



Mount Sinai Health System

Password Reset Guide

Information Technology

January 2021

Contents

Preface.....	3
This Guide's Purpose	3
Additional Assistance.....	3
Password Reset: Onsite Staff	4
Scenario 1: MSHS-Workstation (Sign-In)	4
Scenario 2: MSHS Workstation (Kiosk or WOW).....	5
Scenario 3: Personal Computer and/or Mac.....	7
Password Reset: Offsite/Remote Staff	9
Scenario 1: MSHS/ISMMS-issued Windows laptop:.....	9
Scenario 2: Personal Computer and/or Mac.....	11
Option 1: Use Azure Password Reset.....	11
Option 2: Resetting Via VPN Website:	13
Password Reset: Syncing Mobile Devices (Supported Devices).....	14
Updating Apple iPhones/iPads:	14
Updating Android Devices:	16
Azure Password Reset: Registering Your Account	17
Azure Password Reset: Unlocking Your Account.....	19

Preface

This Guide's Purpose

Mount Sinai Health System and Icahn School of Medicine policy requires that your password be updated every 120 days. The instructions outlined in this guide aim to assist you through the process of resetting your password whenever needed. You can also unlock your account using instructions in this document.

This document will provide instructions covering different scenarios, personnel, and equipment. Please read over the section(s) that best applies to you.

Additional Assistance

If you experience any issues following the instructions in this document and need help, please call the Service Desk:

Mount Sinai Health System: 212-241-4357

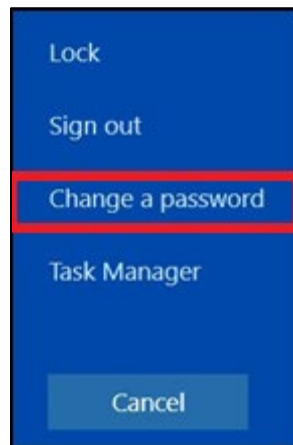
Icahn School of Medicine at Mount Sinai: 212-241-7091

Password Reset: Onsite Staff

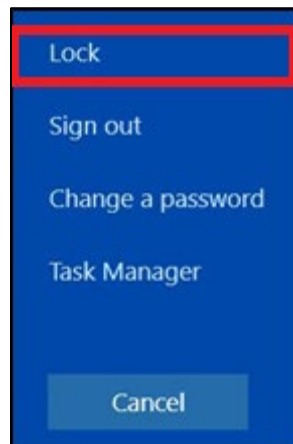
The steps required to reset your password will vary depending on your use case. Please read and follow the instructions for the appropriate scenario. Resetting your password while onsite is both the easiest and fastest way to complete this process.

Scenario 1: MSHS-Workstation (Sign-In)

1. Log in to the desktop or laptop using your network account.
2. Press Ctrl + Alt + Delete on your keyboard, then click on Change a Password.



3. Enter your *old* password, then enter your *new* password twice.
4. Press Ctrl + Alt + Delete on your keyboard, then click on Lock.

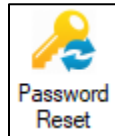


5. Unlock the computer using your new password.
6. Your password will now be updated and synced.

Scenario 2: MSHS Workstation (Kiosk or WOW)

Kiosks and WOWs do not allow you to sign in with your own username and password. Use the following instructions to reset your password when using these workstations.

1. **First Time Only:** Register your account in **Azure Password Reset** using the instructions at the end of this guide.
2. Click on the **Password Reset** icon in your **Desktop Application Launcher** or visit <https://passwordreset.microsoftonline.com> in a browser (Edge or Chrome):



3. Enter your Mount Sinai (@mountsinai.org) or Icahn School of Medicine (@mssm.edu) email address.
 - a. Note that if you don't have an email address but have a user ID you should log in as:
 - i. [userid@mountsinai.org](mailto:user@mountsinai.org)
 - ii. [userid@mssm.edu](mailto:user@mssm.edu)
4. Enter the **Captcha Code**, then click Next.

A screenshot of the Microsoft account recovery page. The title is "Get back into your account". Below it is the question "Who are you?". A sub-instruction says "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field for "Email or Username" containing "csirt.csirt@mountsinai.org". Below that is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". There is a CAPTCHA image showing the words "V60" and "PND" in a stylized font. To the right of the image are icons for audio and refresh. Below the image is another text input field. A sub-instruction says "Enter the characters in the picture or the words in the audio." At the bottom are "Next" and "Cancel" buttons.

5. Select I forgot my password and click Next. Then select Answer My Security Questions as the Recovery Method. Answer your security questions and click Next.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Answer my security questions

Enter a code from my authenticator app

In what city does your nearest sibling live?

In what city was your first job?

In what city did your parents meet?

Next

Cancel

6. On the next page, enter your new password twice. Then click Finish.

Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

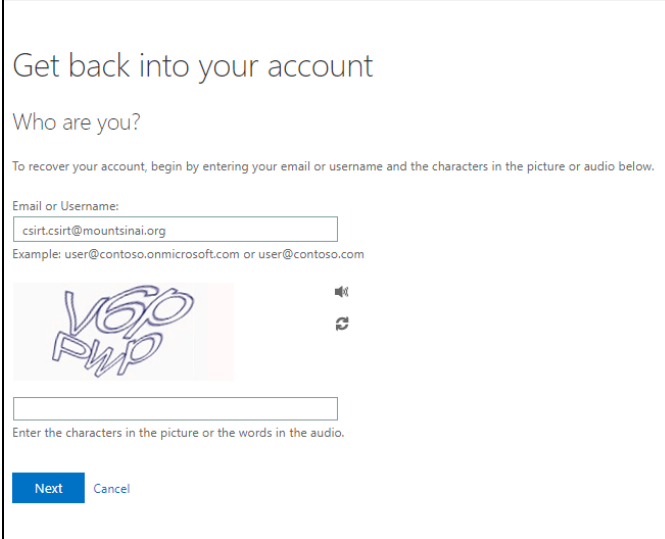
* Confirm new password:

Finish Cancel

7. You have successfully changed your password! You may be prompted to enter your new password on devices where you've signed in such as computers or mobile devices.

Scenario 3: Personal Computer and/or Mac

1. **First Time Only:** Register your account in **Azure Password Reset** using the instructions at the end of this guide.
2. Visit <https://passwordreset.microsoftonline.com> in a browser.
3. Enter your Mount Sinai (@mountsinai.org) or Icahn School of Medicine (@mssm.edu) email address.
 - a. Note that if you don't have an email address but have a user ID you should log in as:
 - i. [userid@mountsinai.org](mailto:user@mountsinai.org)
 - ii. [userid@mssm.edu](mailto:user@mssm.edu)
4. Enter the **Captcha Code**, then click Next.






Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio.

5. Select I forgot my password and click Next. Then select Answer My Security Questions as the Recovery Method. Answer your security questions and click Next.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Answer my security questions

Enter a code from my authenticator app

In what city does your nearest sibling live?

In what city was your first job?

In what city did your parents meet?

Next

Cancel

6. On the next page, enter your new password twice. Then click Finish.

Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

7. You have successfully changed your password! You may be prompted to enter your new password on devices where you've signed in such as computers or mobile devices.

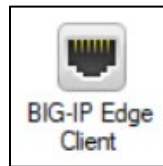
Password Reset: Offsite/Remote Staff

Scenario 1: MSHS/ISMMS-issued Windows laptop:

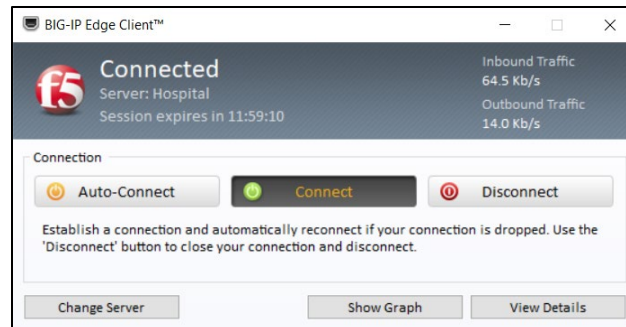
1. Log in to the laptop using your network account.
2. Connect to **Tunnel** via the VPN website appropriate for your account:
 - a. Hospital Employees: <https://msvpn.mountsinai.org>
 - b. School Employees: <https://msvpn.mssm.edu>
 - c. Vendors: <https://msvpn-vendor.mountsinai.org>



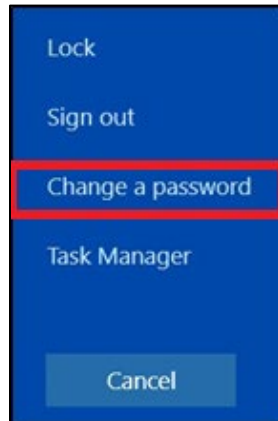
...or using the **BIG-IP Edge Client** on your Desktop Application Launcher.



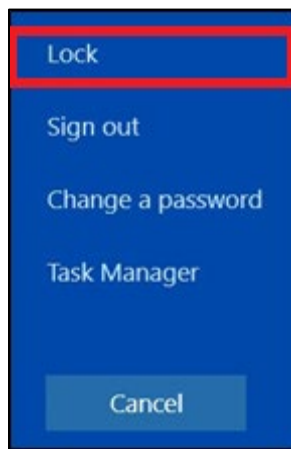
3. Confirm that you are connected to Tunnel:



4. Press Ctrl + Alt + Delete on your keyboard, then click on Change a Password.



5. Enter your old password, then enter your new password twice.
6. Press Ctrl + Alt + Delete on your keyboard, then click on Lock.



7. Unlock your laptop with the new password.
8. Your password will now be updated and synced.

Scenario 2: Personal Computer and/or Mac

Option 1: Use Azure Password Reset

1. **First Time Only:** Register your account in **Azure Password Reset** using the instructions at the end of this guide.
2. Visit <https://passwordreset.microsoftonline.com> in a browser.
3. Enter your Mount Sinai (@mountsinai.org) or Icahn School of Medicine (@mssm.edu) email address.
 - a. Note that if you don't have an email address but have a user ID you should log in as:
 - i. [userid@mountsinai.org](mailto:user@mountsinai.org)
 - ii. [userid@mssm.edu](mailto:user@mssm.edu)
4. Enter the **Captcha Code**, then click Next.


Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next Cancel

5. Select I forgot my password and click Next. Then select Answer My Security Questions as the Recovery Method. Answer your security questions and click Next.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Answer my security questions

Enter a code from my authenticator app

In what city does your nearest sibling live?

In what city was your first job?

In what city did your parents meet?

Next

Cancel

6. On the next page, enter your new password twice. Then click Finish.

Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

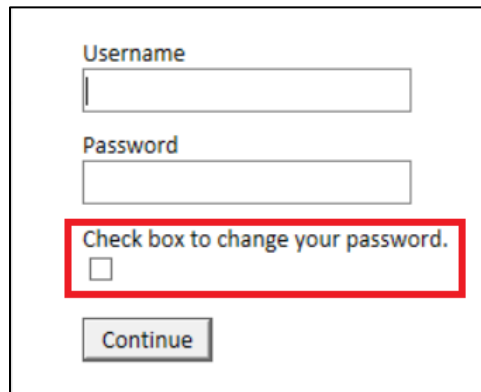
* Confirm new password:

Finish Cancel

7. You have successfully changed your password! You may be prompted to enter your new password on devices where you've signed in such as computers or mobile devices.

Option 2: Resetting Via VPN Website:

1. Visit the appropriate VPN page for your account:
 - a. Hospital Employees: <https://msvpn.mountsinai.org>
 - b. School Employees: <https://msvpn.mssm.edu>
 - c. Vendors: <https://msvpn-vendor.mountsinai.org>
2. Enter your username, password, and check the box to change your password.



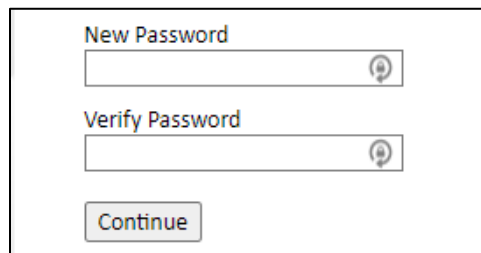
Username

Password

Check box to change your password.

Continue

3. Enter your new password twice, then click Continue.



New Password

Verify Password

Continue

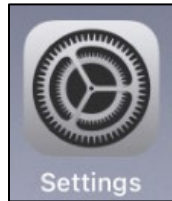
4. Your password will now be updated and synced.

Password Reset: Syncing Mobile Devices (Supported Devices)

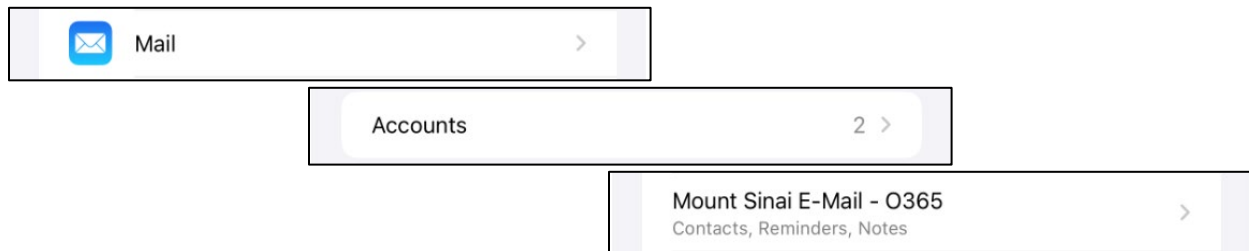
Whenever your password is updated, you will be required to update any mobile device (phone or tablet) where you receive MSHS/ISMMS emails.

Updating Apple iPhones/iPads:

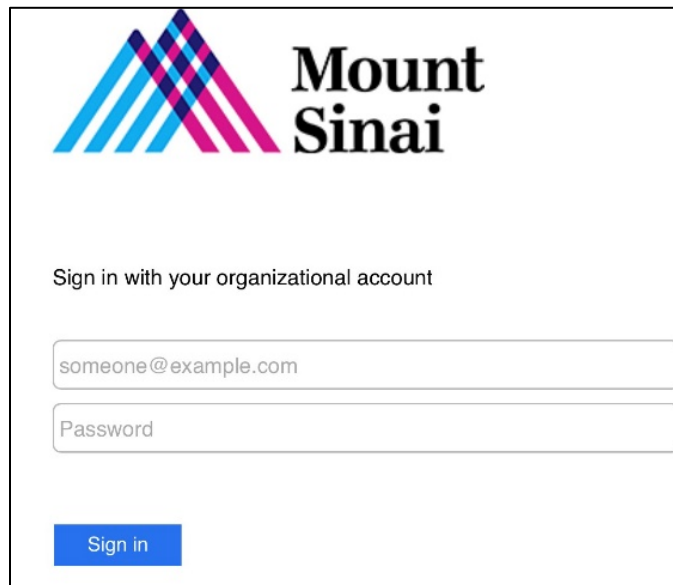
1. You should receive an automatic prompt to re-enter your password but can also enter it manually in **Settings**.



2. Scroll down to **Mail**, then **Accounts**, then **Mount Sinai Email – O365**.



3. If password re-entry is necessary, you will see a prompt to *Re-enter password*. Click on that prompt and then enter your email address and password on the next page.

The image shows a login form for Mount Sinai. At the top left is the Mount Sinai logo, which consists of four overlapping triangles in blue, pink, and purple. To the right of the logo is the text 'Mount Sinai' in a bold, black, sans-serif font. Below the logo and name is the text 'Sign in with your organizational account'. There are two input fields: the first is for an email address, with the placeholder text 'someone@example.com', and the second is for a password, with the placeholder text 'Password'. At the bottom left of the form is a blue button with the text 'Sign in' in white.

4. Enter your **Symantec VIP Access** code (if prompted) and click *Continue*.

For security reasons, we require additional information to verify your account (@mountsinai.org)

Enter your security code :

5. Your device will return to the **Settings** menu and syncing will now resume.

Updating Android Devices:

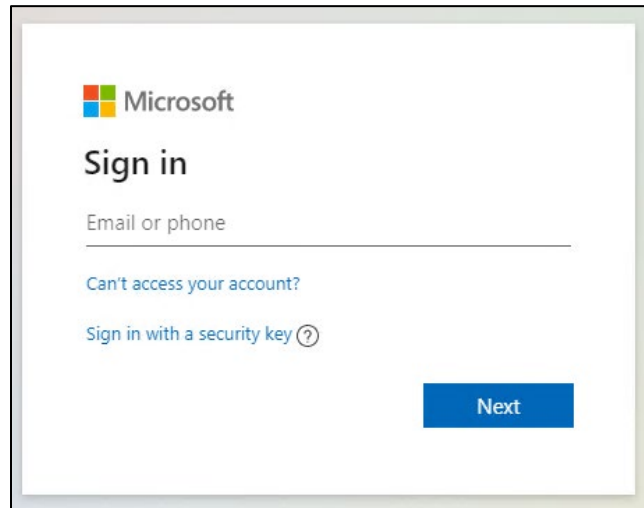
Instructions not yet available. Please contact the Help Desk for additional assistance.

Mount Sinai Health System: 212-241-4357

Icahn School of Medicine at Mount Sinai: 212-241-7091

Azure Password Reset: Registering Your Account

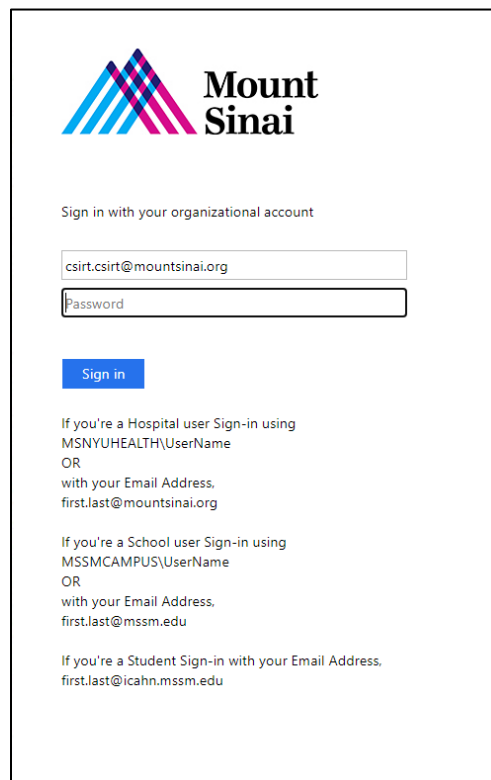
1. Go to <https://aka.ms/ssprsetup>



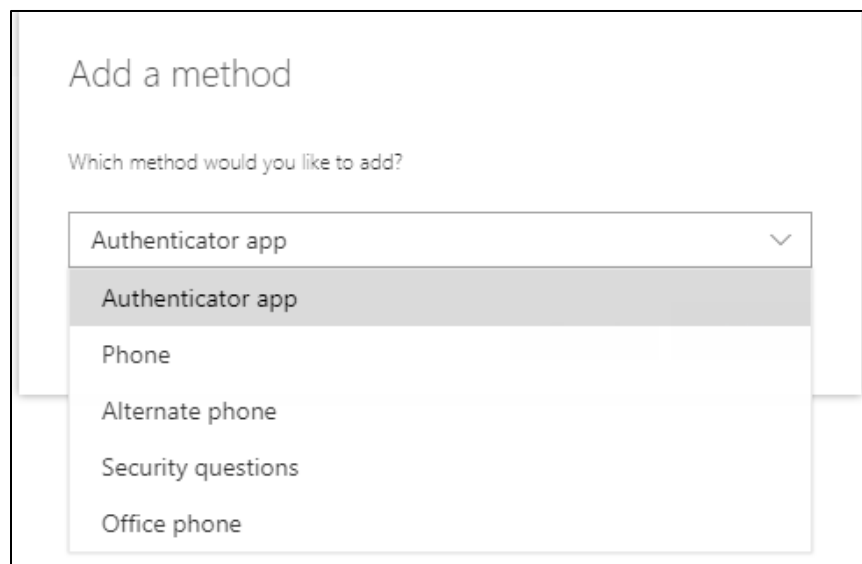
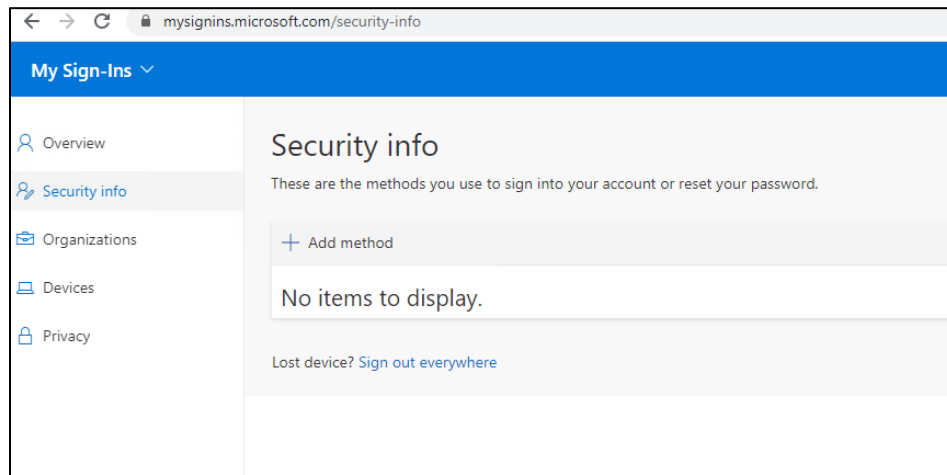
2. Log in with your Mount Sinai (@mountsinai.org) or Icahn School of Medicine (@mssm.edu) email address.

Note that if you don't have an email address but have a user ID you should log in as:

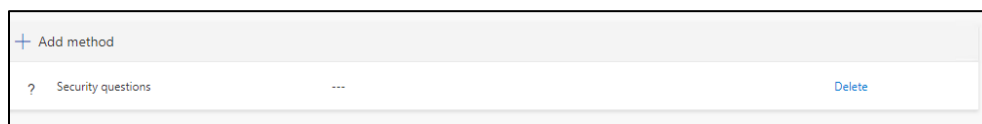
- i. [userid@mountsinai.org](mailto:user@mountsinai.org)
- ii. [userid@mssm.edu](mailto:user@mssm.edu)



- Once signed in, you'll be redirected to Microsoft's Security info page. Click on Add Method and select Security Questions.



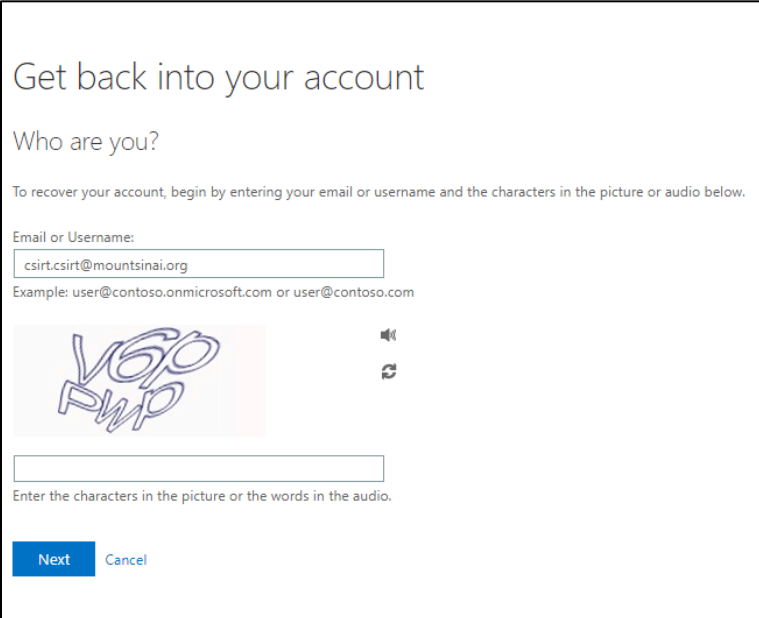
- Select and answer 5 security questions, then click Done. Your security questions are now registered.



- You can now change your password and unlock your account online! Please visit <https://passwordreset.microsoftonline.com> to do so.

Azure Password Reset: Unlocking Your Account

1. Go to <https://passwordreset.microsoftonline.com>.
2. Enter your Mount Sinai (@mountsinai.org) or Icahn School of Medicine (@mssm.edu) email address.
 - a. Note that if you don't have an email address but have a user ID you should log in as:
 - i. [userid@mountsinai.org](mailto:user@mountsinai.org)
 - ii. [userid@mssm.edu](mailto:user@mssm.edu)
3. Enter your **Captcha Code**, then click **Next**.




Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

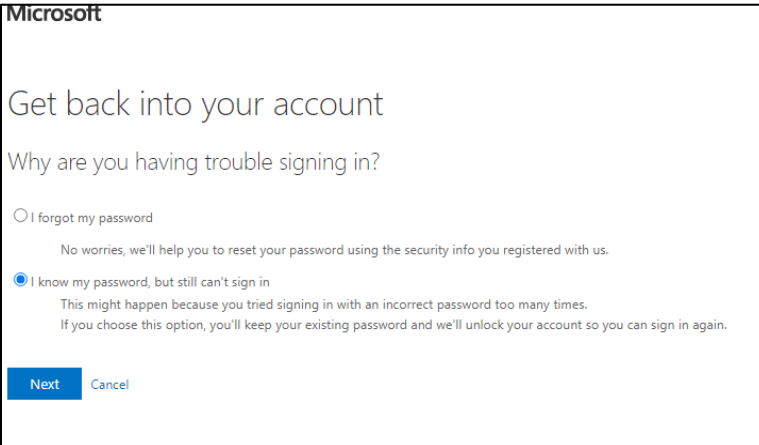
Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

4. Select I know my password but still can't sign in and click **Next**.



Microsoft

Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

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.

5. Then select Answer My Security Questions as the Recovery Method. Answer your security questions on the next page, then click Next.

verification step 1 > unlock your account

Please choose the contact method we should use for verification:

Answer my security questions

What is your father's middle name?

What school did you attend for sixth grade?

What is your favorite food?

Next [Contact your administrator](#)

6. Your account has been successfully unlocked!

