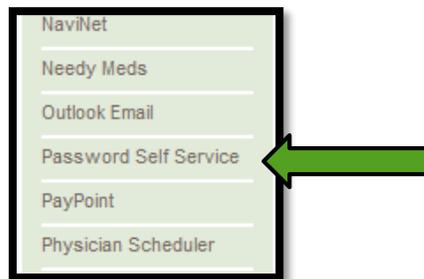




How to change a password and unlock a network account using Password Self-Service

Scope: This document will describe how to change your Active Directory (Network) password using the Password Self-Service portal.

1. There are two different ways to access the Password Self-Service portal.
Open your Internet browser and navigate to <https://self-service.holstonmedicalgroup.com> **-OR-**
If you are using an HMG computer, you can access the Password Self-Service portal by clicking on the Password Self-Service link located on HMGZone (Under Quick Links on the left).



First time enrollment:

2. You will be taken to the Password Self-Service home page. If this is the first time you have accessed the Password Self-Service portal, you will need to register your account by setting up three (3) security questions and answers. Enter your HMG username and password and then select Login.

A screenshot of the 'Sign in' form on the Password Self-Service portal. The form has a title 'Sign in' in green. It contains three input fields: 'User Name:' with a text box and a masked password field (***|), 'Password:' with a text box and a masked password field (***|), and 'Log on to:' with a dropdown menu showing 'HOL_PATH'. Below the fields is a green 'Login' button. A green arrow points to the 'Login' button.

3. To enroll, Click on “Click Here”.

Welcome! This portal offers you the power of password self-service!



- Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!
- Self-service Account Unlock: Unlock the computer, when you are locked out of it.
- Self-service Directory Update: Update the changes in contact details yourself! And more..

Enroll now to enjoy these benefits! [Click Here](#) 

4. Select a question by clicking on the drop down box. Type in your answer twice for each question. Once complete, click on “Enroll”.

Security Questions

Length Specification

- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters

Register Your Security Que & Ans

Que:

Que:

Que:

Hide Answer(s)

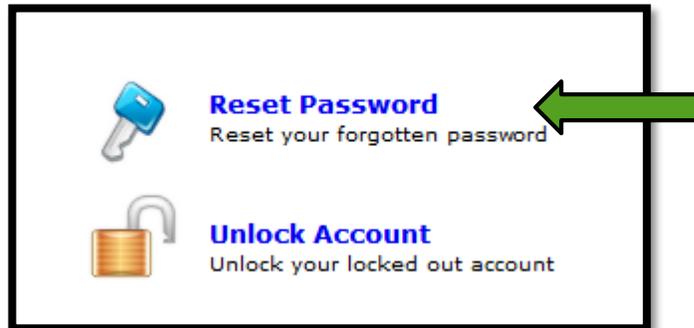


5. You will now see a display box showing that you have successfully enrolled.

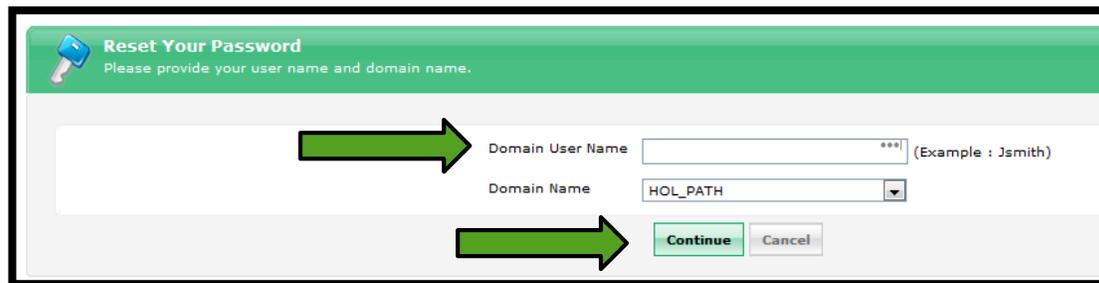
You have successfully enrolled! The information you provided will help us verify your identity if you forget your passwords or get locked out of your account.

Reset Password:

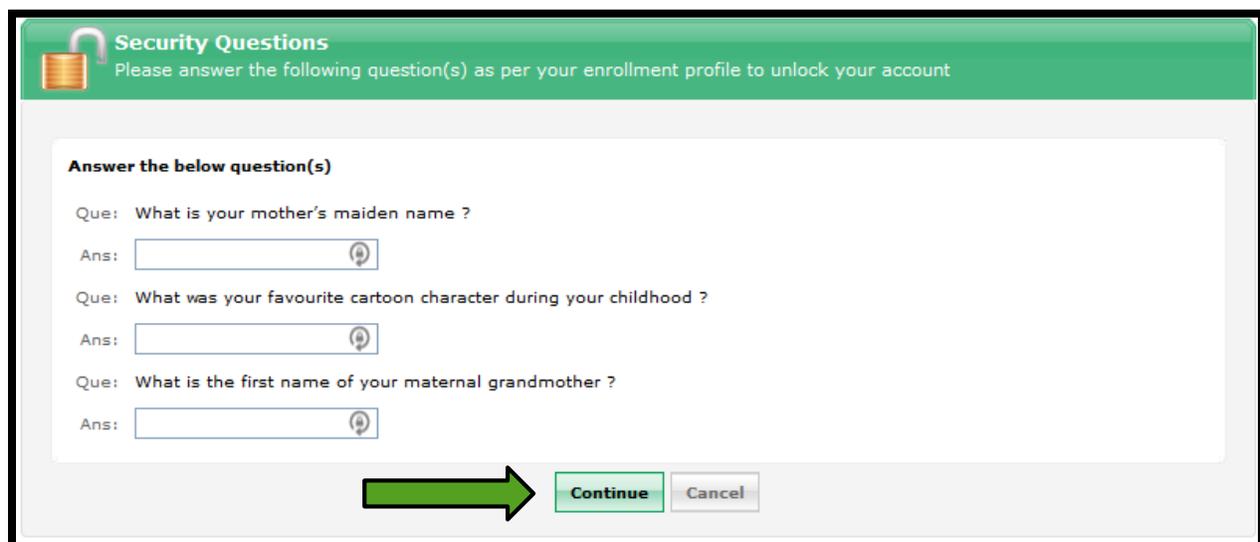
1. To reset your password, click on the Reset Password icon.



2. Type in your HMG username and then click "Continue".

A screenshot of a form titled "Reset Your Password" with the instruction "Please provide your user name and domain name." It contains two input fields: "Domain User Name" with a placeholder "(Example : Jsmith)" and "Domain Name" with a dropdown menu showing "HOL_PATH". There are "Continue" and "Cancel" buttons at the bottom. Green arrows point to the "Domain User Name" field and the "Continue" button.

3. Type in the answers to the security questions that were created previously. The click on "Continue".

A screenshot of a form titled "Security Questions" with the instruction "Please answer the following question(s) as per your enrollment profile to unlock your account". It contains three questions, each with a text input field and a speaker icon: "What is your mother's maiden name?", "What was your favourite cartoon character during your childhood?", and "What is the first name of your maternal grandmother?". There are "Continue" and "Cancel" buttons at the bottom. A green arrow points to the "Continue" button.

4. Type in your Old Password, then type in your new password. Once complete, click on “Change Password”.

Change Password
Change your current domain password.

Old Password :

New Password :

Confirm New Password :

- Minimum length should be at least 8
- Must contain both upper and lowercase characters
- Must contain at least one number
- Must not contain any character more than twice
- Must not have 3 consecutive characters from username

Change Password

5. You will see the following screen showing that your password was successfully changed.

Change Password
Change your current domain password.

ACTIVE DIRECTORY-Your password has been changed successfully. [Click here to continue](#)

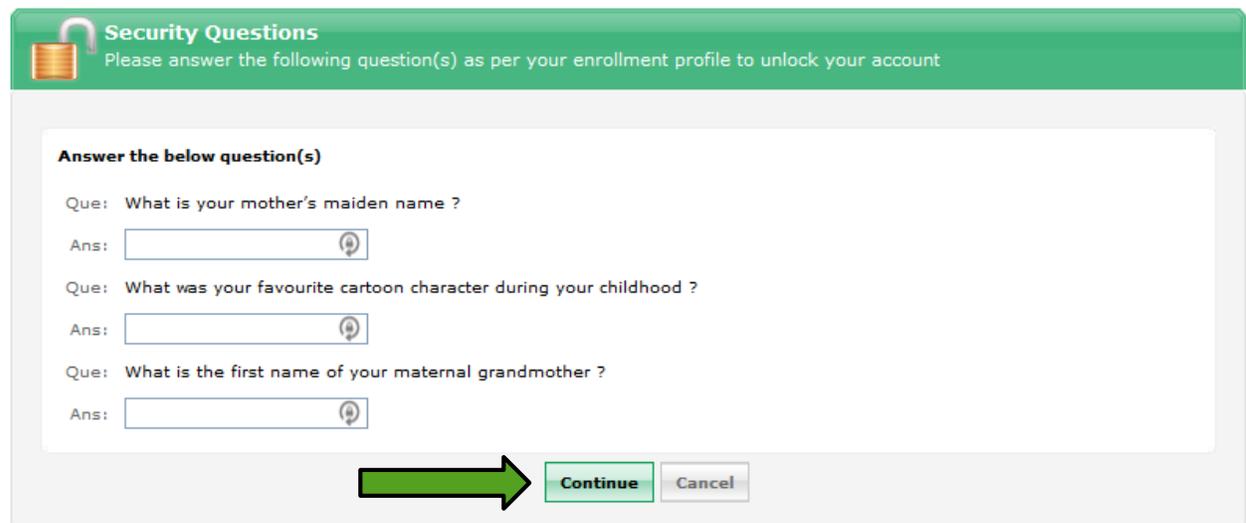
Unlock Account:

1. If your account is locked out, you can unlock it using the Self-Service portal. Sign into <https://selfservice.holstonmedicalgroup.com> and then select “Unlock Account”.

Reset Password
Reset your forgotten password

Unlock Account
Unlock your locked out account

1. Answer the security questions that you provided earlier then click “Continue”.



Security Questions
Please answer the following question(s) as per your enrollment profile to unlock your account

Answer the below question(s)

Que: What is your mother's maiden name ?
Ans:

Que: What was your favourite cartoon character during your childhood ?
Ans:

Que: What is the first name of your maternal grandmother ?
Ans:

Continue **Cancel**

2. Type in the characters that appear on the screen and then select “Unlock Account”.



Unlock Account
Unlock your locked out account

Unlock Account

Type the characters you see in the picture below.

79q3ig

Letters are not case-sensitive

Unlock Account **Cancel**

3. The account will now be unlocked.

4. If you are unable to utilize this tool or have any issues, please contact the HMG Helpdesk at the following contacts:

Phone: 423-578-1504

Email: helpdesk@myhmg.com