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.
Reset a Password

For VUMC EMPLOYEES 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

Access VUMC Identity Management
Reset a Password

For VUMC EMPLOYEES enrolled in Multi-Factor Authentication

• 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.
• 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.

Keep these 3 password basics in mind when you create your VUMC Account password.

1. You cannot reuse your last 10 passwords
2. Passwords MUST CONTAIN:
   - At most 16 characters
   - At least 1 lowercase letter
   - At least 8 characters
   - At least 3 character types
   - At least 1 number
   - At least 1 uppercase letter
3. Passwords CANNOT CONTAIN your:
   - Email address
   - Account last name
   - Display name
   - Account names in reverse
• 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.
• 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**.
Reset a Password

For ACTIVE VUMC ID HOLDERS enrolled in Multi-Factor Authentication

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

• Click **Continue**.
• Enter your new password and confirm.
• Click Submit.

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   - Account names in reverse
• 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 EMPLOYEES or VUMC ID HOLDERS NOT ENROLLED in Multi-Factor Authentication
Reset a Password

For VUMC EMPLOYEES and ACTIVE VUMC ID HOLDERS
NOT ENROLLED in Multi-Factor Authentication

If you are a VUMC employee or 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/

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).