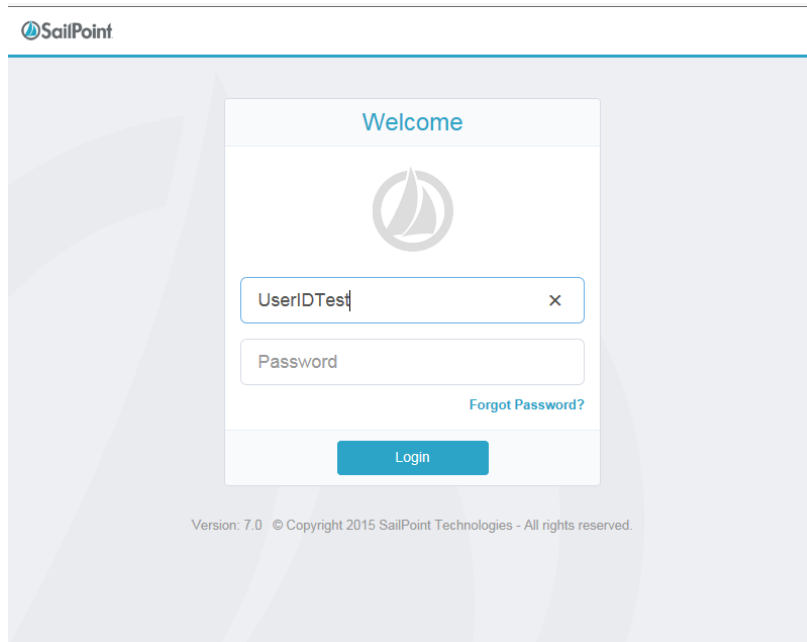


NEW YNHHS Password Reset

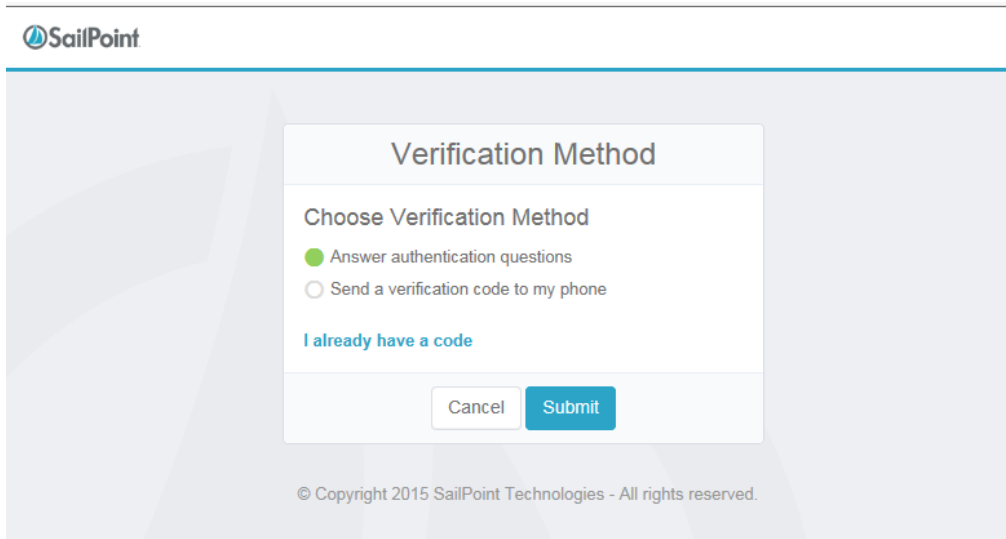
Welcome to the New YNHHS Password Reset portal. You are now able to reset your password using two different verification methods. Please follow the instructions below.

First click the “Password Reset”. Then enter your user id in the “Username” field and click “Forgot Password?” in the bottom right corner of the login box.



The screenshot shows the SailPoint login interface. At the top left is the SailPoint logo. The main content area features a white dialog box titled "Welcome" with the SailPoint logo. Below the logo are two input fields: "User ID Test" and "Password". To the right of the "Password" field is a blue link labeled "Forgot Password?". At the bottom of the dialog box is a blue "Login" button. Below the dialog box, the text "Version: 7.0 © Copyright 2015 SailPoint Technologies - All rights reserved." is visible.

You will then be presented two verification methods to choice from. Select one and click “Submit”.



The screenshot shows the "Verification Method" dialog box. At the top left is the SailPoint logo. The dialog box is titled "Verification Method" and contains the text "Choose Verification Method". There are two radio button options: "Answer authentication questions" (which is selected) and "Send a verification code to my phone". Below these options is a blue link labeled "I already have a code". At the bottom of the dialog box are two buttons: "Cancel" and "Submit". Below the dialog box, the text "© Copyright 2015 SailPoint Technologies - All rights reserved." is visible.

Please Note: The “Send a verification code to my phone” option requires you to list a cell phone number that can accept SMS Text messages in ESS. This option is currently only available to YNHHS Employees and this number is never shared or listed unless allowed by you.

If “Answer authentication questions” is selected you will see the below prompt and will need to choose your security questions to answer and then enter your new password once all the answers have been filled out.

The screenshot shows a web form titled "Answer Authentication Questions" within the SailPoint interface. It contains six questions, each with a dropdown menu for selecting a question and a text input field for the answer. Below the questions are fields for "Enter New Password" and "Confirm Password", and "Cancel" and "Submit" buttons.

**If you receive an error on this page you may need to reregister your answers. Please contact the Service Desk: 203-688-HELP for assistance with this.*

If “Send a verification code to my phone” is selected you will be sent a text message to your cellphone number that is on file in ESS. (Only for YNHHS Employees)

The screenshot shows a web form titled "Verification Code" within the SailPoint interface. It has a "Text Verification Code" input field, "Enter New Password" and "Confirm Password" fields, and "Cancel" and "Submit" buttons. A green message states "I need a code SMS message sent at 5:55:42 PM".

Once you click “Submit” you will receive a 6 digit number sent to your phone. You will then have to enter the code into the “Text Verification Code” text box and click “Submit”

The screenshot shows a web form titled "Verification Method" within the SailPoint interface. It has two radio buttons: "Answer authentication questions" and "Send a verification code to my phone". The second option is selected. There is a red error message: "I already have a code An error has occurred. Try again or contact your System Administrator." and "Cancel" and "Submit" buttons.

After completing one of the two methods above your password has successfully been changed.

If you are not able to use either of the methods please contact the Service Desk: 203-688-HELP for assistance.