

UVMHN Self Service Password Reset/Unlock Guide

If you forgot your password or have been locked out of your account, you can use your security info and your mobile device to reset your work password. Microsoft Self Service Password Reset enables you to reset your UVM Health Network password or unlock your Active Directory account from anywhere without requiring assistance from the IT Support Center.



To take advantage of this new feature you must be enrolled in Microsoft Authenticator for multifactor authentication. If you have not already enrolled, you may find the instructions for enrolling [here](#).

The Microsoft Self Service Password Reset Tool is found at this [link](#) or on the "[For Employees](#)" page on the UVMHC site.

Get back into your account

1. In the **Get back into your account** screen, type your **User ID** (user.example@uvmhealth.org).
2. Prove you aren't a robot by entering the characters you see on the screen (they are NOT case sensitive), and then select **Next**. You may also *Use audio mode* or *Reload* the code, if desired.
3. You'll be asked why you are having trouble signing in. Make a selection and select **Next**.
 - I forgot my password
No worries, we'll help you to reset your password using the security info you registered with us.
 - I know my password, but still can't sign in
This might happen because you tried signing in with an incorrect password too many times. If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Verify it's really you with your mobile phone!

*The recommended method is to "**Enter a code from my authenticator app**".*

Follow the required prompts based on your selection.

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STEP 1 Verification

Please choose the contact method we should use for verification.

Text my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****XX) below. You will then receive a text message with a verification code which can be used to reset your password.

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****XX) below. You will then receive a call. Please answer it to continue.

Enter a code from my authenticator app

Enter the One-Time Password code displayed in your Microsoft Authenticator app. You will have 30 seconds until a new one is generated.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone
 Call my mobile phone
 Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

904437

Next

If your account was locked, you'll receive this message:

✔ Your account has been unlocked

You may now attempt to log in normally!

STEP 2 Create a new password

Enter your new password, confirm it, and select **Next**.

That's it! ✔ Your password has been reset

Be sure to update your new password on all devices, including apps!

For immediate help and support, contact the IT Support Center (802) 847-1414