Mass General Brigham

PASSWORD SELF SERVICE: EXPIRED OR FORGOTTEN PASSWORD

This guide provides instructions for resetting an expired or forgotten password.
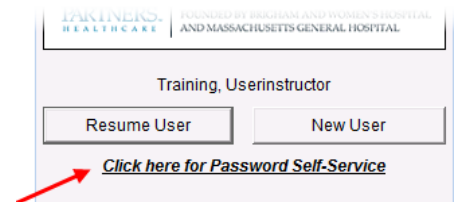
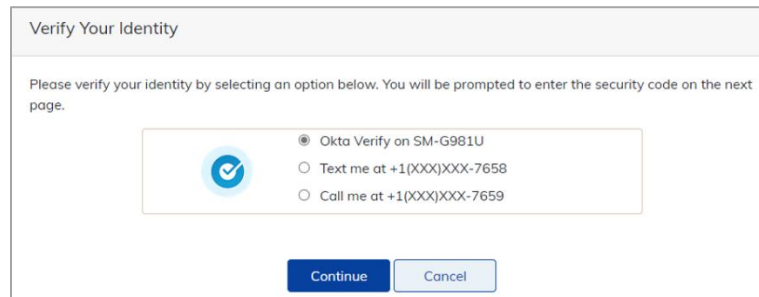| Passwords expire every 180 days	Email reminders are sent 15 days before expiration	Always keep your password confidential

1   ACCESS PASSWORD SELF SERVICE

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

  -   **or**   -

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

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.