

# Self Service Password Reset Procedure

## Forgot your ESS, Bridge or Network password?

1. To reset your password on all three systems click on the "Forgot Password" link at the login screen or the "Password Reset" icon on the desktop.



**\*If you wish to only change your ESS, Bridge or other specific application password please refer to the last section of this document.**

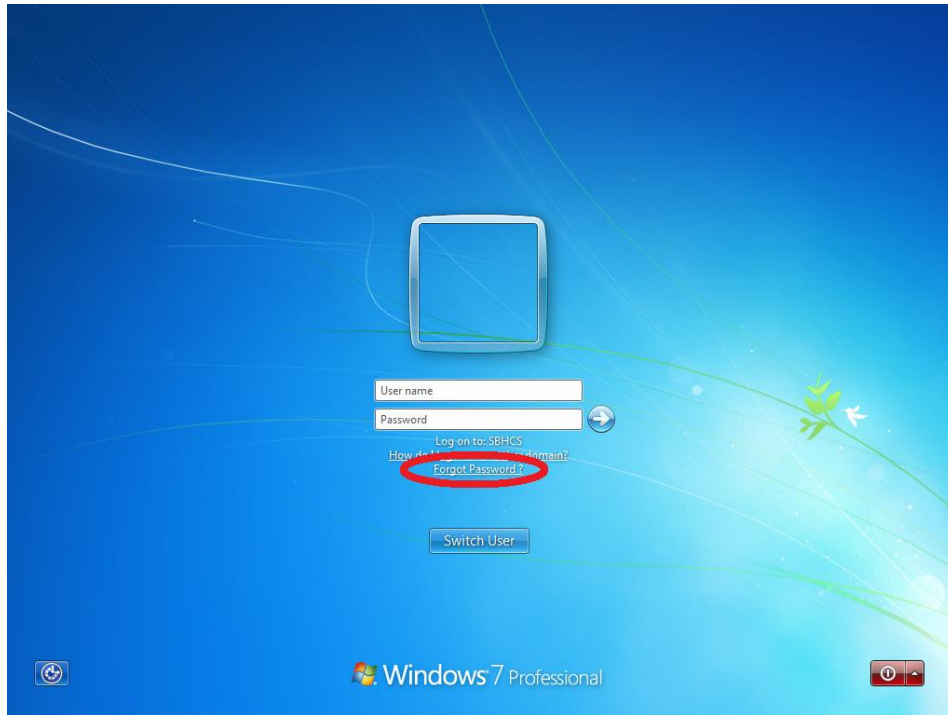


Figure 1 - Forgot Password - Alt+Ctrl+Delete Screen

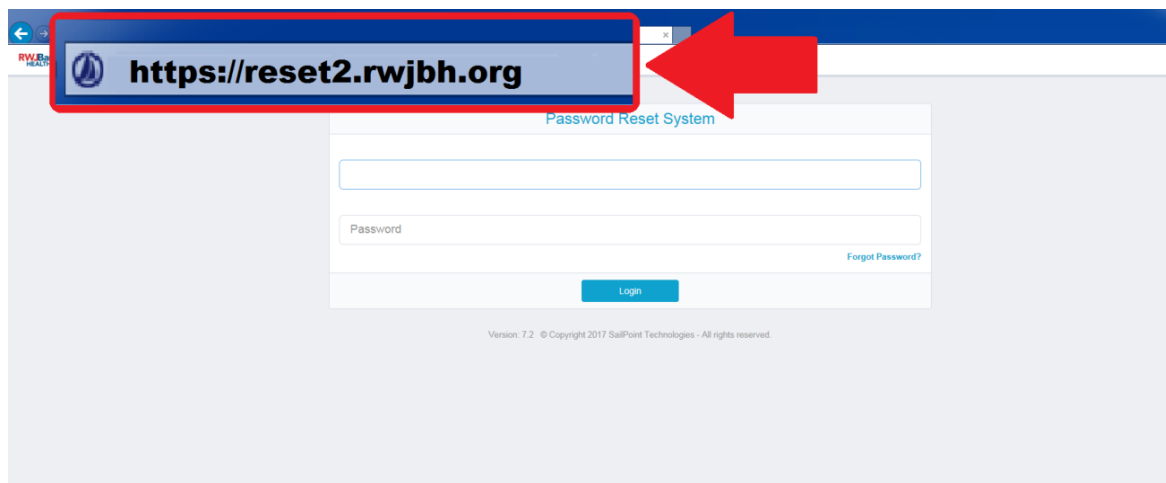


Figure 2 - Forgot Password - Reset Start Page

2. Type in your **Network Login** and **password** then click on “**Forgot Password**”.

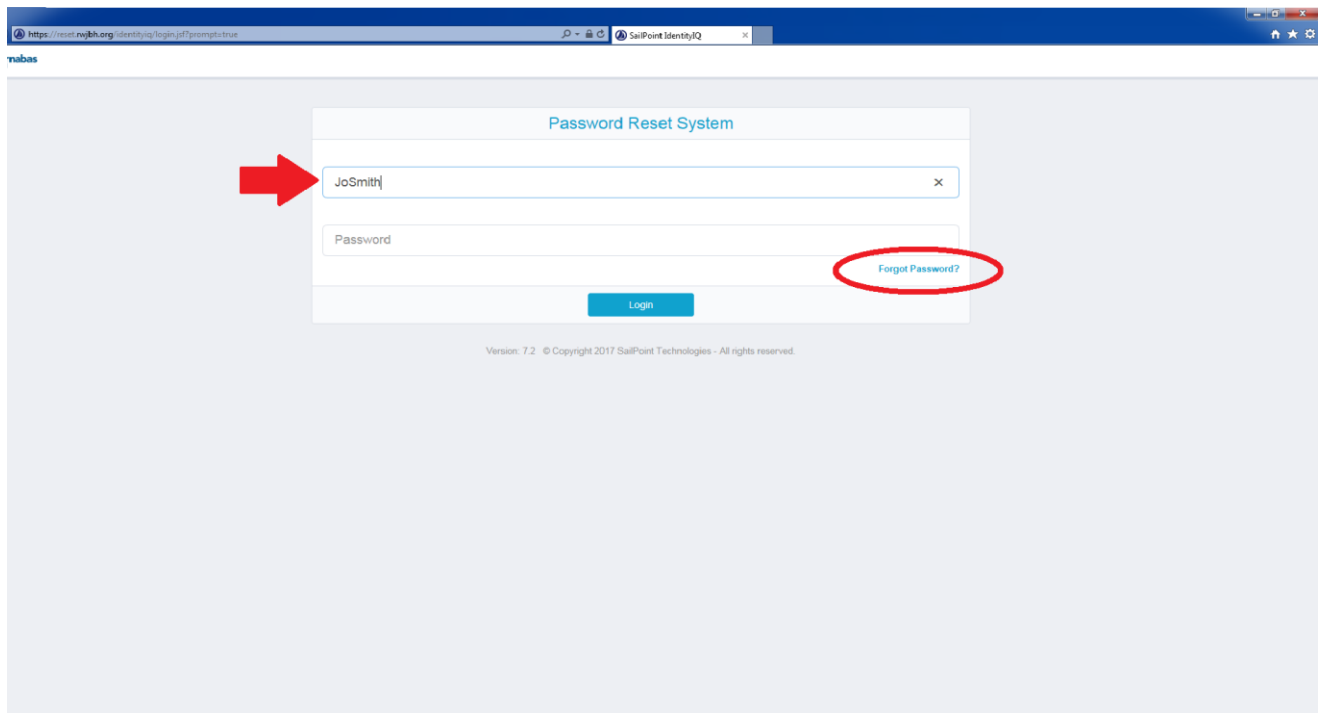


Figure 3 - Forgot Password – Step 1 Fill in Username

3. Choose your preferred method of verification and click on “**Submit**”.
- \*Non-Employees must use the Question & Answer method.**

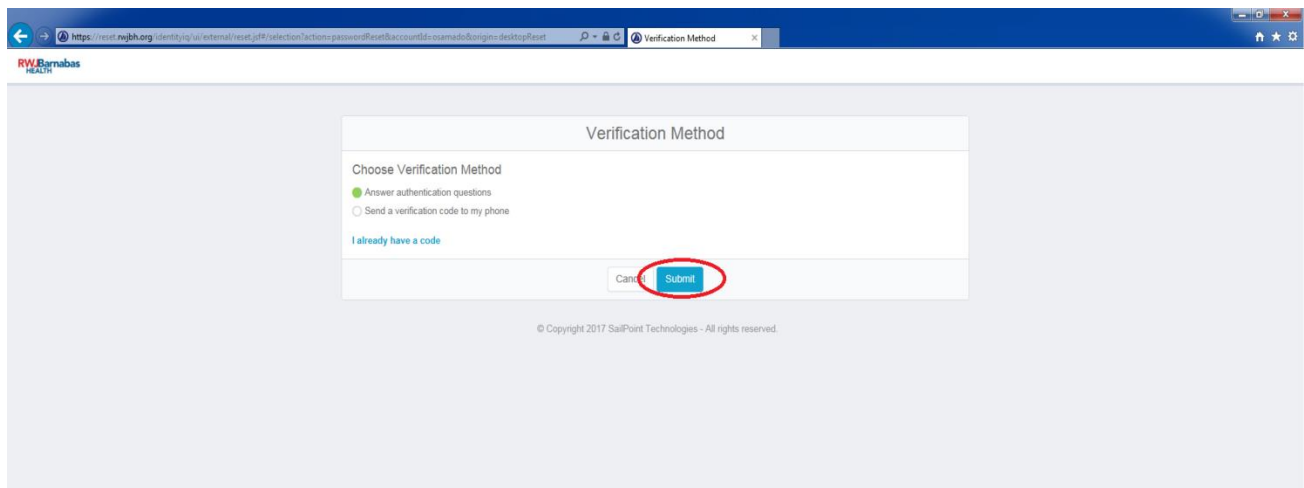
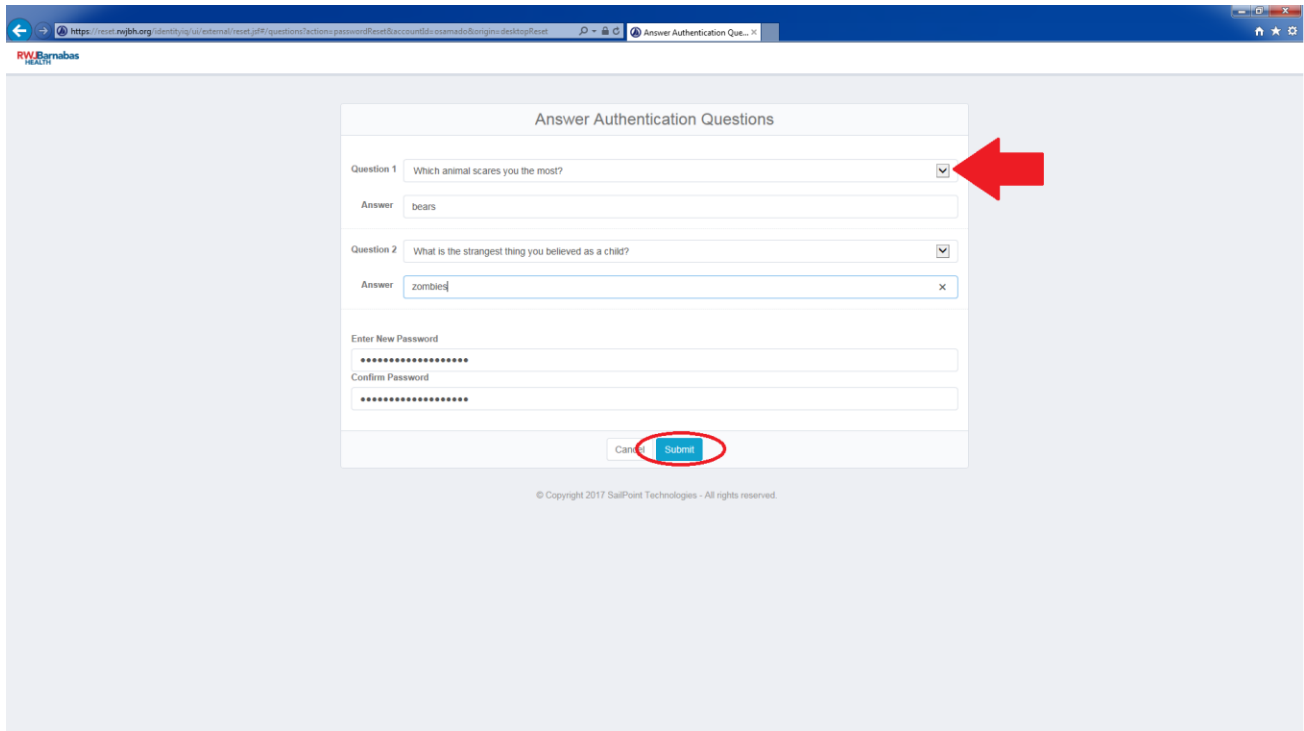


Figure 4 - Forgot Password - Q&A Verification

4. If using the **“Questions and Answers”** method, click on each drop down menu and answer each question; then enter and confirm your new password, and click on **“Submit”**.

**\*Password must be at least 8 characters, contain a capital letter and a number.**



The screenshot shows a web browser window with the URL [https://reset.rwjh.org/identity/ig/ui/external/reset\\_pff/questions?action=passwordReset&accountId=osamedo&origin=desktopReset](https://reset.rwjh.org/identity/ig/ui/external/reset_pff/questions?action=passwordReset&accountId=osamedo&origin=desktopReset). The page title is "Answer Authentication Questions". The form contains two questions:

- Question 1: Which animal scares you the most? (Dropdown menu with a red arrow pointing to it)
- Answer: bears
- Question 2: What is the strangest thing you believed as a child? (Dropdown menu)
- Answer: zombies

Below the questions are two password fields:

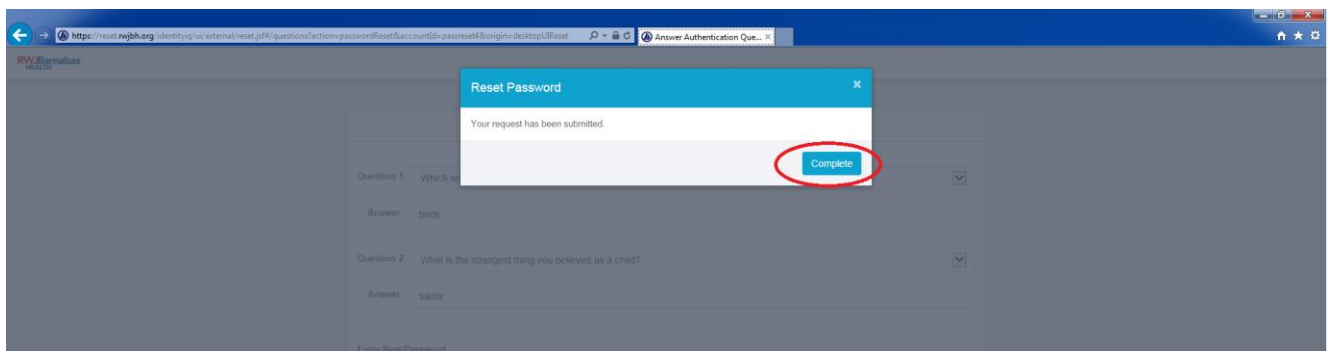
- Enter New Password: [Masked]
- Confirm Password: [Masked]

At the bottom of the form are two buttons: "Cancel" and "Submit" (circled in red).

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**Figure 5 - Forgot Password - Set/Confirm New Password**

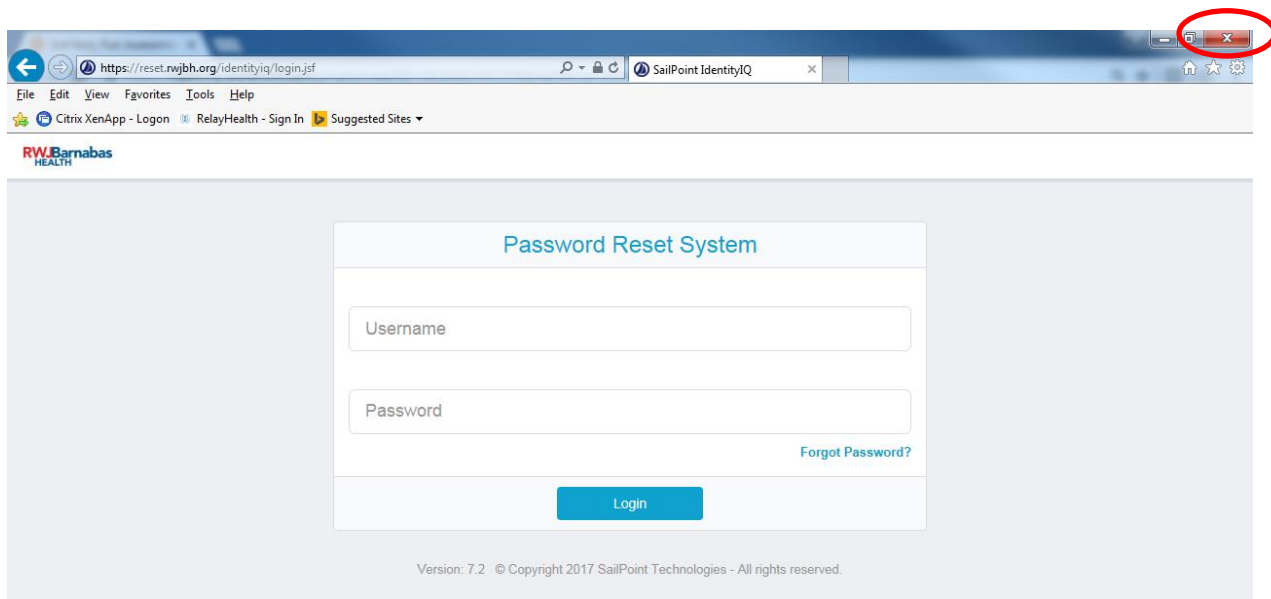
5. After successfully resetting your password click on the **“Complete”** button.



The screenshot shows a modal dialog box titled "Reset Password" with a close button (X) in the top right corner. The message inside the dialog is "Your request has been submitted." Below the message is a "Complete" button, which is circled in red. The background shows the same "Answer Authentication Questions" form as in Figure 5, but it is dimmed.

**Figure 6 - Forgot Password - Reset Complete**

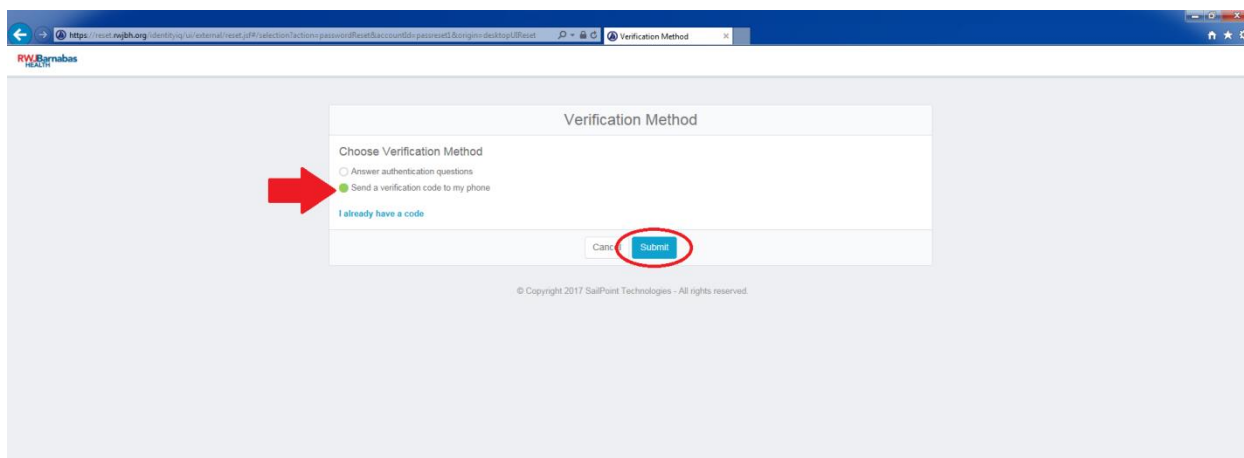
6. You can now close your internet browser and use your new password to log in.



**Figure 7 - Password Reset Complete– Close Browser**

**\*Employees only, phone verification is not available for non-employees.**

7. **If you selected "Send verification code to my phone"** a temporary code will be sent to the cell phone number listed in your PeopleSoft Employee Self Service profile. If you need to update or correct your listed cell phone number in PeopleSoft follow the **Updating PeopleSoft Phone Numbers** guide document.



**Figure 8 - Password Reset - SMS Verification Method**

8. The temporary code will expire within 10 minutes.

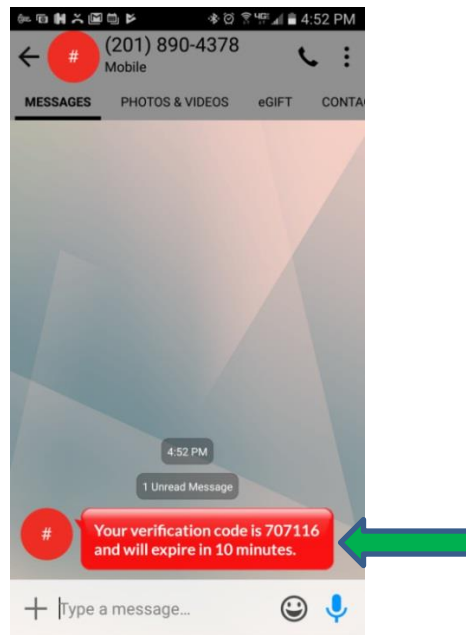


Figure 9 - Password Reset – Phone Verification Code

9. Enter the temporary code into the “**Text Verification Code**” field. Enter a new password, then confirm the new password and click on “**Submit**”.

**\*Password must be at least 8 characters, contain a capital letter and a number.**

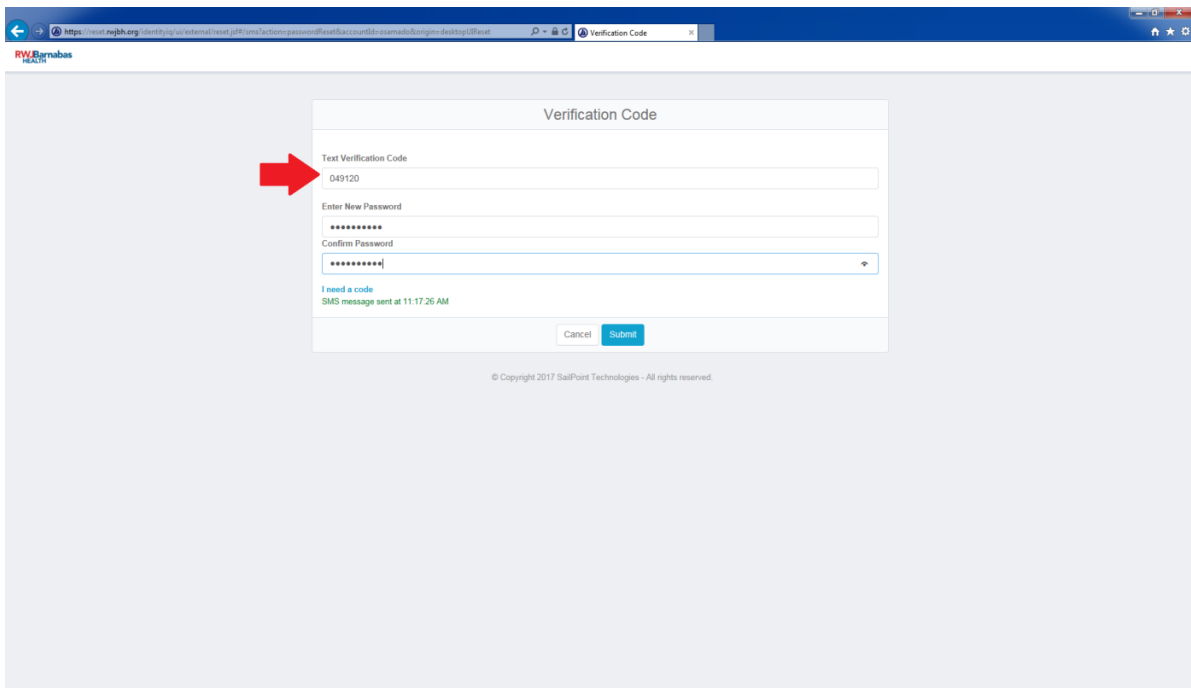
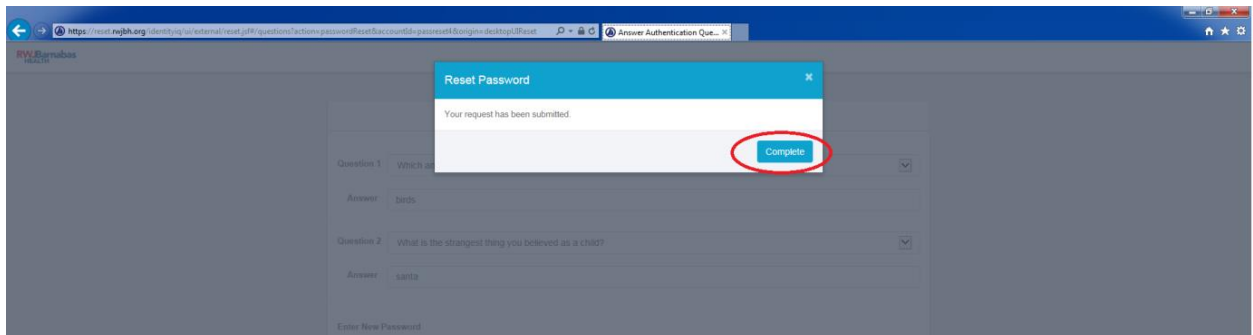


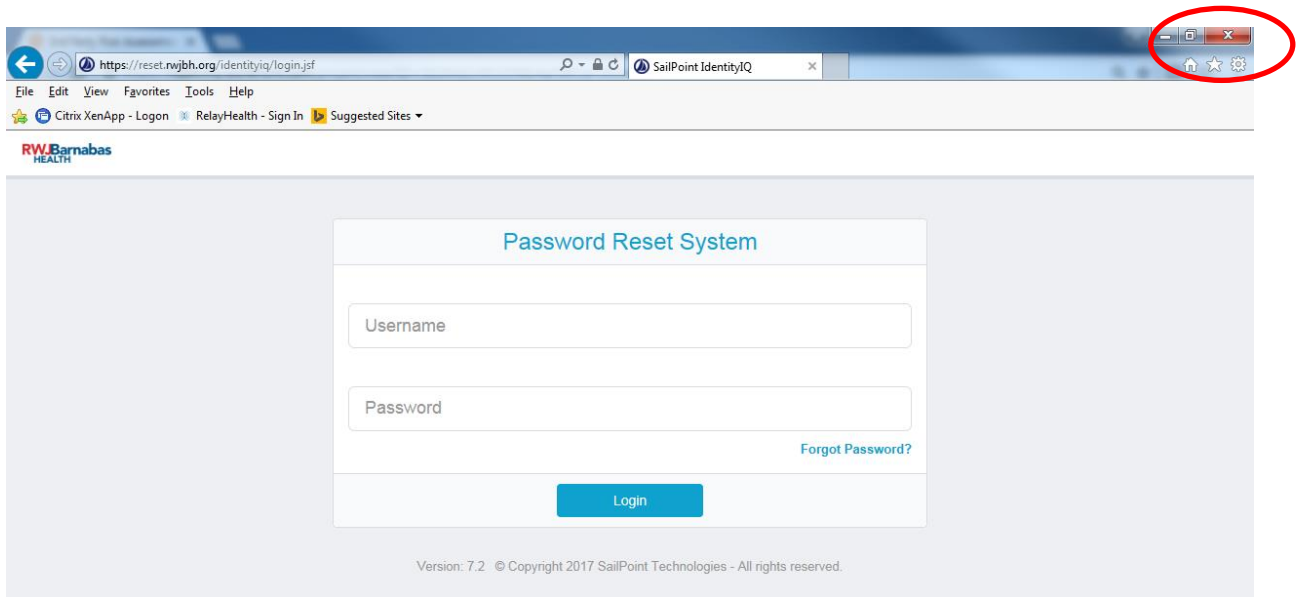
Figure 10 - Password Reset – Set New Password

10. After successfully resetting your password click on **“Complete”**




**Figure 11 - Password Reset - Reset Complete**

11. You can now close the web browser and use your new password to log in.



**Figure 12 - Close Web Browser**

# Application Specific Reset Procedure

1. To reset your password double click the **"Password Reset"** icon  on your desktop or manually navigate to <https://reset2.rwjbh.org>
2. From the Self Service Password Reset page type in your **Network Login** and **password** and click on **"Login"**.

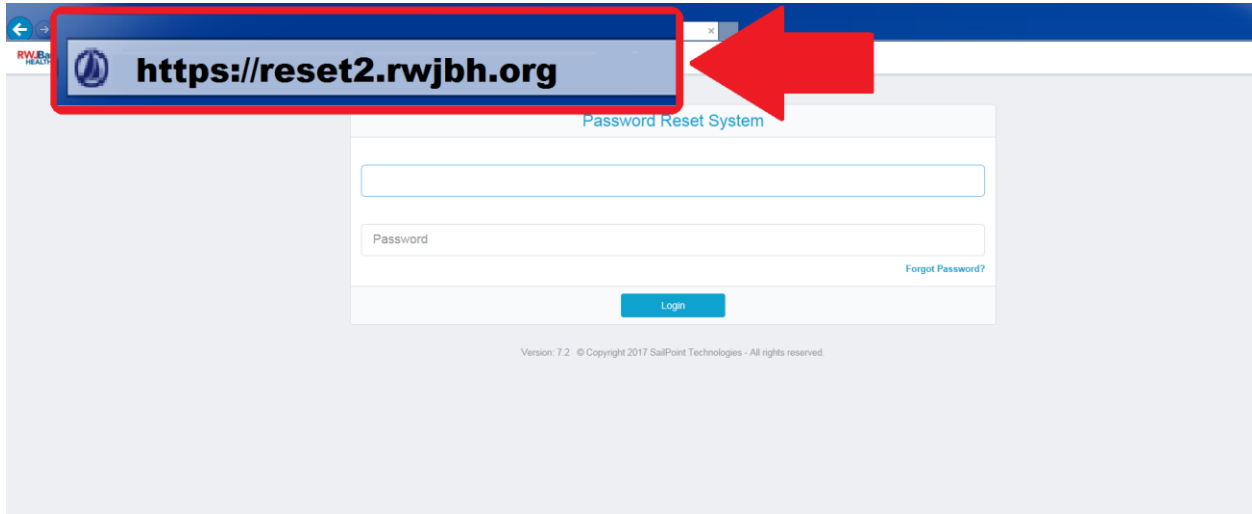



Figure 1 - Forgot Password – Step 1 Fill in Username

3. Click on the key  found on the top left side of the page then **Manage Access > Manage Passwords**.

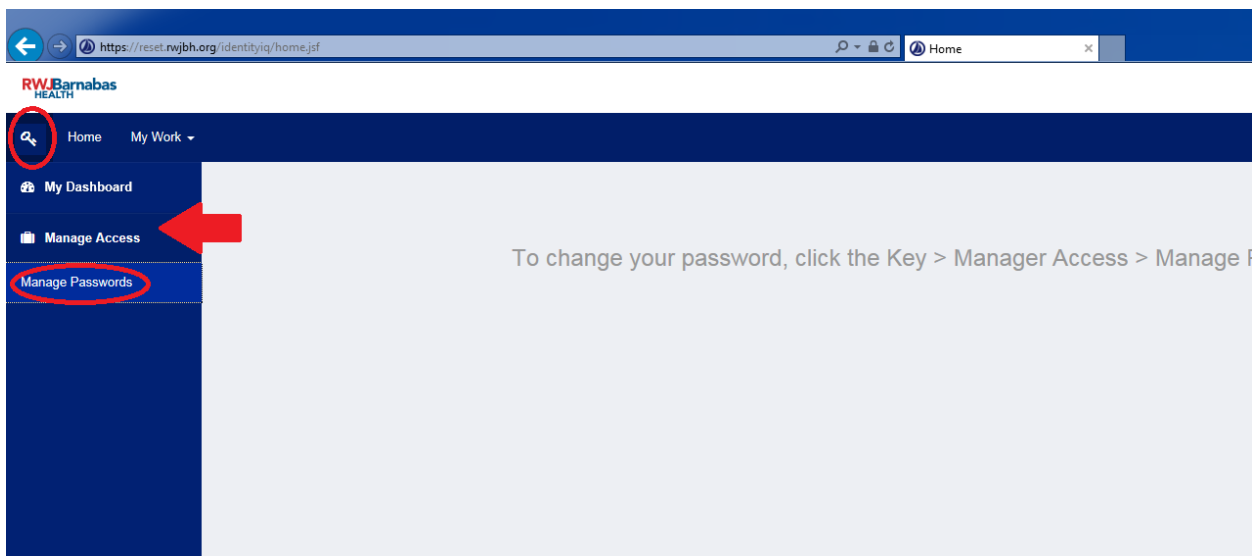


Figure 2 - Manage Passwords Screen

4. Select the specific application you would like to reset and click on the **“Change”** button under actions.

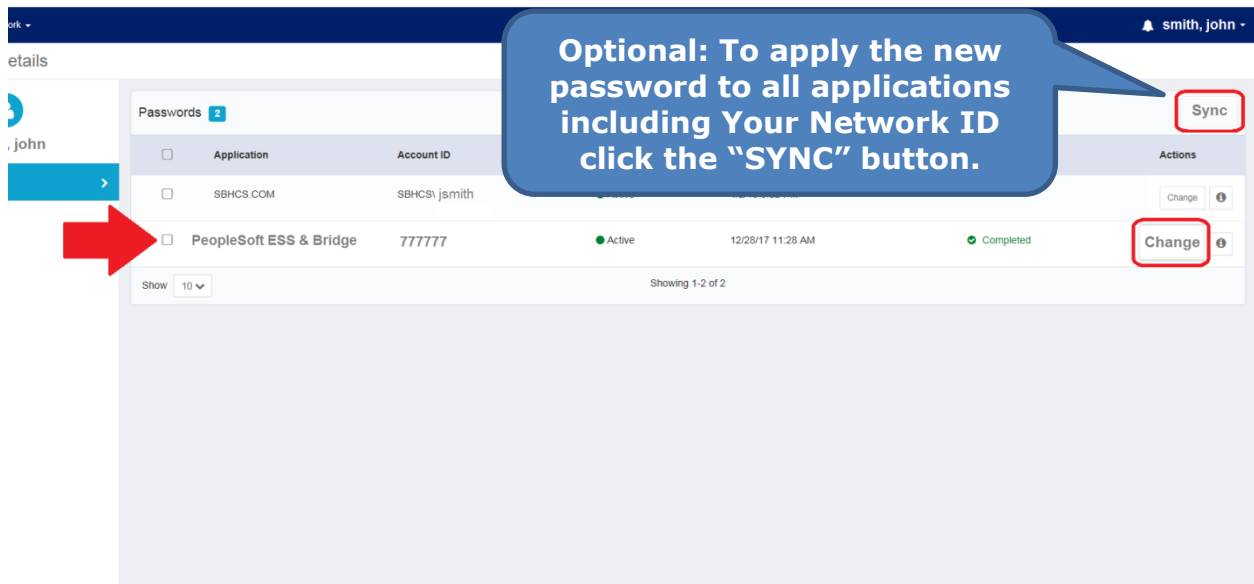


Figure 3 - Select PeopleSoft Application

5. Type in and confirm a new password then click **“Submit”** to commit the password change.

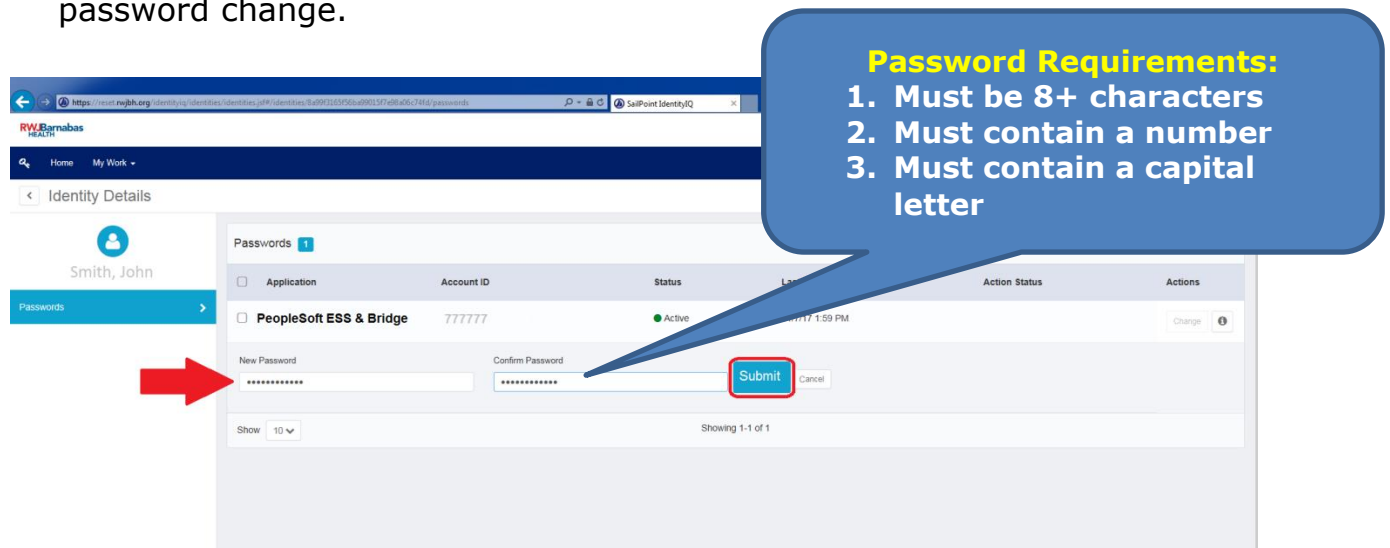


Figure 4- Submit New Password