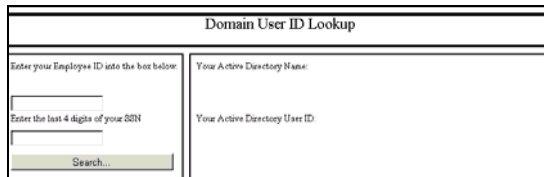# Resetting Your Password

Introduction Beginning September 21st, 2005 the Sisters of St. Francis Health Services is introducing a new password management tool, P-Synch that will allow you to reset and/or unlock your password yourself without calling the Help Desk. This password management tool will be accessible to everyone from the SSFHS Intranet or Facility Home Page under Quick Links.

P-Synch Password Resetting Tool The tool works by storing some of your personal information and then using this information to authenticate you when you have forgotten or locked your password. The first step to using this tool is to register. You will be asked to fill in some personal information that will be used to verify your identity should you forget your password. Once you have registered any time you forget or unlock your password you will be able to reset it yourself.

I don't know my User Id? If you don't know your user id you will be able to look it up using the Domain User ID Lookup. You will enter your 6-digit employee number (located on the back of your badge) and the last 4 digits of your Social Security Number to find your user id.

1. From the SSFHS Intranet main page click **Reset Password**.

   Note: The Domain User ID Lookup box will be displayed, click on Link.

2. Type your 6-digit employee id (located on the back of your badge).

3. Type the last 4 digits of your Social Security Number.

4. Click **Search**.
   Note: You will have 3 attempts to retrieve your user id. If you fail 3 times in 30 minutes you will be locked out of the Domain User ID Lookup.

5. After retrieving your User Id, close window using the X in the upper right.

I never sign on to a computer why do I need to register? If you do not use a computer as part of your normal job duties you will still need to register with the P-Synch tool so that you know your user id and password. You will need to use them for some upcoming Employee Self Service functions. In November all employees will be using the Employee Self Service on-line system to enroll for benefits. This Employee Self Service system requires that you know your user id and password.

Resetting Your Password, Continued

Registering

The steps below will walk you through how to register on the P-Synch password management system. You must register prior to using the tool and you will only have to register one time.

1. Type your user id and click **Login**.
2. Type your password and click **Verify password**.

Note: If you have never signed on any system before, this will be your 8-Character Default password. If you don't know your default password, check with your manager or call the Help Desk.

3. You will answer all 3 questions to configure your Q & A Profile. After you have typed in your answers to the questions click **Submit Changes**.

Note: All three questions must be answered in order to register.

4. The **What would you like to do?** screen will appear. From here you can:
   - Change your password.
   - Add accounts (not being used at this time)
   - Change your identifying information.

If you are just registering click **Logout**.

Reset/Change Your Password

After you have registered for this tool you will be able to reset/change/unlock your password at any time by following the steps below.

Note: If you need to go back a page while you are in the tool use the P-Synch back button and not your browser back button.

1. Type your user id and click **Login**.
2. Click **Use a Password**

   OR

   Click **Answer Personal Questions** if you need to record a new Q & A Profile.

3. Answer your personal identifying questions and click **Continue**.

4. Click **Pick a new password**.

   Note: The requirements for selecting a secure password will be listed to help you.

5. Type your new password, type it again to confirm it and click **Change my password**.

   You will receive a message stating your password has been changed.

   Note: If your account is just locked and you don't want to change your password you can click **Unlock**.

6. Click **Close this window**.

7. Log out of your workstation and then log back in using your new password.

   Note: Step #7 is **not** necessary if using a generic account or a shared kiosk.

Continued on next page

Resetting Your Password, Continued

Guidelines for choosing a secure password

Passwords are intended to allow access to authorized users, so great care must be taken when choosing a password. The goal when choosing a secure password is to avoid making it easy for others to guess but at the same time making it is easy for you to remember.

Here are some guidelines to follow when choosing a new password.

- Passwords should be at least 8 characters.
- They need to contain characters from the following groups:
    - > Upper case letters
    - > Lower case letters
    - > Numbers
- You cannot reuse a password. The system remembers the last 6 passwords you have used so they cannot be reused.
- They should **not** be just a word found in the dictionary. It only takes minutes for a password of this type to be discovered.
- They should **not** contain your full name or user id.
- Use something that is familiar to you and easy for you to remember. **Note:** It is very important that passwords are never written down.

Examples of secure passwords

Words with embedded numbers:

- `December25`
- `Numbers55`

Use phrases you might see on a vanity plate:

- `4Mom2gofast`
- `Im4Purdue`

Password phrases:

- `IluvIndy500`
- `G0PacersG0`
- `H0wUD0ing`
- `Live4today`

Who do you call for help?

If you have questions about how to use this new password resetting tool or what a secure password is, please call the corporate Help Desk.