

# Resetting your primary authentication password using



1. In order to reset your primary authentication password go to <https://mypassword.ochsner.org>. Enter your User ID (the same one you use to log in to the network). Read the Privacy Policy & Terms of Use and select "i agree".

2. Click the link for "Forgot Password".

- You will be presented with a series of 3 security questions (you set these up during enrollment). Answer your security questions and then select “continue”.

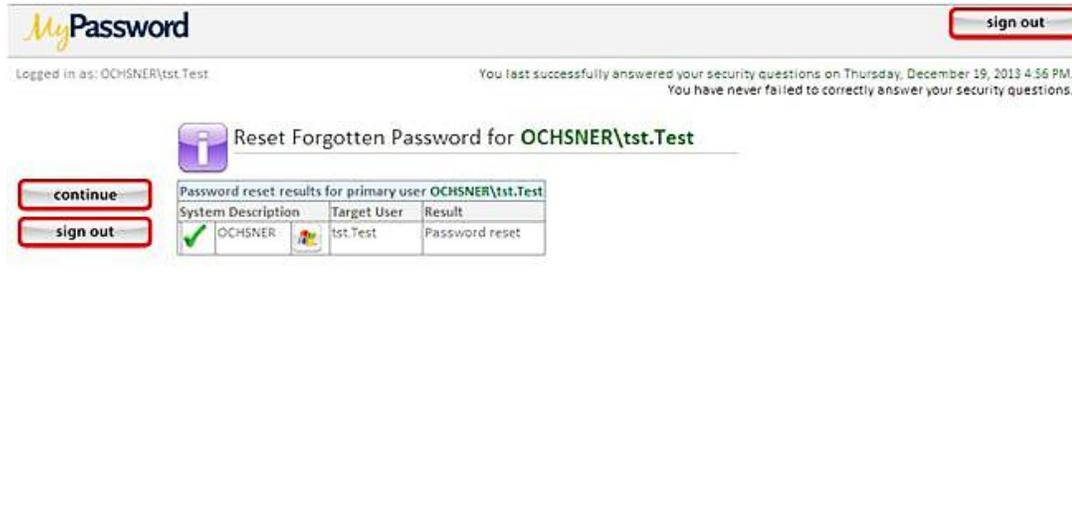
The screenshot shows the 'MyPassword' interface for user 'OCHSNER\tst.Test'. The page title is 'Reset Forgotten Password for OCHSNER\tst.Test'. A message states: 'You have not yet successfully answered your security questions. You have never failed to correctly answer your security questions.' The main heading is 'Reset Forgotten Password for OCHSNER\tst.Test' with a question mark icon. Below it, the instruction reads: 'In order to reset your password, you will need to answer the security questions you have configured for your account.' The current question is 'Question 1 of 3: Question 1: What are the last four digits of your mom's mobile phone?'. The answer field is labeled 'Answer 1:' and contains four dots. There are 'continue' and 'cancel' buttons. At the bottom, a footer note reads: 'Avatier Corporation is a registered trademark of Avatier Corporation. Copyright © 1995-2013 Avatier Corporation. All rights reserved. All other trademarks or registered trademarks are owned by their respective holders.'

- Enter a new password, confirm it by entering it again, and then choose “continue”. Note that the green bar will indicate the strength of the new password you have chosen.

The screenshot shows the 'MyPassword' interface for user 'OCHSNER\tst.Test'. The page title is 'Reset Forgotten Password for OCHSNER\tst.Test'. A message states: 'You last successfully answered your security questions on Thursday, December 19, 2013 4:56 PM. You have never failed to correctly answer your security questions.' The main heading is 'Reset Forgotten Password for OCHSNER\tst.Test' with a question mark icon. Below it, the instruction reads: 'Enter your new password.' There are 'continue' and 'cancel' buttons. The 'New Password:' field contains six dots. The 'Confirm:' field contains six dots. Below the fields, a strength indicator shows 'Strength: Strong' with a green bar and an arrow pointing to the right.

5. You will receive confirmation that your password has been reset. You may “sign out” of the application or click “continue” to return to the main menu. If you do not see a confirmation or if you get an error message please contact the IS Service Desk at extension 2-3610 or 504-842-3610.

**Important note:** After changing your password, you **must log out and then log back in to the network**. Go to Start > Shut Down and then select “Log off ...” from the drop-down. It may take up to 10 minutes for all programs to recognize your new password.



The screenshot shows the 'MyPassword' application interface. At the top left is the 'MyPassword' logo. At the top right is a 'sign out' button. Below the logo, it says 'Logged in as: OCHSNER\tst.Test'. On the right side, it says 'You last successfully answered your security questions on Thursday, December 19, 2013 4:56 PM. You have never failed to correctly answer your security questions.'

The main content area is titled 'Reset Forgotten Password for OCHSNER\tst.Test'. Below this title are two buttons: 'continue' and 'sign out'. To the right of these buttons is a table showing the password reset results.

Password reset results for primary user OCHSNER\tst.Test		
System Description	Target User	Result
✓ OCHSNER	 tst.Test	Password reset