

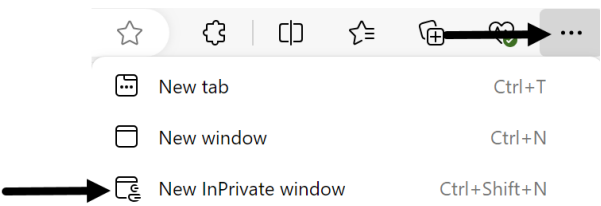
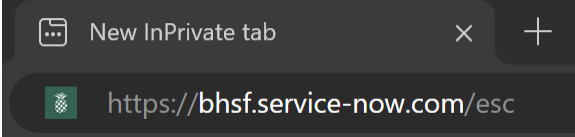
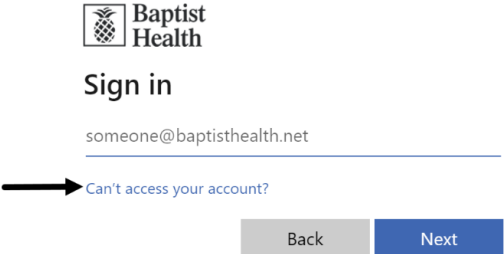
Self-Service Password Reset

Note: If this is your first time resetting your password, please refer to the [New Hire Password Reset](#) job aid.





Follow these steps to:

- Manually change your @baptisthealth.net password.
- Unlock your account after multiple unsuccessful login attempts.

Both processes will take approximately 5 minutes. Before you begin, make sure you have your mobile phone with the Authenticator App installed and your mobile phone number. If you do not have both, contact the help desk at **833-894-2473**.

Instructions	Image
1. In the Edge browser, open a new InPrivate window by clicking the Settings and More icon and selecting New InPrivate window .	 A screenshot of the Microsoft Edge browser's settings and more menu. The menu is open, showing options like 'New tab', 'New window', and 'New InPrivate window'. A black arrow points to the 'New InPrivate window' option, which has the keyboard shortcut 'Ctrl+Shift+N' next to it.
2. In the new InPrivate tab, type https://bhsf.service-now.com/esc and press Enter .	 A screenshot of a new InPrivate tab in the Microsoft Edge browser. The address bar shows the URL 'https://bhsf.service-now.com/esc'. The tab title is 'New InPrivate tab'.
3. At the sign in prompt, click Can't access your account?	 A screenshot of the Baptist Health sign-in page. The page features the Baptist Health logo and the text 'Sign in'. Below this, there is a text input field containing the email address 'someone@baptisthealth.net'. At the bottom of the sign-in area, there is a link that says 'Can't access your account?'. A black arrow points to this link. Below the link are two buttons: 'Back' and 'Next'.



<p>4. Under Which type of account do you need help with, select Work or school account.</p>	 <p>Which type of account do you need help with?</p> <p><input checked="" type="radio"/>  Work or school account Created by your IT department</p> <p><input type="radio"/>  Personal account Created by you</p>
<p>5. In the Email or Username field, enter your baptisthealth.net account.</p> <p>Example: First.Last@baptisthealth.net</p> <p>Enter the characters in the picture or the words in the audio.</p> <p>Click Next.</p>	<p>Email or Username: *</p> <input type="text"/> <p>Example: user@contoso.onmicrosoft.com or user@contoso.com</p>  <input type="text"/> <p>Enter the characters in the picture or the words in the audio. *</p> <p><input checked="" type="button" value="Next"/> <input type="button" value="Cancel"/></p>
<p>6. Select one option:</p> <ul style="list-style-type: none"> • I forgot my password to change your password, or • I know my password but still can't sign in to unlock your account. <p>Click Next.</p>	<p><input checked="" type="radio"/> I forgot my password</p> <p>No worries, we'll help you to reset your password using the security info you registered with us.</p> <p><input type="radio"/> I know my password, but still can't sign in</p> <p>This might happen because you tried signing in with an incorrect password too many times. If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.</p> <p><input checked="" type="button" value="Next"/> <input type="button" value="Cancel"/></p>



<p>7. Choose the first contact method to use for verification. Select either:</p> <ul style="list-style-type: none"> • Text my mobile phone – Enter your phone number and click Text. • Call my mobile phone – Enter your phone number and click Call. 	<p>verification step 1 > verification step 2 > choose a new password</p> <hr/> <p>Please choose the first contact method we should use for verification:</p> <div style="display: flex; align-items: flex-start;"> <div style="border: 1px solid #ccc; padding: 5px; margin-right: 10px;"> <input checked="" type="radio"/> Text my mobile phone <input type="radio"/> Call my mobile phone <input type="radio"/> Approve a notification on my authenticator app </div> <div style="flex: 1;"> <p>In order to protect your account, we need you to enter your complete mobile phone number (*****36) below. You will then receive a text message with a verification code which can be used to reset your password.</p> <input style="width: 100%;" type="text" value="Enter your phone number"/> <input type="button" value="Text"/> </div> </div>
<p>8. Choose the second contact method to use for verification. It should default to Approve a notification on my authenticator app.</p> <p>Select Send Notification.</p>	<p>verification step 1 ✓ > verification step 2 > choose a new password</p> <hr/> <p>Please choose the second contact method we should use for verification:</p> <div style="display: flex; align-items: flex-start;"> <div style="border: 1px solid #ccc; padding: 5px; margin-right: 10px;"> <input checked="" type="radio"/> Approve a notification on my authenticator app </div> <div style="flex: 1;"> <p>Send a notification to your authenticator app on your mobile device.</p> <input type="button" value="Send Notification"/> </div> </div>
<p>9. Enter and confirm your new password, then select Finish.</p> <p>Note: Your permanent password must be at least 12 characters long and include at least one lowercase letter, one uppercase letter, one number, and one special character. Common words, such as "password," are reserved and cannot be used.</p>	<p>verification step 1 ✓ > verification step 2 ✓ > choose a new password</p> <hr/> <p>* Enter new password: <input style="width: 100%;" type="text"/></p> <p>* Confirm new password: <input style="width: 100%;" type="text"/></p> <p><input type="button" value="Finish"/> <input type="button" value="Cancel"/></p>

If you selected **I forgot my password**, you will see a confirmation box to sign in with your new password. If you selected **I know my password but still can't sign in**, you will see a confirmation box that your account has been unlocked. In a new InPrivate tab, type <https://bhsf.service-now.com/esc> to login.

