



Quick Guide – Resetting Your UPMC Network ID (NTID) Account

Overview

The Identity Management System (IMS) Self-Service Support tools enable UPMC employees to perform specific support-related utilities. For each utility, IMS:

- Identifies the user
- Validates the user's identity
- Authenticates the user's identity through a second independent validation
- Runs the requested utility

The IMS Reset Password utility enables UPMC employees and non-employees to answer specific questions designed to establish identity, and then reset their UPMC Network (NTID) account passwords. This utility can be used for any NTID account that was locked through repeated attempts to enter an incorrect user ID/password. You must be registered in IMS to use this utility. You can use the web-browser of a co-worker or your supervisor to reset your NTID password.

Once you reset your NTID password, all passwords that are synchronized to your NTID password through Active Directory are also reset. Applications that use Active Directory include:

■ UPMC E-mail	■ Muse	■ Stentor
■ Connect@UPMC	■ Peoplesoft Financials	■ U-Pay
■ Clarity	■ Sentillion	■ Vincent

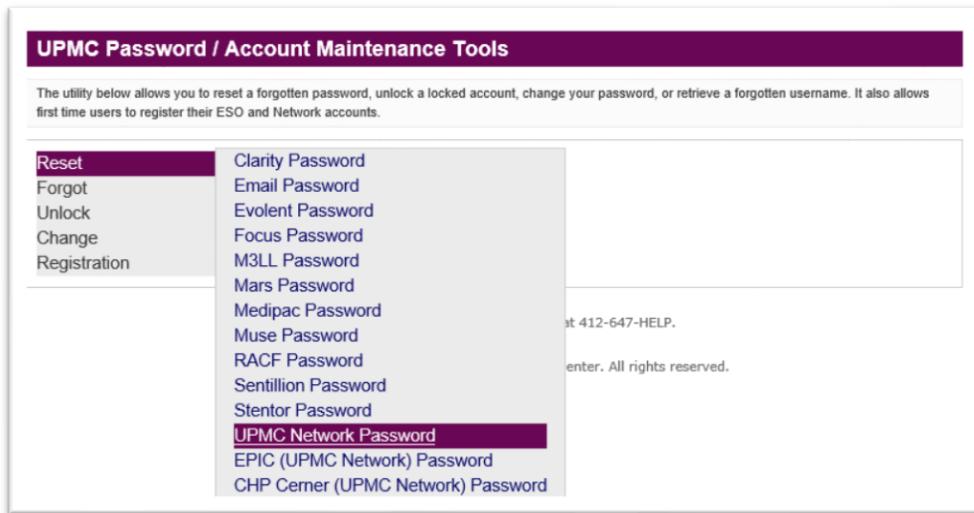
Resetting Your NTID Password

To reset your UPMC Network (NTID) password, perform the following:

1. Open **Internet Explorer** and go the IMS website (<https://ims.upmc.com>).

Note: If your account is locked, you must perform this operation from an unlocked machine, such as a co-worker's or your supervisor's.

2. Click Password Utility Tools link on the upper right of the page to displays the following menu:



3. Move your mouse pointer over **Reset**, and hold it still until the submenu is displayed. Choose **UPMC Network Password** from the submenu.
4. Enter your **UPMC Network (NTID) Account ID** and then click **Continue**.

The screenshot shows a form titled 'Reset UPMC Network(NTID) Account Password'. The form includes a header with a question mark icon. Below the header, a sub-header says 'Use the form below to Reset your Network password.' A section titled 'UPMC Network(NTID) Account Search Criteria:' contains a field labeled 'UPMC Network (NTID) Account:' with a placeholder 'UPMC Network (NTID) Account:'. At the bottom of the form is a 'Continue' button.

Note: Only a valid UPMC Network (NTID) Account name will be accepted to run the utility. If you are unsure about the spelling of your NTID Account name, contact the ISD Help Desk at 412-647-HELP.

Reset UPMC Network (NTID) Account Password

To validate your identity, enter your birthdate and choose a method of authentication.

Select your Date of Birth

* Date of Birth (Month/Day/Year): / /

Authorization Methods

Challenge/Response

SSN/Passport/Visa/Driver's License/ Beacon ID

Choose Auth. Method

5. Enter your **date of birth** using the drop-down menus to choose a **month**, **day**, and **year**. The utility requires a **valid** date of birth to operate. Select the authorization method you wish to use by choosing the appropriate radio button, and then click **Choose Auth. Method**.
 - a. If you selected the **Challenge/Response** option, IMS displays your secret challenge question. Answer the question and click **Authenticate**.

Reset UPMC Network (NTID) Account Password

Enter your response. Challenge question answers are case-sensitive.

Challenge Question	What is my Last 4 digits of SSN?
Challenge Response	<input checked="" type="radio"/> <input type="text"/>

Authenticate

Note: The IMS database is case-sensitive. If you enter an incorrect response three times in a row, IMS locks your account and you must contact the Help Desk for further assistance.

b. If you selected the **SSN/Passport/Visa/Driver's License/Beacon ID** method of authentication, click the radio button next to the authorization information you wish to use, enter the appropriate number, and then click **Authenticate**.

Driver's License Number	<input type="radio"/> <input type="text"/> State <input type="radio"/>
Social Security Number	<input type="radio"/> <input type="text"/> - <input type="text"/> - <input type="text"/>
Passport Number	<input type="radio"/> <input type="text"/>
Visa Number	<input type="radio"/> <input type="text"/>
Beacon Identifier	<input type="radio"/> <input type="text"/>
MicroSoft ID	<input type="radio"/> <input type="text"/>
University Student ID	<input type="radio"/> <input type="text"/> College Name: <input type="button" value="--Select--"/>
Partner ID	<input type="radio"/> <input type="text"/> Partner Name: <input type="button" value="--Select--"/>
DrexellID	<input type="radio"/> <input type="text"/>
testLEGACY	<input type="radio"/> <input type="text"/>

Authenticate

6. After you successfully validate yourself to IMS through your valid authentication data, IMS displays the following and redirects you to the IMS Logon screen.

The request to reset UPMC Network (NTID) password has been successfully submitted for NTID : jordanjj
The first character of the password will be capitalized.
Your password has been reset to 'Upmc#' followed by the last 3 digits of your SSN/ Passport/ Visa/ Driver's License.
Example: given a user with the last 3 digits of their SSN (or Passport or Visa or Driver's License) being 123, their reset password will be Upmc#123.

Note: It may take up to 5 minutes to process this request

Please click [here](#) to continue.
If the page does not automatically redirect in 60 seconds, please use the link above.

Additional Help

For additional assistance, please contact the Help Desk at 412-647-HELP (4357).

Document Information

Subject: Reset UPMC Network ID (NTID) Account utility.

Title: Quick Guide – Resetting Your UPMC Network (NTID) Account

Date/Revision: 10/24/18; Rev: 5.3

Audience: UPMC Employees who have a Network (NTID) Account.

Intent: Instructions for using the Reset Password utility for accounts using Active Directory Authentication.