AccessVUMC Identity Management Tool
How to reset a forgotten password

Forgot your password? Select your status. I am a(n): 

1. VUMC employee enrolled in Multi-Factor Authentication
2. Active VUMC ID holder enrolled in Multi-Factor Authentication
3. VUMC employee or active VUMC ID holder not enrolled in Multi-Factor Authentication
Reset a Password
For VUMC EMPLOYEES enrolled in Multi-Factor Authentication

Access VUMC Identity Management

Return to “Reset Password” Menu
VUMC employees enrolled in Multi-Factor Authentication AND with a valid VUMC ID can use AccessVUMC to Reset a Password.

Find AccessVUMC at [https://www.vumc.org/it/accessvumc](https://www.vumc.org/it/accessvumc)

Click Existing Users and then Forgot Password.
Reset a Password

For VUMC EMPLOYEES enrolled in Multi-Factor Authentication

- From the AccessVUMC home page, enter your VUMC ID.
- Click Sign On.
• You will then be prompted to enter a Multi-Factor Authentication passcode.

**NOTE:** Your MFA sign on experience will vary based upon your MFA enrollment status (e.g. token, SMS texting, etc.).

• Click **Sign On.**
• Confirm your identity by entering your VUMC ID again.

• Click Continue.
Click **Accept** once you have read the VUMC Acceptable Use Policy regarding your computer privileges and responsibilities.
Reset a Password

For VUMC EMPLOYEES enrolled in Multi-Factor Authentication

- Confirm your identity by entering your personal identifiable information (PII).
- Click **Continue**.
Reset a Password

For VUMC EMPLOYEES enrolled in Multi-Factor Authentication

- Enter your new password and confirm.
- Click Submit.

VUMC Password Requirements

1. You cannot reuse your last 10 passwords.

2. Passwords MUST CONTAIN:
   - At least eight (8) characters
   - Characters from at least three (3) character sets:
     - Lowercase Letters: abcdedfghijklmnopqrstuvwxyz
     - Uppercase Letters: ABCDEFGHIJKLMNOPQRSTUVWXYZ
     - Numbers: 0123456789
     - Special Characters: ~!@#$%^&*()_+-=;./\[<>,?{}

3. Passwords CANNOT CONTAIN:
   - More than 16 characters
   - Three (3) consecutive characters from the VUMC ID
   - Primary email
   - Last name
   - Display name
   - VUMC ID in reverse

4. Your password will be checked against commonly used terms.
You will receive a confirmation screen that your password was successfully re-authenticated.
You will also receive an email that your password was changed.
Click Finish.
Reset a Password

For ACTIVE VUMC ID holders (not employees) enrolled in Multi-Factor Authentication
Active VUMC ID holders who have forgotten their password and are enrolled in Multi-Factor Authentication can use AccessVUMC to reauthenticate.

Please take the following steps to reset your password:

1. Contact the VUMC IT/NTT Help Desk at 615-343-HELP/3-4357 to start the Password Reset (reauthentication) Process.

2. When you receive your temporary login passcode, take the steps provided in the following slides.
Reset a Password

For ACTIVE VUMC ID HOLDERS enrolled in Multi-Factor Authentication

• After you have received your temporary MFA passcode, login to AccessVUMC at https://www.vumc.org/it/accessvumc.

• Click Existing Users and then Forgot Password.
Reset a Password

For ACTIVE VUMC ID HOLDERS enrolled in Multi-Factor Authentication

• You will need to authenticate.

• Use your VUMC ID and the temporary passcode you received from the Help Desk.

• Click **Sign On**.
Reset a Password

For ACTIVE VUMC ID HOLDERS enrolled in Multi-Factor Authentication

- You will then be prompted to enter a Multi-Factor Authentication passcode.

**NOTE:** Your MFA sign on experience will vary based upon your MFA enrollment status (e.g. token, SMS texting, etc.).

- Click **Sign On**.

MFA Sign on for SMS Text users

MFA Sign on for Token users
• Verify your identity by entering your VUMC ID.
• Click Continue.
Click **Accept** once you have read the VUMC Acceptable Use Policy regarding your computer privileges and responsibilities.
• If you receive the screen below, you have not yet entered your Personal Identifiable Information (PII).

• Your PII is required to reset your password.

• Call the VUMC IT/NTT Help Desk at 615-343-HELP/3-4357 to get a one-time passcode.

• Use your one-time passcode to sign on at any time, follow the same steps, and, once you arrive at this screen, enter the code and click **Continue**.

• You can then follow the remaining instructions to reset your password.
Reset a Password

For ACTIVE VUMC ID HOLDERS enrolled in Multi-Factor Authentication

• Confirm your identity by entering your Personal Identifiable Information (PII).

• Click Continue.
Reset a Password

For ACTIVE VUMC ID HOLDERS enrolled in Multi-Factor Authentication

- Enter your new password and confirm.
- Click Submit.

VUMC Password Requirements

1. You cannot reuse your last 10 passwords.

2. Passwords **MUST CONTAIN:**
   - At least eight (8) characters
   - Characters from at least three (3) character sets:
     - Lowercase Letters: abcdefghijklmnopqrstuvwxyz
     - Uppercase Letters: ABCDEFGHIJKLMNOPQRSTUVWXYZ
     - Numbers: 0123456789
     - Special Characters: ~!@#$%^&*()_+-=;./\[<>,?{}

3. Passwords **CANNOT CONTAIN:**
   - More than 16 characters
   - Three (3) consecutive characters from the VUMC ID
   - Primary email
   - Last name
   - Display name
   - VUMC ID in reverse

4. Your password will be checked against commonly used terms.
• You will receive a confirmation screen that your password was successfully re-authenticated.
• You will also receive an email that your password was changed.
• Click **Finish**.
Reset a Password
For VUMC ID HOLDERS NOT ENROLLED in Multi-Factor Authentication
If you are an active VUMC ID holder and **NOT** enrolled in Multi-Factor Authentication, contact the VUMC IT/NTT Help Desk at 615-343-HELP/3-4357 to start the Password Reset (reauthentication) Process.

You will receive a temporary password that will be valid for three days.

Use the temporary password to login to the MFA Configuration Assistant and enroll in Multi-Factor Authentication. Enroll in MFA at [https://mymfa.app.vumc.org/](https://mymfa.app.vumc.org/)

After enrolling in MFA, follow the steps for a standard password change. You will use your temporary password one more time to authenticate (Using your VUMC ID and temporary passcode).