

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>

Click **Existing Users** and then **Forgot Password**.

The screenshot shows the VUMC Information Technology website. At the top, the Vanderbilt University Medical Center logo is displayed. Below the logo, the text 'VUMC Information Technology' is visible. A navigation menu includes links for Home, About Us, Help & Support, IT Services, Software & Hardware, Email & Connectivity, AccessVUMC (circled in red), and Cybersecurity. A large green arrow points to the 'AccessVUMC' link. Below the navigation menu, there are two blue buttons: 'Existing Users' and 'Administrators'. A hand cursor points to the 'Existing Users' button. Below the 'Existing Users' button, there is a section titled 'AccessVUMC - Existing Users'. This section contains an 'OVERVIEW' section with text about managing VUMC accounts, a 'TO MANAGE YOUR VUMC ACCOUNT' section with a 'Forgot Password' button (pointed to by a hand cursor), and a section for 'Other workforce members'.

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MEDICAL CENTER

VUMC Information Technology

Home About Us Help & Support IT Services Software & Hardware Email & Connectivity AccessVUMC Cybersecurity

Existing Users Administrators

AccessVUMC - Existing Users

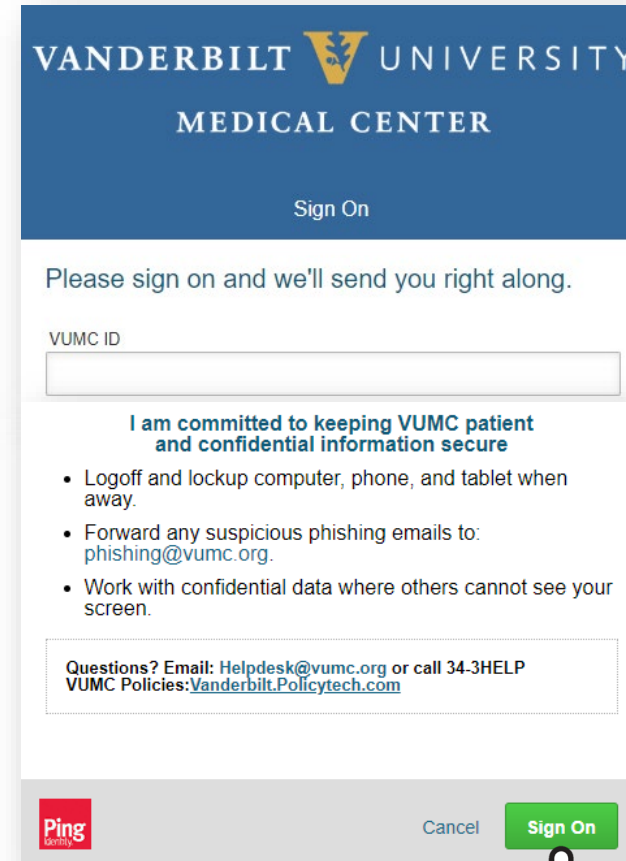
OVERVIEW
If you want to make changes to your VUMC ID or manage your ePassword and VUMC email address(es), you are in the right place. MANAGE and CLAIM VUMC accounts below.
VUMC's [Acceptable Use Policy](#) regarding computer privileges and responsibilities applies to all VUMC ID-related services.
If you are a Vanderbilt University employee or student, go to [VU Identity](#).

TO MANAGE YOUR VUMC ACCOUNT

Forgot Password

Only VUMC employees and students with a valid VUMC ID and password can use AccessVUMC to reset a password.
Other workforce members, including sponsored employees, vendors, contractors, student employees, etc. should contact the VUMC IT/NTT Help Desk at 615-343-HELP/3-4357 to start the Password Reset (reauthentication) Process.

- From the AccessVUMC home page, enter your VUMC ID.
- Click **Sign On**.



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MEDICAL CENTER

Sign On

Please sign on and we'll send you right along.

VUMC ID

I am committed to keeping VUMC patient and confidential information secure

- Logoff and lockup computer, phone, and tablet when away.
- Forward any suspicious phishing emails to: phishing@vumc.org.
- Work with confidential data where others cannot see your screen.

Questions? Email: Helpdesk@vumc.org or call 34-3HELP
VUMC Policies: Vanderbilt.Policytech.com

Ping Identity Cancel 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**.

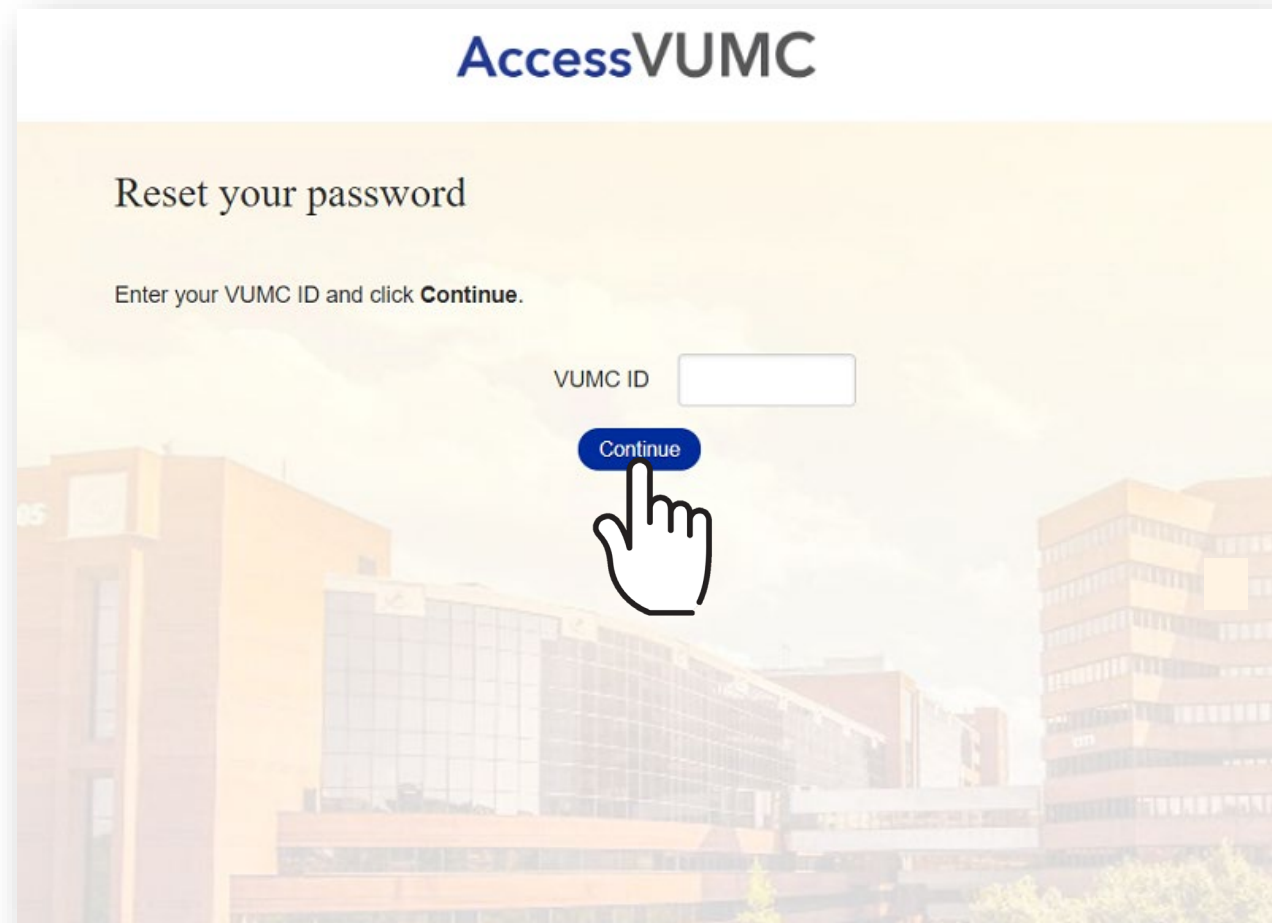
MFA Sign on for SMS Text users

The screenshot shows the 'VANDERBILT UNIVERSITY MEDICAL CENTER' header. Below it, it says 'Multi Factor Authentication - Powered by SafeNet'. The main text reads: 'MFA authentication required. Please click "Text me a Passcode" to continue.' There is a text input field for 'VUMC ID' containing the text 'menongs'. Below this is a 'Please Read' section with instructions on how to use MFA. At the bottom, there is a 'Ping' logo, a 'Cancel' button, and a green 'Text me a Passcode' button.

MFA Sign on for Token users

The screenshot shows the 'VANDERBILT UNIVERSITY MEDICAL CENTER' header. Below it, it says 'SMS Code Verification'. The main text reads: 'A passcode was sent as a text-message to your mobile device number on file. Please enter the code here and click "Sign On".' There is a text input field for 'Passcode'. At the bottom, there is a 'Ping' logo, a 'Cancel' button, and a green 'Sign On' button.

- Confirm your identity by entering your VUMC ID again.
- Click **Continue**.



The screenshot shows the 'AccessVUMC' login page with a 'Reset your password' section. The background is a faded image of a hospital building. The text 'Reset your password' is centered. Below it, a prompt says 'Enter your VUMC ID and click **Continue**.' There is a text input field labeled 'VUMC ID' and a blue 'Continue' button. A white hand cursor icon is pointing at the 'Continue' button.

Click **Accept** once you have read the VUMC Acceptable Use Policy regarding your computer privileges and responsibilities.

E. Publication or Distribution of Unauthorized Recordings, Photos, Images, Text or Video

With the availability of low cost cameras, smart phones, and consumer electronics, it is possible for someone to acquire voice, video images, still images, multimedia, or text in non-public situations without the knowledge or consent of all parties. VUMC network computing assets must not be used by anyone in the organization to publish or distribute this type of material without the expressed consent of all involved parties.

F. Right to Copy and Inspect for Legal, Regulatory, and VUMC Purposes

VUMC is committed to protecting the privacy of faculty, students, staff, patients, and other users of its IT resources, and their electronic communications. However, because VUMC operates subject to compliance with various federal and state laws and regulations and must be able to enforce its own policies, VUMC must occasionally inspect, preserve and produce records to fulfill legal obligations and to carry out internal investigations. VUMC reserves the right to obtain, copy, and convey to outside persons any records or electronic transactions completed using VUMC information systems in the event it is required by law or institutional policy to do so. VUMC may also in its reasonable discretion, when circumstances require, obtain and review any records relevant to an internal investigation concerning compliance with VUMC rules or policies applicable to faculty, staff, or to all others granted use of VUMC's information technology resources. Users therefore should not expect that records created, stored or communicated with VUMC information technology or in the conduct of VUMC's business will necessarily be private. VUMC reserves its right to any work product generated in the conduct of its business.

G. Locally Specific Policies

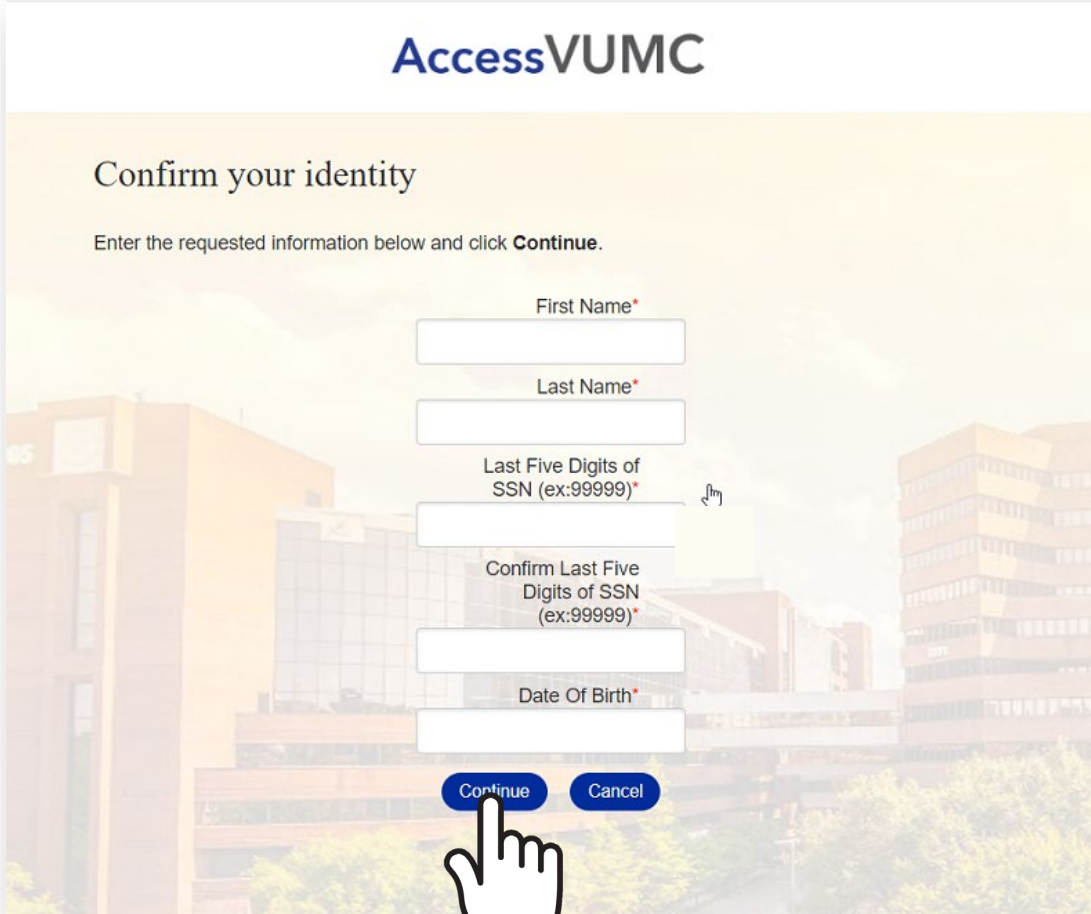
Individual units within VUMC may create additional policies for information resources under their control. These policies may include additional detail, guidelines and further restrictions but must be consistent with principles stated in this policy document. Individual units adopting more specific policies are responsible for establishing, publicizing and enforcing such policies, as well as any rules governing the authorized and appropriate use of equipment for which those units are responsible.

IV. Disclosures

- A.** All members of the VUMC Workforce Members are given notice of this policy by virtue of its publication and are subject to it on the same basis. Ignorance of this policy does not relieve any user of his or her responsibilities under the policy. All Workforce Members are expected to familiarize themselves with the contents of this policy and act in conformance with these principles regarding any use of VUMC's IT resources.
- B.** Due to the rapid nature of change in both information technologies and their applications, VUMC may amend this policy whenever deemed necessary or appropriate. Users are encouraged to periodically review this policy in order to understand their rights and responsibilities under it.

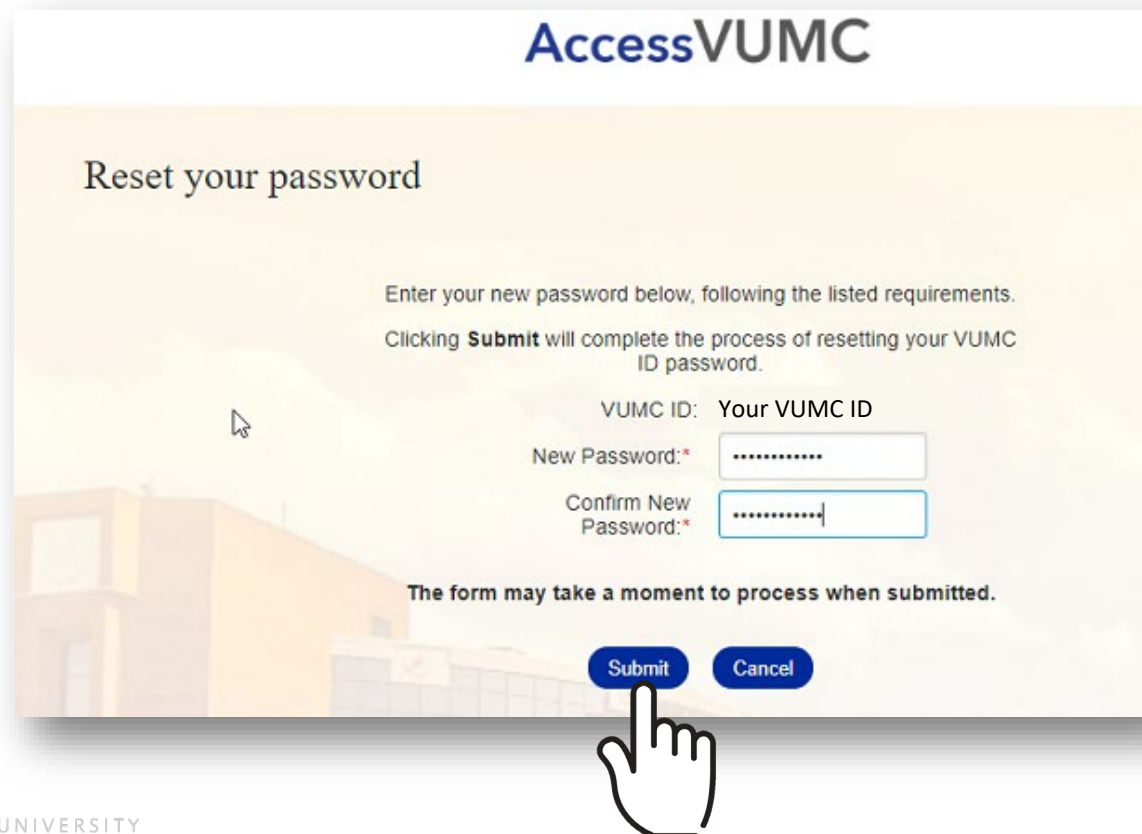


- Confirm your identity by entering your personal identifiable information (PII).
- Click **Continue**.



The image shows a screenshot of the 'AccessVUMC' login interface. At the top, the text 'AccessVUMC' is displayed in a blue font. Below this, the heading 'Confirm your identity' is centered. A sub-instruction reads: 'Enter the requested information below and click **Continue**.' The form contains five input fields, each with a label and a red asterisk indicating a required field: 'First Name*', 'Last Name*', 'Last Five Digits of SSN (ex:99999)*', 'Confirm Last Five Digits of SSN (ex:99999)*', and 'Date Of Birth*'. At the bottom of the form are two buttons: 'Continue' and 'Cancel'. A white hand icon with a black outline is pointing at the 'Continue' button. The background of the form is a light yellow gradient with a faint image of a city skyline.

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



The screenshot shows the 'AccessVUMC' password reset interface. At the top, it says 'Reset your password'. Below this, instructions state: 'Enter your new password below, following the listed requirements. Clicking **Submit** will complete the process of resetting your VUMC ID password.' The form includes a 'VUMC ID:' field with the placeholder 'Your VUMC ID'. Below that are two password fields: 'New Password:*' and 'Confirm New Password:*', both containing masked characters. At the bottom, a note says 'The form may take a moment to process when submitted.' There are two buttons: 'Submit' and 'Cancel'. A hand icon is pointing at the 'Submit' button.

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

AccessVUMC Identity Management

[Return to “Reset Password” Menu](#)

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.

Active VUMC ID holders include workforce members who are sponsored by departments including contractors, vendors, student employees, etc.

- 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**.

The screenshot shows the Vanderbilt University Medical Center VUMC Information Technology website. The header includes the Vanderbilt University Medical Center logo and navigation links: Home, About Us, Help & Support, IT Services, Software & Hardware, Email & Connectivity, AccessVUMC, and Cybersecurity. A green arrow points to the AccessVUMC link. Below the navigation bar, there are two blue buttons: 'Existing Users' and 'Administrators'. A hand icon points to the 'Existing Users' button. Below the 'Existing Users' button, there is a section titled 'AccessVUMC - Existing Users' with an 'OVERVIEW' section and a 'TO MANAGE YOUR VUMC ACCOUNT' section. In the 'TO MANAGE YOUR VUMC ACCOUNT' section, there is a blue button labeled 'Forgot Password' with a hand icon pointing to it.

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Home About Us Help & Support IT Services Software & Hardware Email & Connectivity **AccessVUMC** Cybersecurity

AccessVUMC - Existing Users

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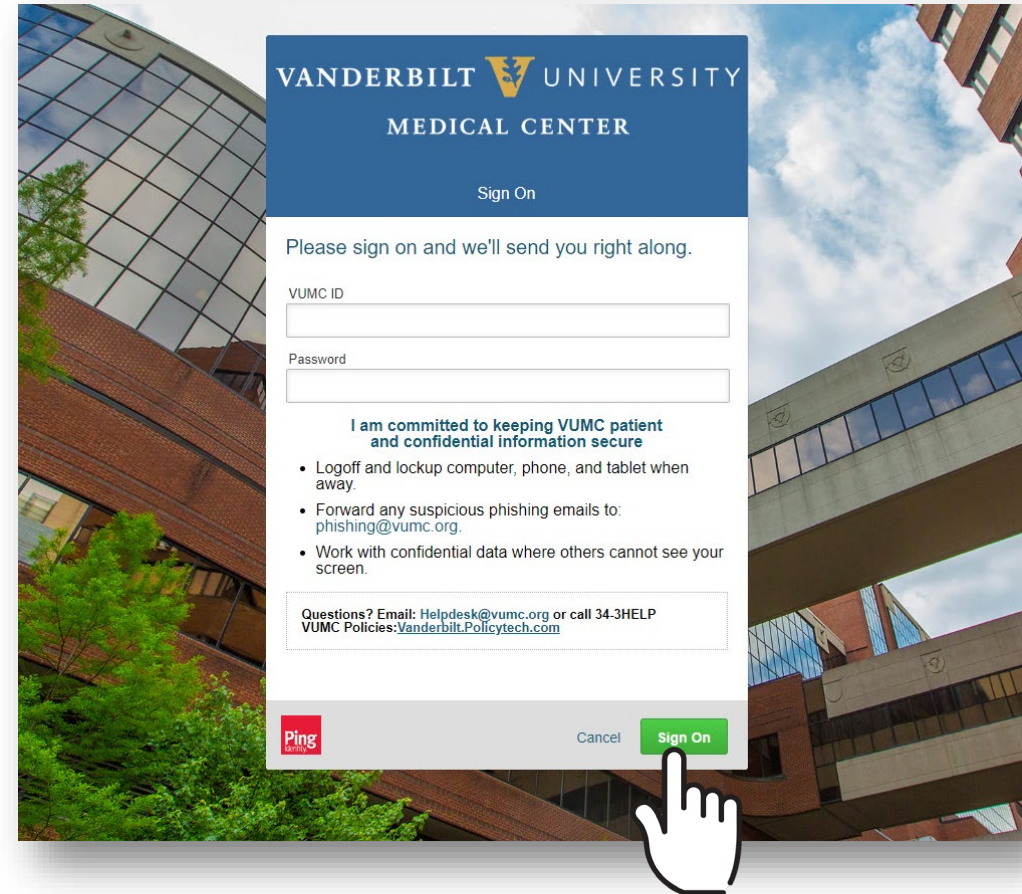
TO MANAGE YOUR VUMC ACCOUNT

Forgot Password

Only VUMC employees with a VUMC ID and password can use AccessVUMC to reset a password.
Other workforce members such as temporary employees, vendors, contractors, student employees, etc. should call the VUMC IT/NTT Help Desk at 615-343-HELP/3-4357 to start the Password Reset (reauthentication) Process.

Existing Users **Administrators**

- You will need to authenticate.
- Use your VUMC ID and the temporary passcode you received from the Help Desk.
- Click **Sign On**.



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Sign On

Please sign on and we'll send you right along.

VUMC ID

Password

I am committed to keeping VUMC patient and confidential information secure

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Ping Identity Cancel **Sign On**

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

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- Click **Sign On**.

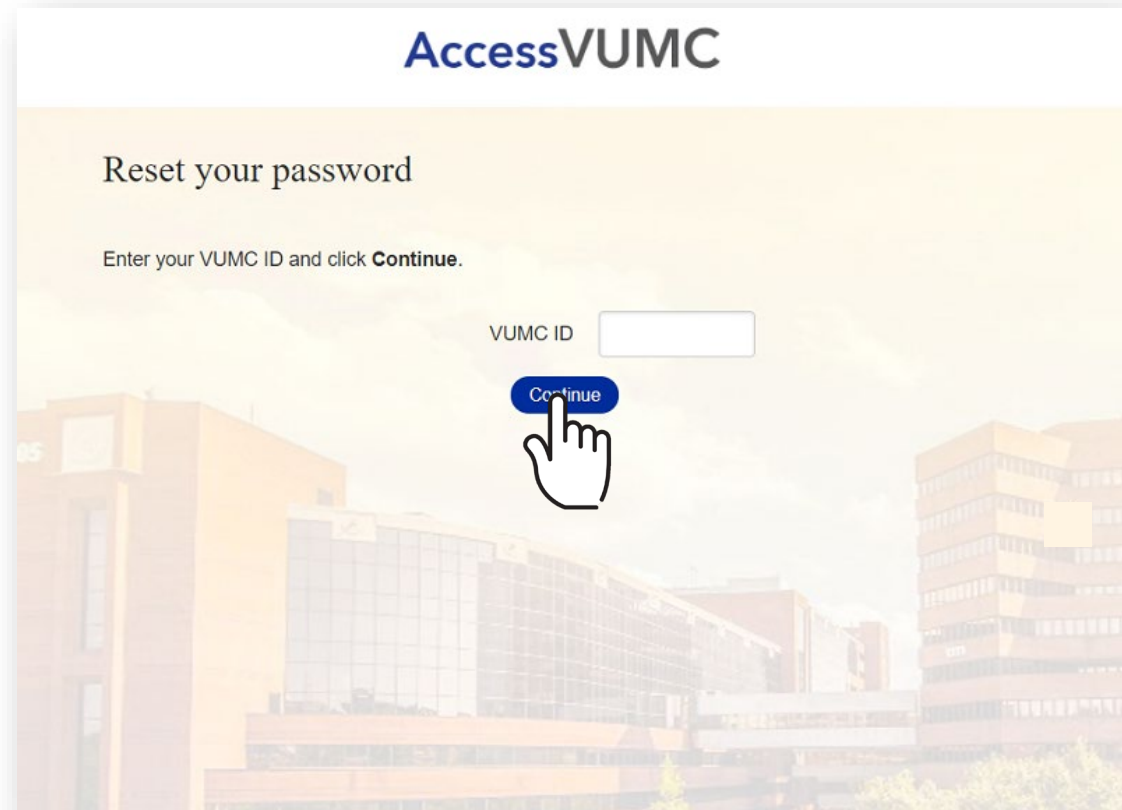
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- Verify your identity by entering your VUMC ID.
- Click **Continue**.



The screenshot shows the 'AccessVUMC' login interface. At the top, the text 'AccessVUMC' is displayed in blue. Below this, the heading 'Reset your password' is centered. Underneath the heading, a prompt reads 'Enter your VUMC ID and click **Continue**.' A text input field labeled 'VUMC ID' is positioned to the right of the prompt. Below the input field is a blue button with the word 'Continue' in white. A white hand cursor icon is pointing at the 'Continue' button. The background of the page features a faded image of a large, modern medical building.

Click **Accept** once you have read the VUMC Acceptable Use Policy regarding your computer privileges and responsibilities.

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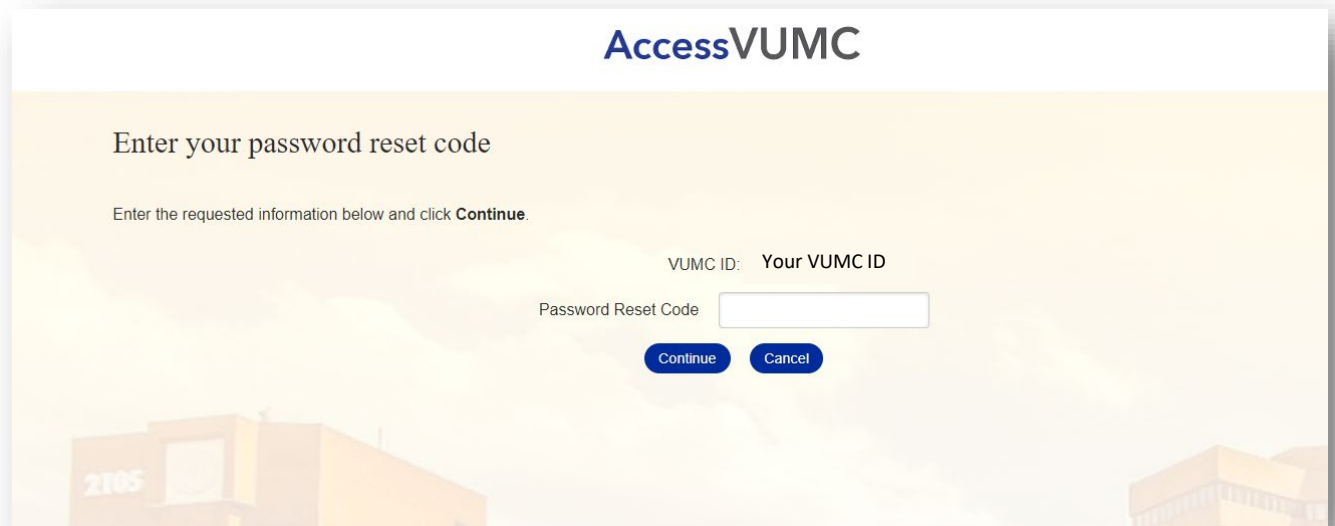
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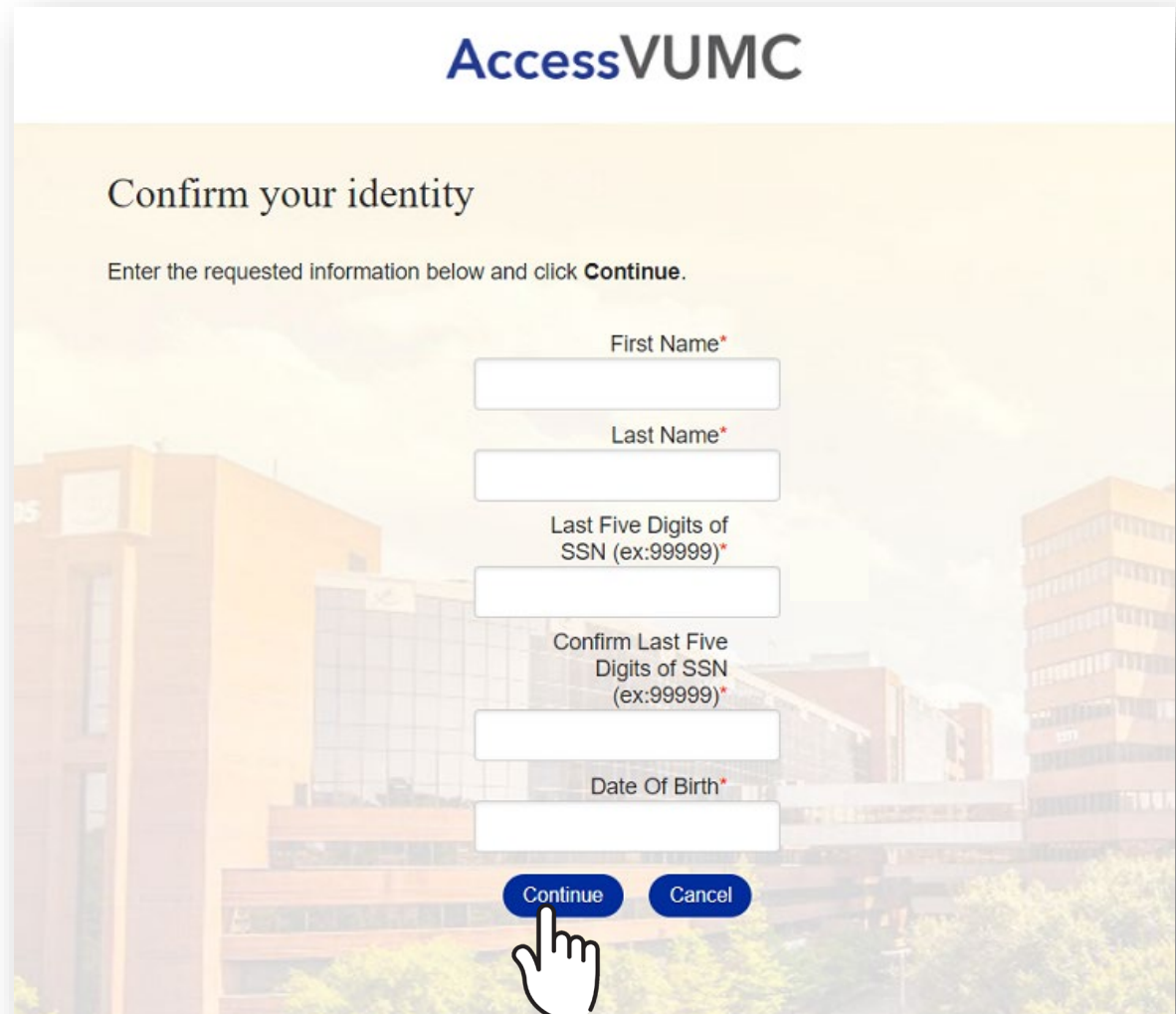


- If you receive the screen below, you have not yet entered your Personal Identifiable Information (PII).
- Your PII is required to reset your password.
- Call the VUMC IT/NTT Help Desk at 615-343-HELP/3-4357 to get a one-time passcode.
- Use your one-time passcode to sign on at any time, follow the 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.



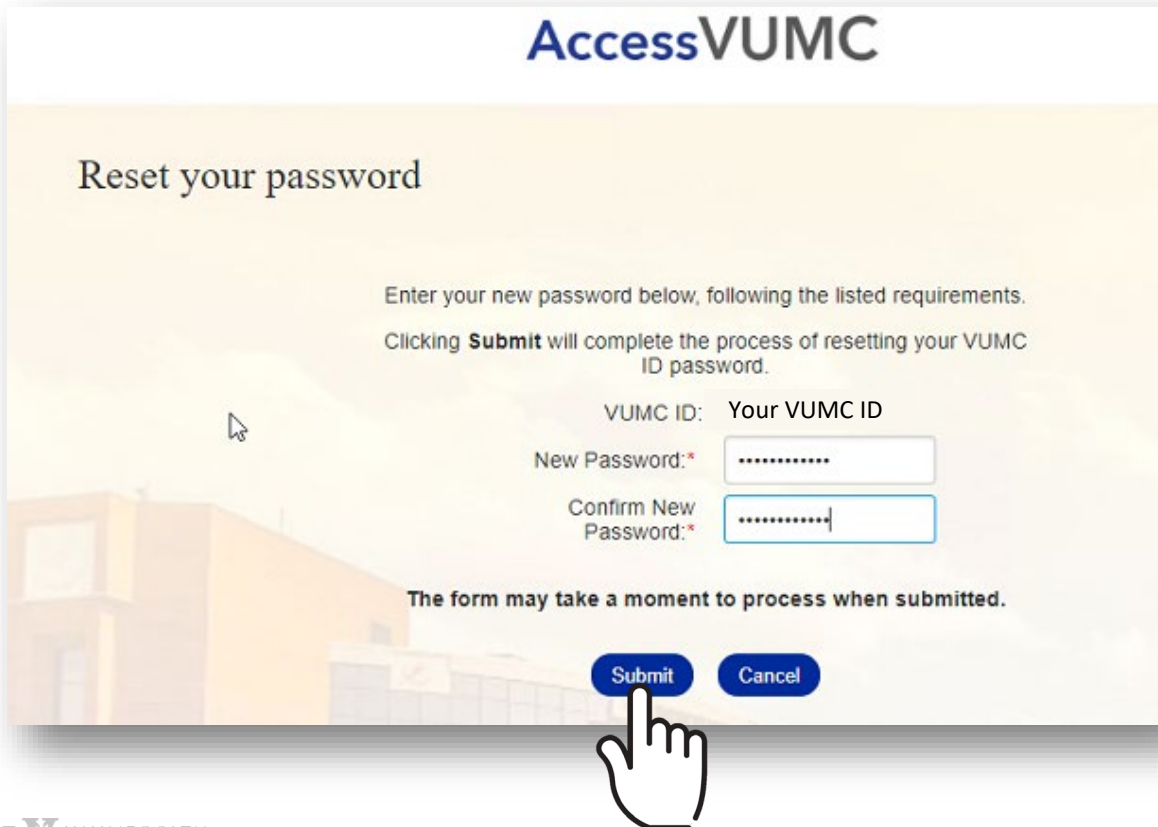
The screenshot shows the 'AccessVUMC' login interface. At the top, the text 'AccessVUMC' is displayed in a dark blue font. Below this, the instruction 'Enter your password reset code' is centered. A smaller line of text says 'Enter the requested information below and click **Continue**.' To the right, there is a label 'VUMC ID: Your VUMC ID' above a text input field. Below the input field is a label 'Password Reset Code' followed by another text input field. At the bottom of these fields are two buttons: 'Continue' and 'Cancel', both in blue with white text. The background of the screen is a light yellow with a faint illustration of a building and a mountain range.

- Confirm your identity by entering your Personal Identifiable Information (PII).
- Click **Continue**.



The image shows a screenshot of the 'AccessVUMC' web portal. The page has a light yellow background with a faint image of a hospital building. At the top, the 'AccessVUMC' logo is displayed in blue. Below the logo, the heading 'Confirm your identity' is centered. Underneath, a instruction reads: 'Enter the requested information below and click **Continue**.' The form consists of five input fields, each with a label and a red asterisk indicating it is required: 'First Name*', 'Last Name*', 'Last Five Digits of SSN (ex:99999)*', 'Confirm Last Five Digits of SSN (ex:99999)*', and 'Date Of Birth*'. At the bottom of the form, there are two blue buttons: 'Continue' and 'Cancel'. A white hand cursor icon is pointing at the 'Continue' button.

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



The screenshot shows the 'AccessVUMC' logo at the top. Below it, the heading 'Reset your password' is displayed. The form includes instructions: 'Enter your new password below, following the listed requirements.' and 'Clicking **Submit** will complete the process of resetting your VUMC ID password.' There are three input fields: 'VUMC ID: Your VUMC ID', 'New Password:*' (with a masked password), and 'Confirm New Password:*' (also masked). At the bottom, a note states 'The form may take a moment to process when submitted.' and there are two buttons: 'Submit' and 'Cancel'. A hand icon is pointing at the 'Submit' button.

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

1. You cannot reuse your last 10 passwords
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- Click **Finish**.



Reset a Password

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

AccessVUMC Identity Management

[Return to “Reset Password” Menu](#)

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).