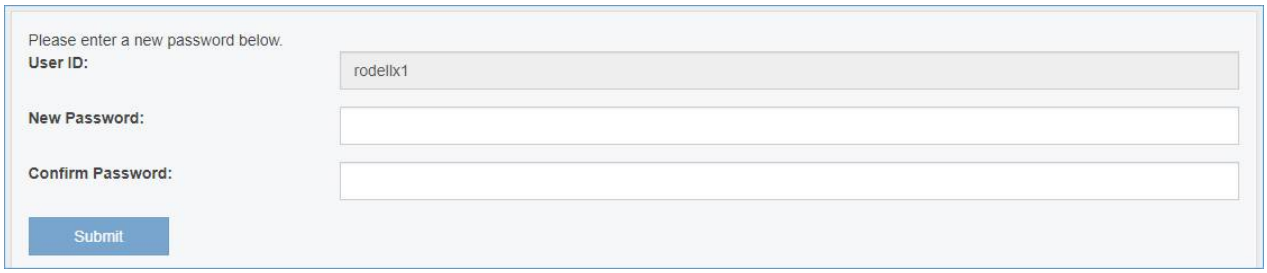


2. Click the **Submit** button.

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



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.



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”

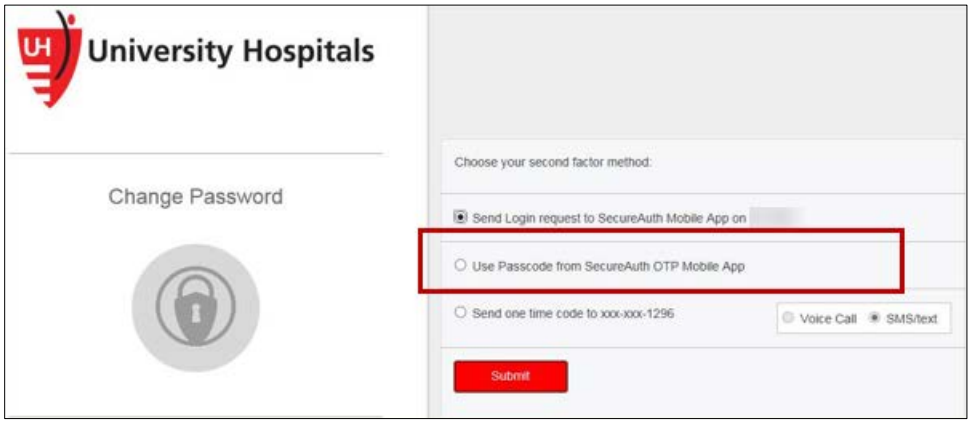
5. In the **Confirm Password** field, enter your new password again.
6. Click the **Submit** button.

Note ► Your password has now been reset.

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

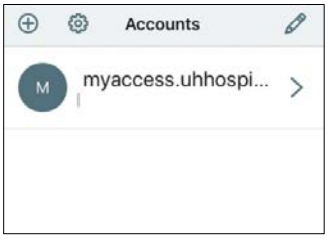
- You can only use this option if you have installed the SecureAuth Authenticate mobile app on your smartphone. If you have the app installed and wih to use this option, follow the steps below.

1. On the Forgot Password screen on your computer, select the option for **Use Passcode from SecureAuth OTP Mobile App**.

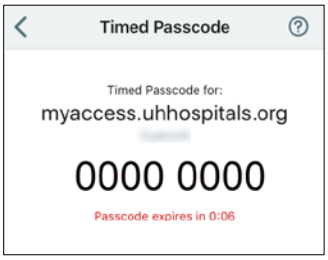


2. Click the **Submit** button.
3. On your mobile device, open the **SecureAuth Authenticate** mobile app.

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



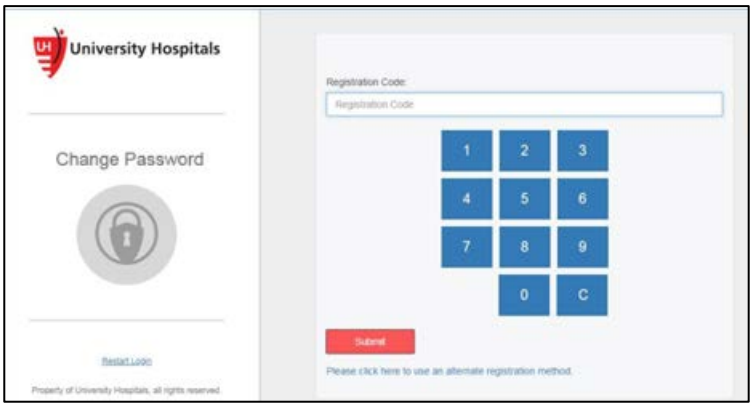
The Timed Passcode screen appears with your passcode.



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

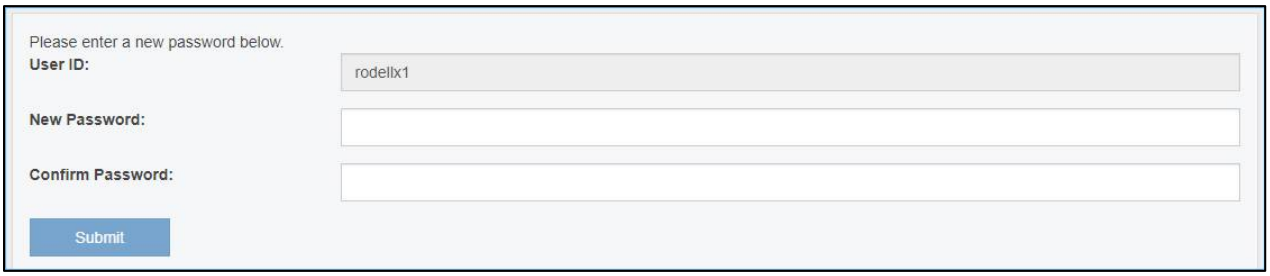
A new code is generated every 60 seconds. Ten seconds before the code expires, a countdown will appear under the code. If the code is about to expire, wait until the next code appears to allow yourself more time to enter it.

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.



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)
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- 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 the **Submit** button.

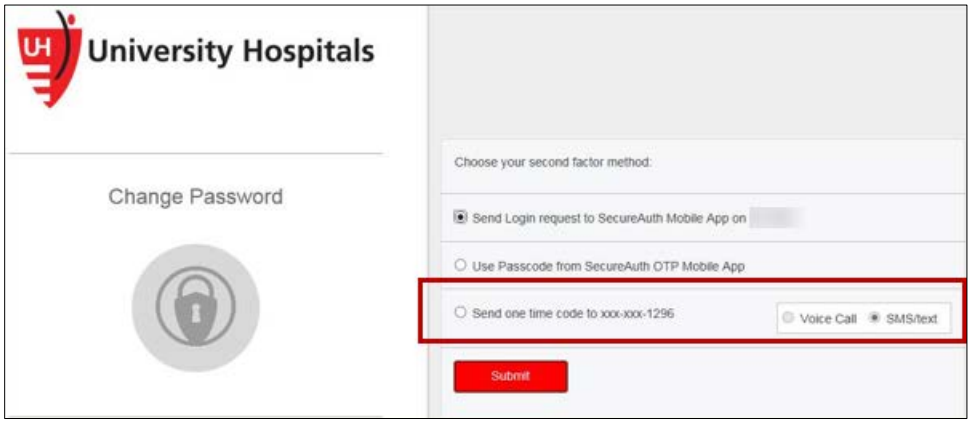
> **Note ►** Your password has now been reset.

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.

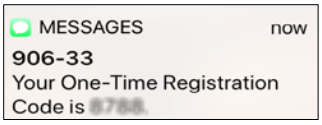
> **Note ►** This option is dependent on a good cell phone carrier connection. You must have reception/a good connection to receive a text message or phone call. (Message and data rates may apply).

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

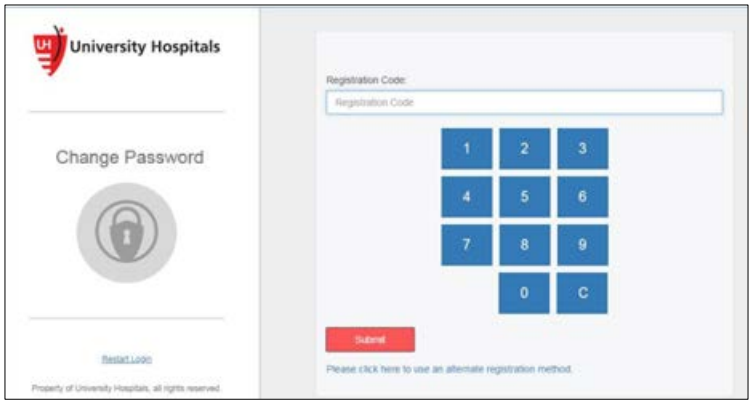


2. Select **Voice Call** to receive a phone call or **SMS/text** to receive a text message. (Message and data rates may apply.)
3. Click the **Submit** button.

> **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.

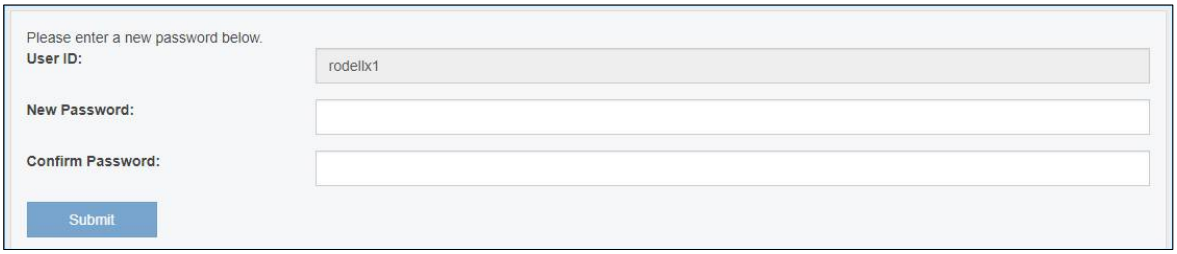


4. On your computer, in the **Registration Code** field, enter the Registration Code from the phone call or text message.



5. Click the **Submit** button.

   The Password Reset dialogue box appears.



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

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- Must contain at least one number (0-9)
- Should contain at least one special character (!@#$)
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- 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.

Forgot Password Portal

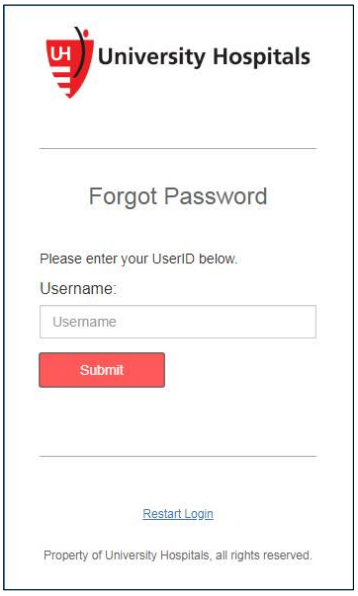
If you have forgotten your UH network password, you can change it using the self-service Forgot Password portal either within the UH network or remotely.

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.



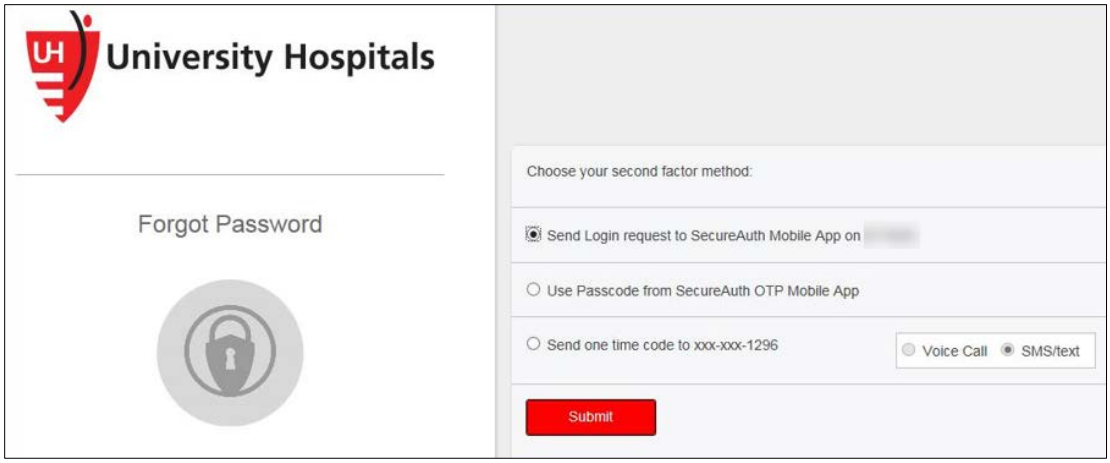
2. In the **Username** field, enter your UH Username**.**

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.

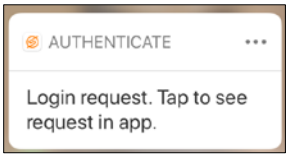
Note ► **Your screen may not include all of the options shown below.** If you have the SecureAuth Authenticate mobile app installed on your device, you will see all of the options shown below.



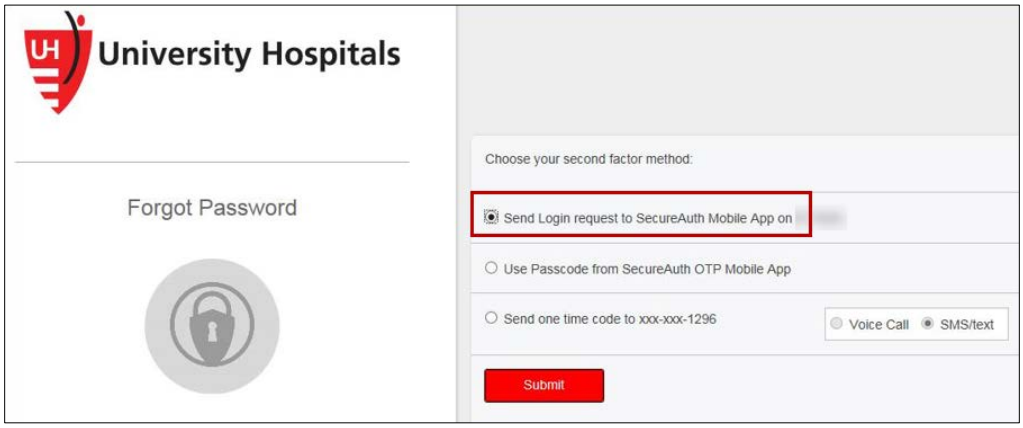
4. Choose how you would like to receive your registration code from options available to you and follow the instructions for the option under its corresponding section below.

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.

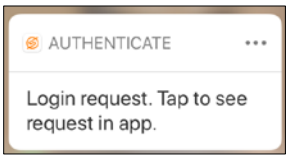


1. On the Forgot Password screen on your computer, select the option for **Send Login request to SecureAuth Mobile App on <your device name>**.

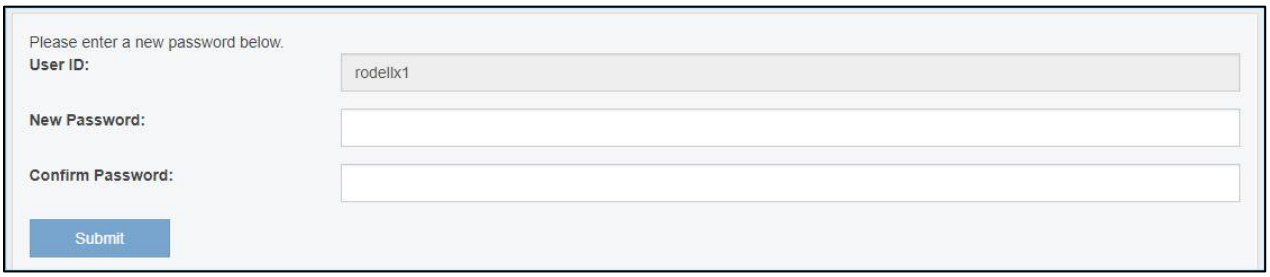


2. Click the **Submit** button.

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



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.



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”

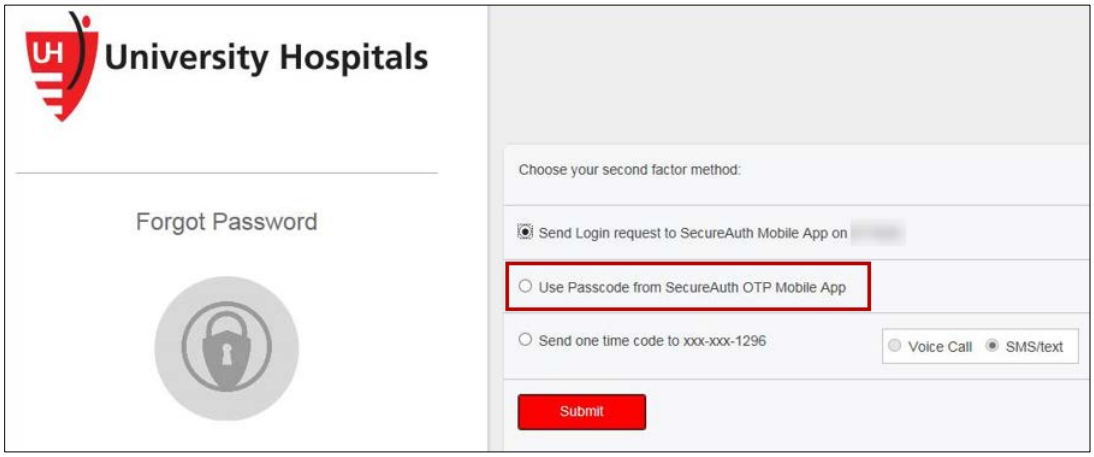
5. In the **Confirm Password** field, enter your new password again.
6. Click the **Submit** button.

Note ► Your password has now been reset.

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

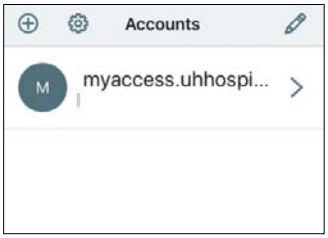
- You can only use this option if you have installed the SecureAuth Authenticate mobile app on your smartphone. If you have the app installed and wih to use this option, follow the steps below.

1. On the Forgot Password screen on your computer, select the option for **Use Passcode from SecureAuth OTP Mobile App**.

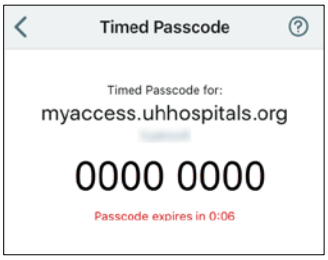


2. Click the **Submit** button.
3. On your mobile device, open the **SecureAuth Authenticate** mobile app.

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



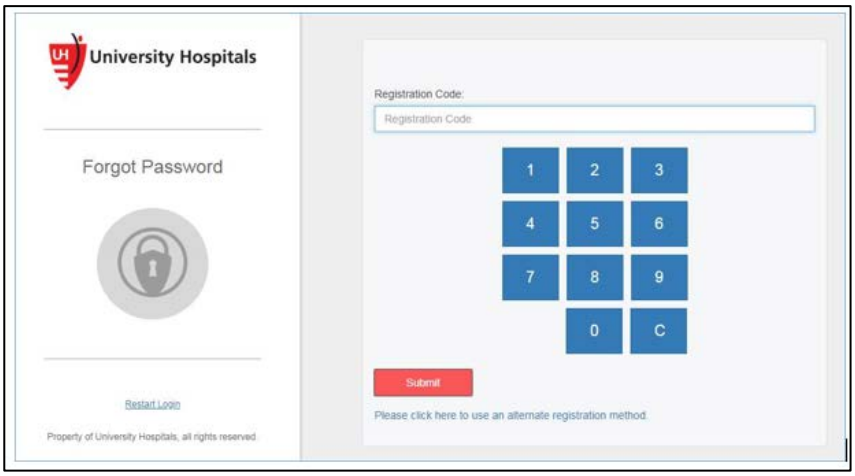
The Timed Passcode screen appears with your passcode.



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

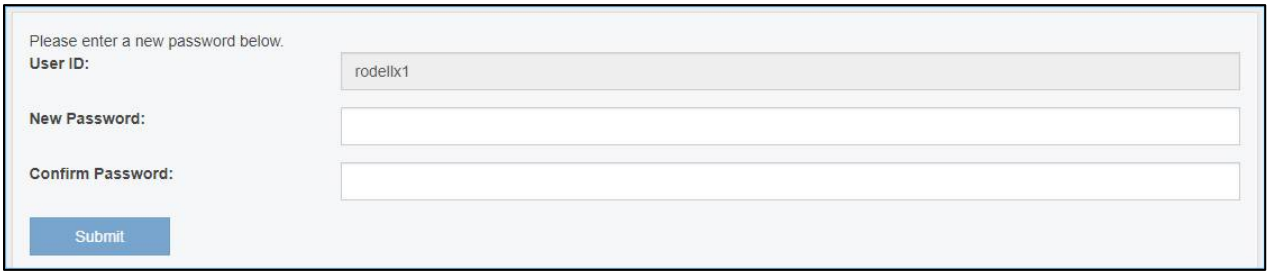
A new code is generated every 60 seconds. Ten seconds before the code expires, a countdown will appear under the code. If the code is about to expire, wait until the next code appears to allow yourself more time to enter it.

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.



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- Cannot reuse your last 12 passwords
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- Exclude common keyboard patterns, keys that are listed next to each other on a standard keyboard (123456)
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8. In the Confirm Password field, enter your new password again.
9. Click the **Submit** button.

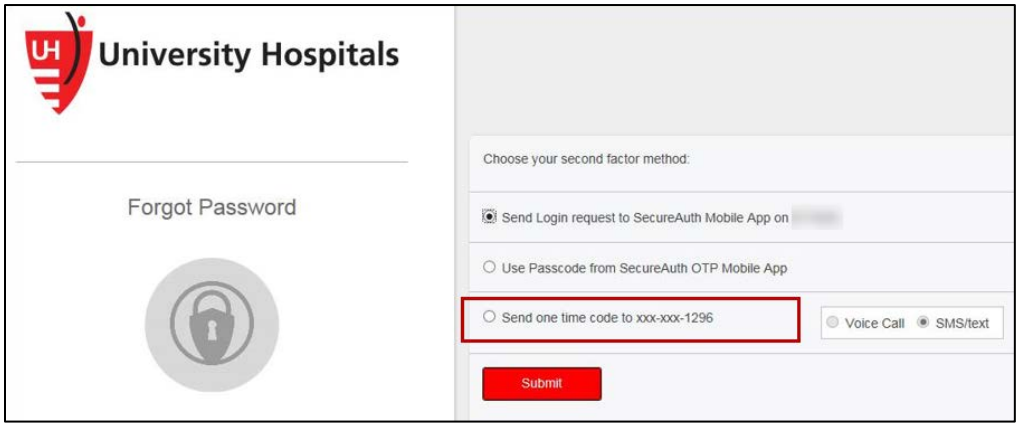
Note ► Your password has now been reset.

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.

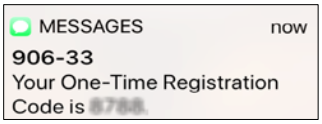
Note ► This option is dependent on a good cell phone carrier connection. You must have reception/a good connection to receive a text message or phone call. (Message and data rates may apply).

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

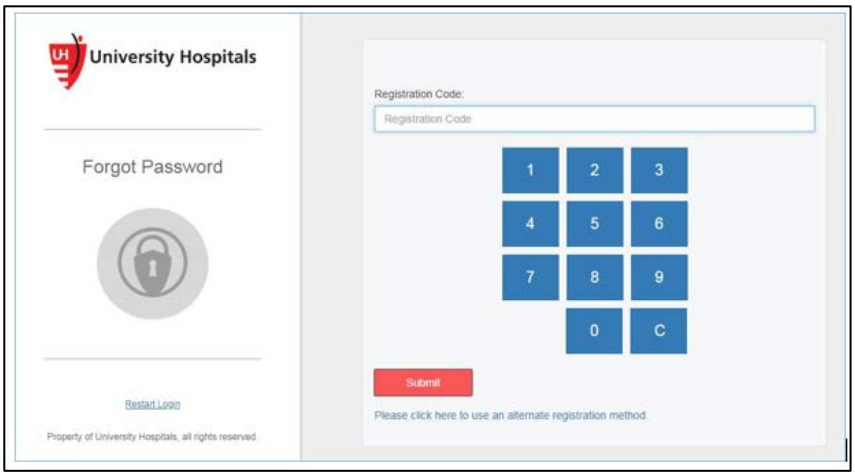


2. Select **Voice Call** to receive a phone call or **SMS/text** to receive a text message. (Message and data rates may apply.)
3. Click the **Submit** button.

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.

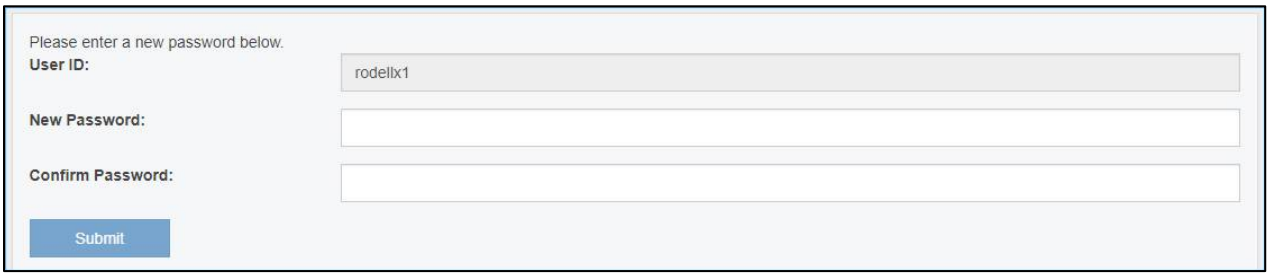


4. On your computer, in the **Registration Code** field, enter the Registration Code from the phone call or text message.



5. Click the **Submit** button.

   - The Password Reset dialogue box appears.



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.