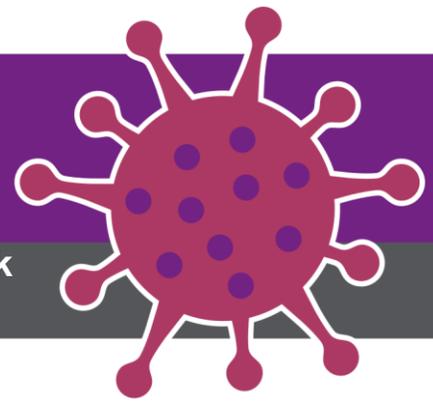


CORONAVIRUS DISEASE 2019 (COVID-19)

How to quickly unlock your account or reset your network password quickly, 24/7



Audience: Colleagues

Revision Date: 12/18/2020

Version: # 1

COVID-19 Response Team Owner: Planning

Date of Last Review: 12/18/2020

Use Self-Service to Unlock Account, Reset Your Network Password Quickly

During the COVID-19 surges, the TIS Service Desk is focused on helping frontline colleagues with critical issues. Please help ensure the TIS Service Desk team can help them by completing support tasks using our self-service tools.

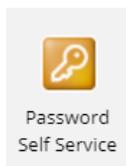
The TIS Service Desk handles almost 30,000 calls each month to reset passwords and unlock accounts. Most of these calls could be resolved by the colleagues in less time through Service Now and tools such as Password Self-Service.

Use the [Password Self-Service tool 24/7 to unlock your account or change your password](#)

The Trinity Health network ID passwords must be changed every 180 days. Please take immediate action to change your network password when you receive an expiration reminder. If you wait until your password expires, and you're working from home, it is a complicated process that will most likely result in you having to call the Service Desk.

How to Access Password Self-Service

1. Click on the Password Self-Service link in your ZENworks applications window or go to <https://remotepss.trinity-health.org>



2. This will take you to the login screen as shown below. **To change your password**, enter your **User Name** and **Password**, click **Sign In**, and then follow the prompts.

User Name

Password

Sign in

Forgotten Password/Unlock Account Regain access to your account if you have forgotten your password and/or if your account is locked

3. **If you forgot your password, and/or your account is locked,**

- Click the **Forgotten Password/Unlock Account** link as shown above. Or from your purple network login page, click the link for **Login Problem – Reset Password**.
- Then enter your **User Name**, click **Search** and answer your **Security Questions**. You will see the screen below and can then unlock your account or change your password if it has expired.

Your account has been locked due to excessive incorrect login attempts. You may continue by unlocking your account or by changing your password.

Unlock Password Unlock your account. If you remember your password, you can unlock your account by selecting this option. Your password will not be changed.

Change Password Set a new password. If you have forgotten your password and would like to set a new one, click here. Your account will also be unlocked when you set a new password.

Cancel

