



## USING THE SELF-SERVICE PASSWORD RESET TOOL

Audience: All Caregivers

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Application(s): ServiceNow Self-Service Password Reset Tool

This job aid provides instructions for using the self-service password reset tool in ServiceNow. This tool can be used as an alternative method to calling the IS Support Center when a caregiver needs to reset their UMMH network password.

1. If you forget your network password or your account is locked from too many failed password attempts, click the 'Forgot Password?' This link will bring you to the Self-Service Password Reset Tool in ServiceNow.

Provide Credentials

**UMass Memorial Health Care**  
When prompted, caregivers must change their password (min. 15 characters)

User Name:

Password:

Log on to:

Choose how to authenticate with OneSign

Password  Fingerprint  ID Token  Proximity Card

[Forgot password?](#)

The password reset tool can also be accessed via the following direct link: [https://umassmemorial.servicenow.com/\\$pwd\\_reset.do](https://umassmemorial.servicenow.com/$pwd_reset.do). This can be saved as an internet favorite/bookmark and used when internet access is available (i.e., at the FMD or VPN login screens)

2. Enter your corporate email address. Then, click 'Next'.

Identify Verify Reset

\* Email address

Please enter your corporate email address

Accepted Corporate Email Addresses:

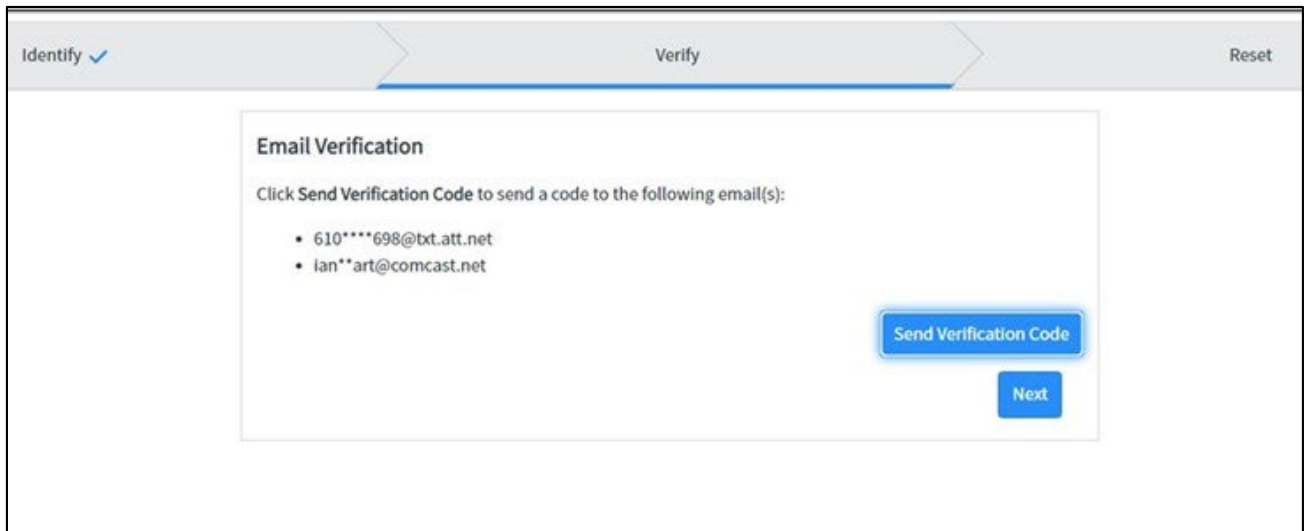
- jane.doe@umassmemorial.org
- john.smith@communityhealthlink.org
- jane.doe@umassmed.edu\*

\*Medical School users will only be able to reset their UMASSMEMORIAL accounts. The Medical School's password reset process should continued to be followed for Medical School accounts.

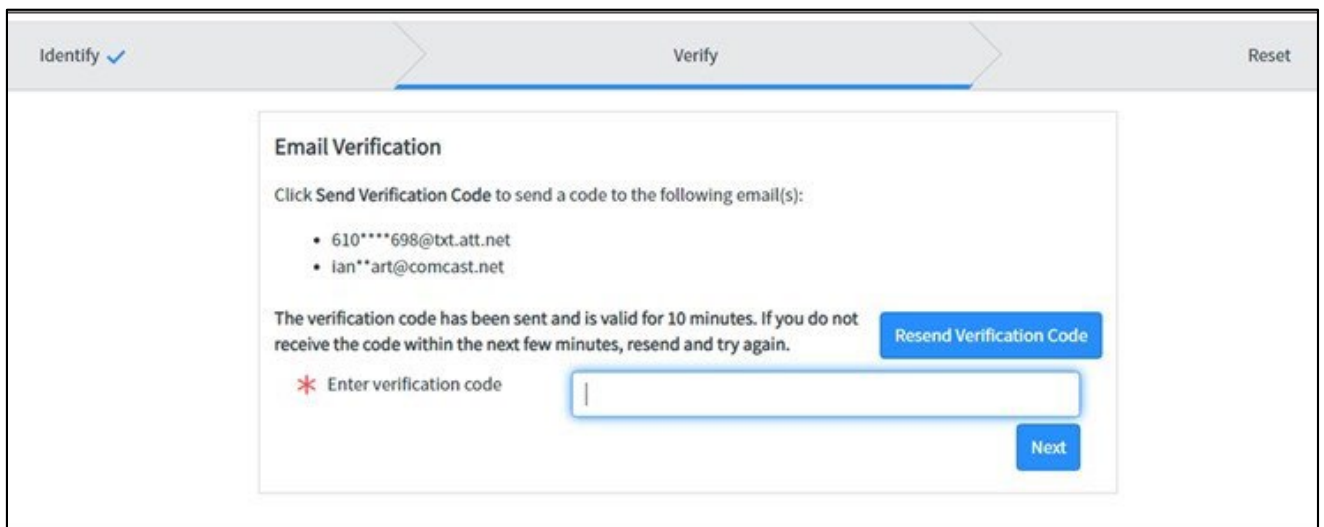


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3. If the email address entered is an active UMMH account, you will receive the following prompt showing your corporate or personal cell phone number and personal email address. This is the information you previously updated in the My Information page of the IS Self-Service Portal. Click "Send Verification Code", then click 'Next'.



4. Enter the verification code you just received via SMS text and email. Then, click 'Next'. If you need a new verification code, click 'Resend Verification Code'.



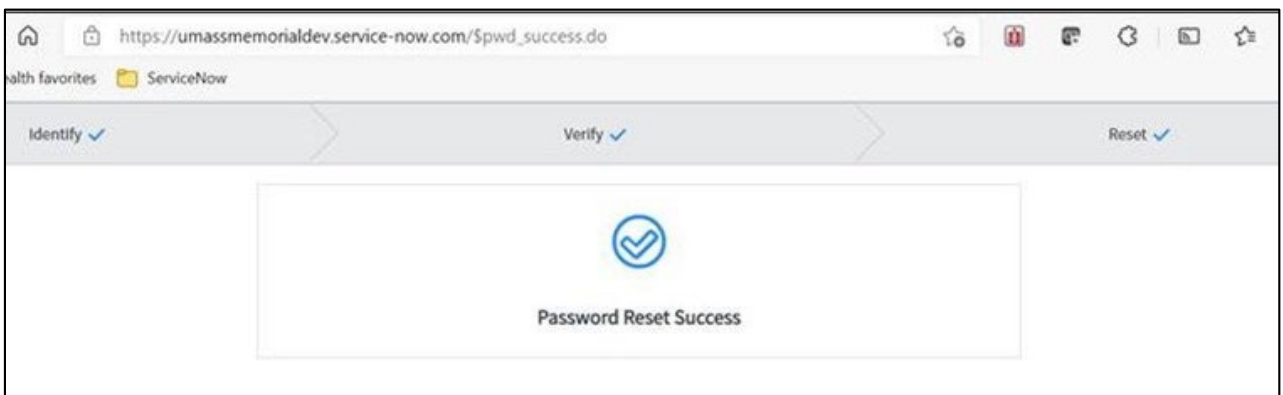


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5. Enter a new password that meets the UMMH password requirements. After entering the password successfully twice, click 'Reset Password'.

The screenshot shows a web interface for resetting a password. At the top, there are three tabs: 'Identify' (checked), 'Verify' (checked), and 'Reset'. The main content area is titled 'Reset Password' and includes the message 'Account is not locked'. There are two input fields: 'New password' and 'Retype password', both marked with a red asterisk. Below the 'New password' field, there are two requirements: 'No special font case (e.g., A or a), characters, symbols (e.g., !, #) or numbers are required' and 'At least 15 characters in length (e.g., a memorable phrase, song lyrics, favorite book title)'. A 'Show passwords' checkbox is located below the 'Retype password' field. A 'Reset Password' button is positioned at the bottom right of the form.

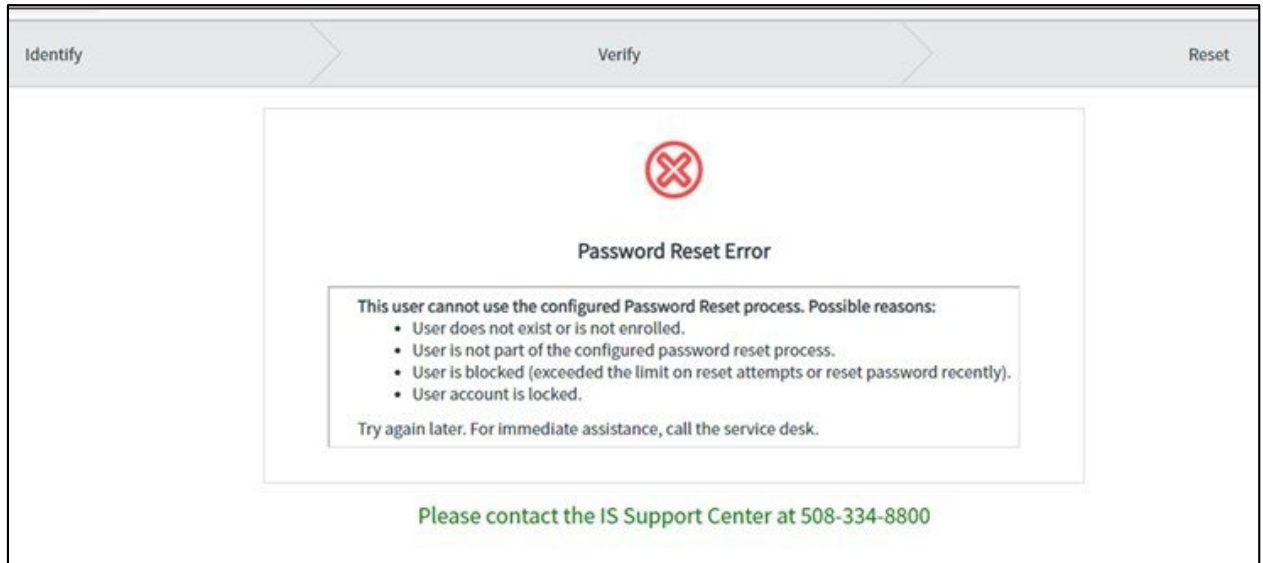
6. You will be prompted that your network password has been successfully reset. Exit the reset tool and return to the login screen to enter your newly changed network password.





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7. If your password is not successfully reset and you receive a password reset error message, please contact the IS Support Center at 508-334-8800.



### Other Ways of Accessing the Self-Service Password Reset Tool

- [https://umassmemorial.service-now.com/\\$pwd\\_reset.do](https://umassmemorial.service-now.com/$pwd_reset.do): Direct link to the password reset tool. This can be saved as an internet favorite/bookmark and used when internet access is available on a UMMH or non-UMMH network (i.e., home network)
- <https://umassmemorial.service-now.com/sp>: Click 'Forgot Password?' link at the bottom of the sign in screen
- <https://outlook.office.com>: Click 'Forgot Password?' link at the bottom of the login screen

If you forget your password when turning on your workstation you will need to call the IS Support Center at 508-334-8800