PASSWORD SELF SERVICE: EXPIRED OR FORGOTTEN PASSWORD

This guide provides instructions for resetting an expired or forgotten password.

Passwords expire every 180 days	Email reminders are sent 15 days before expiration	Always keep your password confidential

1 ACCESS PASSWORD SELF SERVICE

- On the **screensaver**, click the Password Self Service link

  - **or** -

- On the **Internet**, go to https://myprofile.mgb.org

a. Click **Expired or Forgotten Password.**
b. Enter your **User Name**, and then click **Reset Password**.

2 VERIFY YOUR IDENTITY

You are required to verify your identity to reset your Password. This feature works by sending a unique code by text message or phone call.

a. Select your verification method **Okta Verify, Text** or **Call**. Click **Continue**.
b. Enter the confirmation code sent by text or call. Click **Verify Code**.
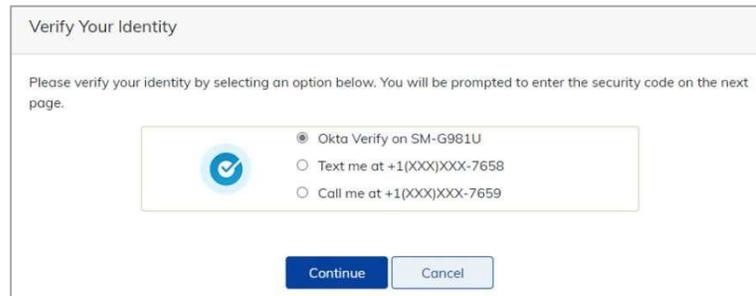
3 IMPORTANT PASSWORD REQUIREMENTS NOTICE

Review the rules for creating a strong and secure password.
Check "I have reviewed the password requirements above. Click **Next**.

4 PASSWORD RESET

Now it's time to reset your password:

a. Enter your new password in the spaces provided.
b. Click **Continue.** Click **OK** to return to the MyProfile Home page.

Updated: July 2021

Create Password

- Password must contain at least one lower case letter
- Password must contain at least one digit
- Password can't contain any slashes: / \
- Password can't contain character repetitions of three or more
- Password must be at least 8 characters in length

New Password:

Set Your Password

Confirm New Password:

Verify Password

Next

   c.   Log in to your computer with your **user name** and new **password**.

You did it! Thank you for taking the time to reset your password and keep our network safe and secure.

Contact Us

- For assistance, please contact the **IS Service Desk at 857-282-4357.**
- Visit the **IS Service Hub** at www.massgeneralbrigham.org/isservicehub to open a ticket.