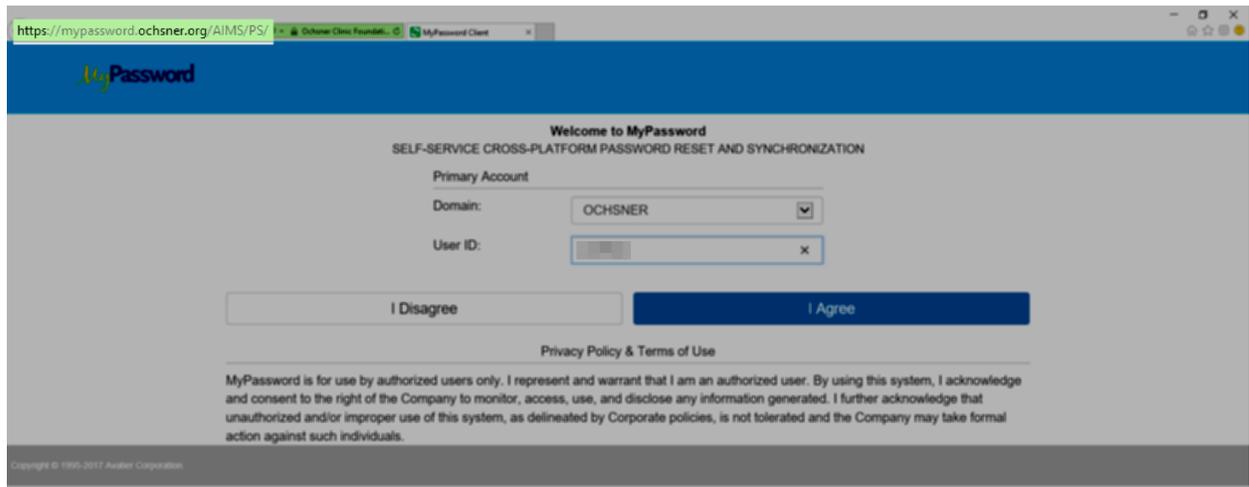
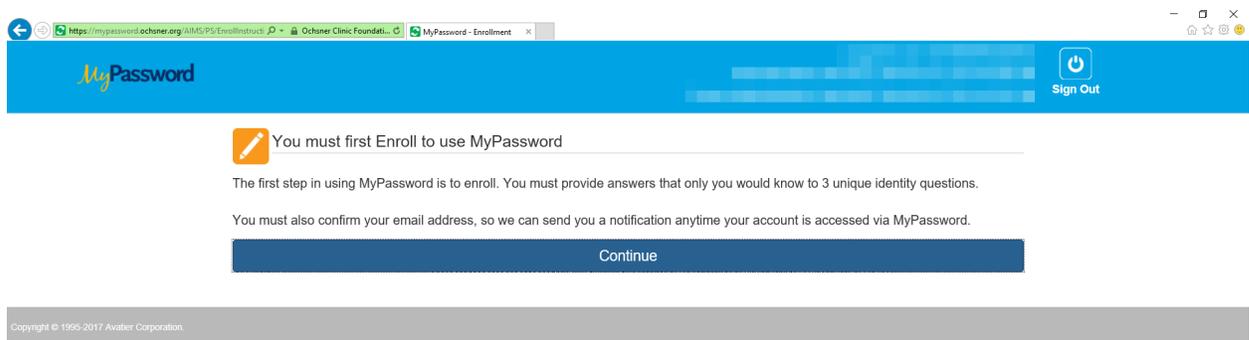


MyPassword requires a short one-time enrollment before you can use the tool to change your password. In the rare instance that you should encounter an issue during enrollment, please call the Ochsner IS Service Desk at extension 6-4357 or 318-626-4357. Here are the quick and easy steps to enrollment:

1. Login to begin enrollment process (<https://mypassword.ochsner.org/>). Type in your Ochsner username in the User ID section (as provided by your manager or the email you received with your Ochsner ID) and click **I Agree** to start the enrollment process.



2. When you see the enrollment message, click **Continue**.



In order for a user to enroll in password self-service, they must have an account with an unexpired password. If their password is set to expire on next login or has already expired, they will be unable to register.

3. Select a security question from each of the three drop-down lists and provide your personalized answers. (These security questions and personalized answers will be used to validate your identity.) When you are finished, click **Continue**.

The screenshot shows the MyPassword enrollment interface. At the top, there is a blue header with the MyPassword logo and a 'Sign Out' button. Below the header, the user is identified as 'Enrolling OCHSNER'. A red warning message states: 'Users cannot make up their own questions - they must select from the list provided.' The main content area contains three security questions, each with a dropdown menu for the question and a text input field for the answer. The questions are: 'Question 1: What is the name', 'Question 2: Who is', and 'Question 3: What was'. A 'Semi-Private Question' section follows, with the text: 'When you call the Help Desk, you may be asked to disclose this answer to verify your identity.' Below the questions are 'Cancel' and 'Continue' buttons. On the left side, there are two numbered instructions: '1 Users will be asked to select and answer 3 verification questions. When attempting to use MyPassword to reset their password, they will be asked to answer one of these questions.' and '2 The 3rd question is critical as it is the one presented to the help desk on password support calls. Without this answer, you cannot reset their password,'. The footer contains the copyright notice: 'Copyright © 1995-2017 Avatier Corporation.'

4. Verify that your email address is displayed. This is the email address where security notices will be sent when you make changes using MyPassword. Click **Continue**.

Note: The "Primary Email" field will be grayed out if your Network Account already has this info. If the field is blank, please enter your email address. If an email address is not entered you can continue, however you will not receive a notification of this change or any further security notifications from MyPassword.

The screenshot shows the MyPassword enrollment interface for the 'Primary Email' step. The header and user identification are the same as in the previous screenshot. The main content area displays the message: 'Your email address has been retrieved from your primary logon domain. An email will be sent to this address any time your account is accessed via MyPassword.' Below this message is a text input field labeled 'Primary Email:'. At the bottom, there are 'Cancel' and 'Continue' buttons. The footer contains the copyright notice: 'Copyright © 1995-2017 Avatier Corporation.'

5. Congratulations, you have successfully enrolled in MyPassword! Click “continue” to proceed into the MyPassword application.

