# USING THE SELF-SERVICE PASSWORD RESET TOOL

**Audience: All Caregivers**

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**Application(s): ServiceNow Self-Service Password Reset Tool**

This job aid provides instructions for using the self-service password reset tool in ServiceNow.  This tool can be used as an alternative method to calling the IS Support Center when a caregiver needs to reset their UMMH network password.

1.  If you forget your network password or your account is locked from too many failed password attempts, click the 'Forgot Password?' This link will bring you to the Self-Service Password Reset Tool in ServiceNow.
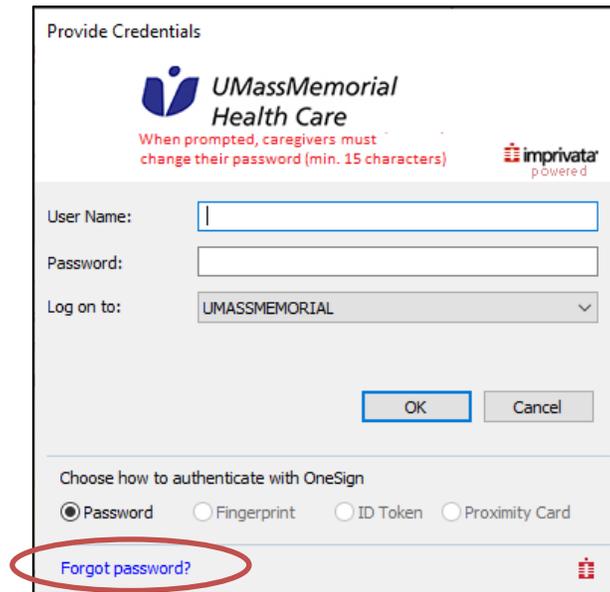


The password reset tool can also be accessed via the following direct link:  https://umassmemorial.service-now.com/$pwd_reset.do.  This can be saved as an internet favorite/bookmark and used when internet access is available (i.e., at the FMD or VPN login screens)

2.  Enter your corporate email address.  Then, click 'Next'.
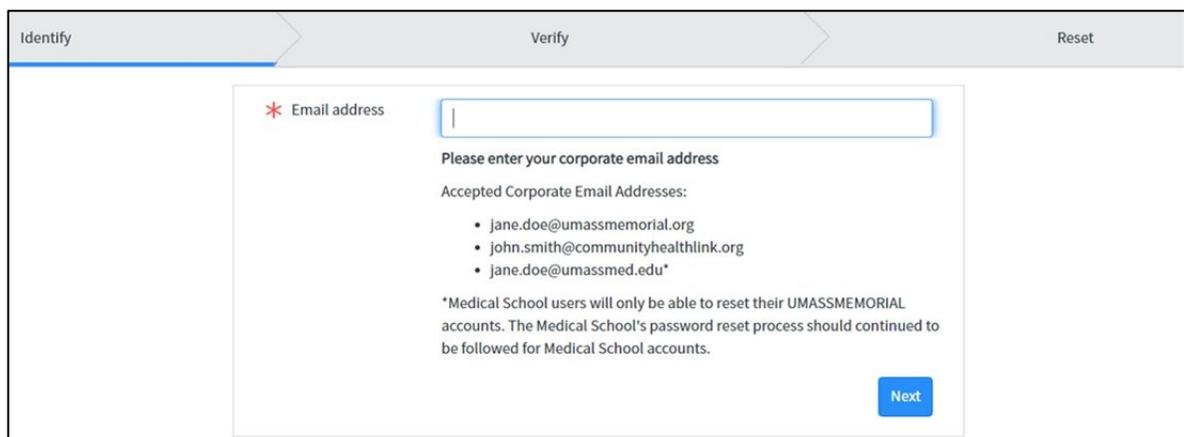
3. If the email address entered is an active UMMH account, you will receive the following prompt showing your corporate or personal cell phone number and personal email address. This is the information you previously updated in the My Information page of the IS Self-Service Portal. Click "Send Verification Code", then click 'Next'.
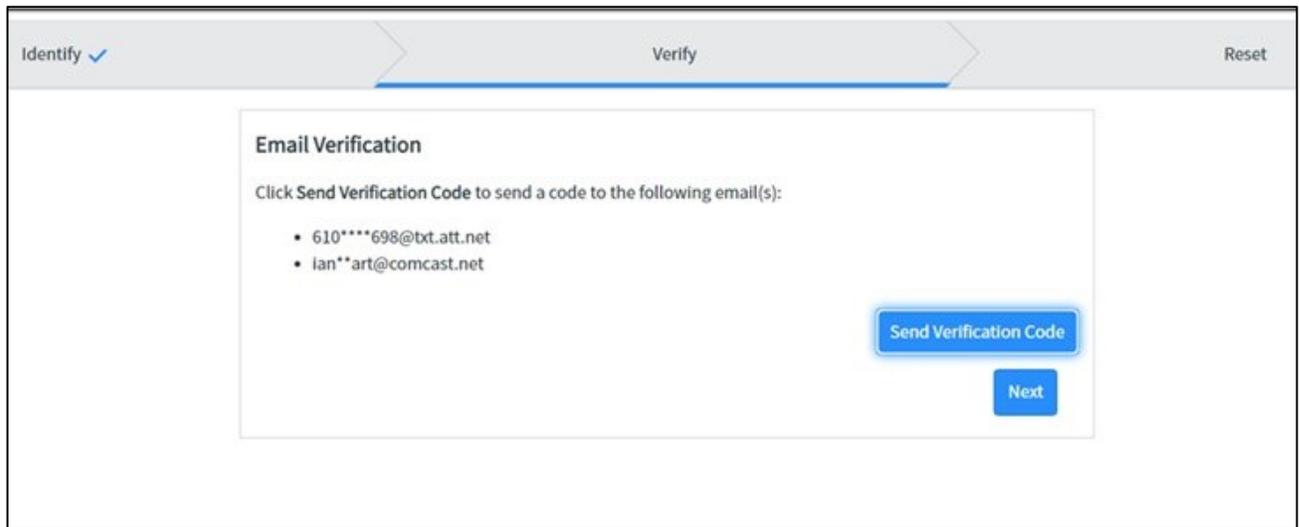


4. Enter the verification code you just received via SMS text and email. Then, click 'Next'.
If you need a new verification code, click 'Resend Verification Code'.
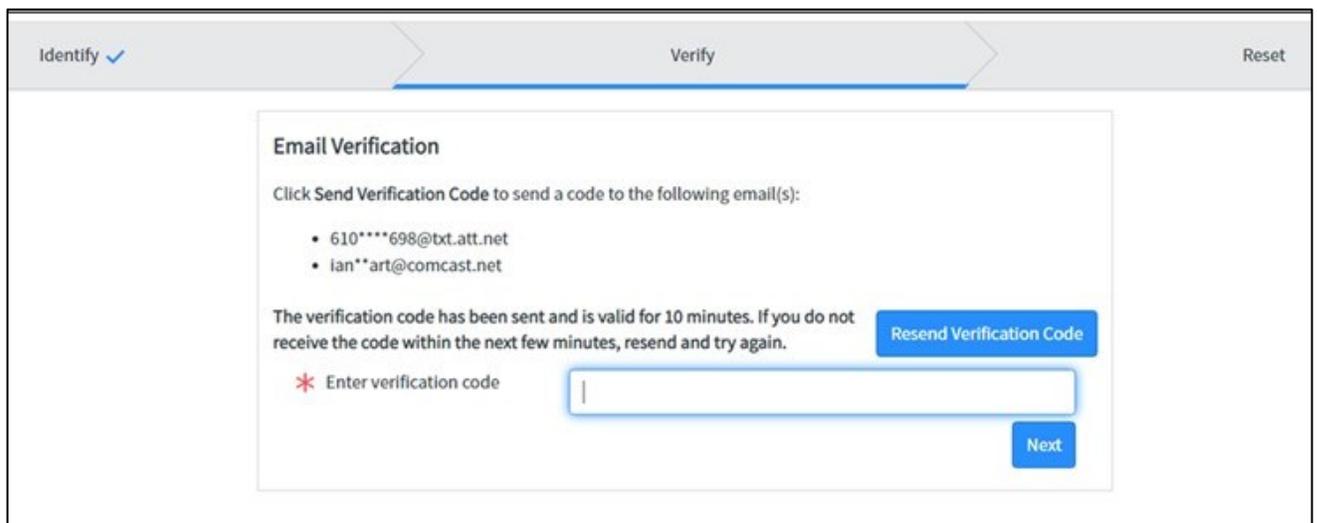
5. Enter a new password that meets the UMMH password requirements. After entering the password successfully twice, click 'Reset Password'.



6. You will be prompted that your network password has been successfully reset. Exit the reset tool and return to the login screen to enter your newly changed network password.
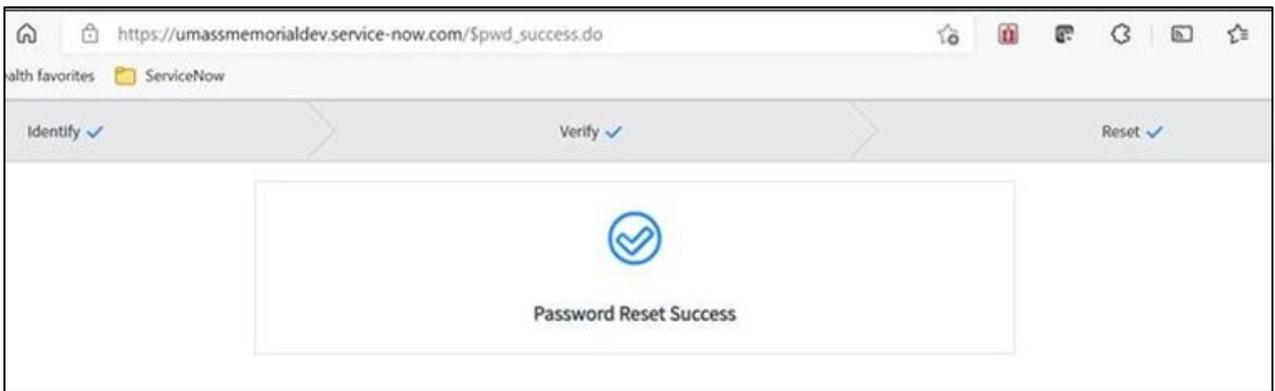
7.  If your password is not successfully reset and you receive a password reset error message, please contact the IS Support Center at 508-334-8800.