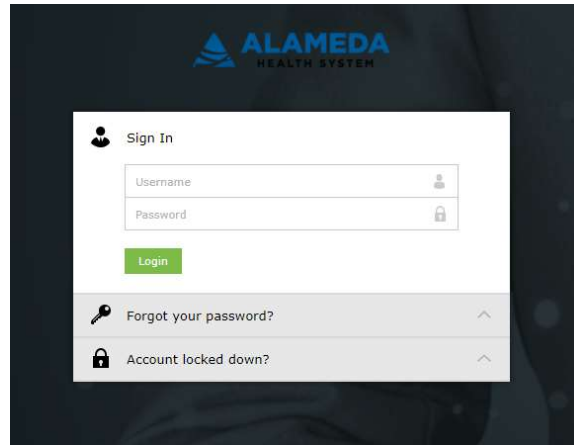


How to reset your password

If you have previously enrolled in the self-service password reset tool and have forgotten your password please follow the below steps to change your password.

- 1) Open your web browser and go to <https://ahs-sspr.alamedahealthsystem.org:8888>

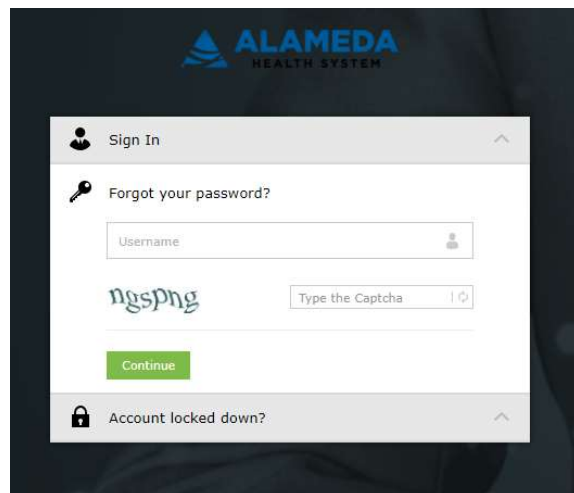
Once on the page select **Forgot your password?**



- 2) You will now need to enter your AHS computer username in the box labeled **Username**.

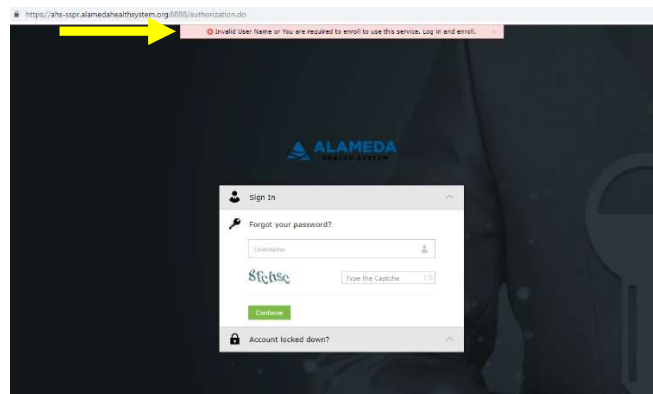
You will also need to enter the alphanumeric text that appears on the screen into the box labeled **Type the Captcha**.

Select **Continue** when done



- 3) If you receive a message stating that you need to enroll to use this service, please follow the self-service password reset enrollment instructions that were provided to you and then return to this document.

Please continue if you do not receive this message



- 4) Next, you will need to provide answers to the security questions.

You will also need to enter the alphanumeric text that appears on the screen into the box below it.

Select **Continue** when done

Please answer the following question(s) to reset your password

Question: What is your mother's maiden name ?

Question: What was the name of your elementary / primary school ?

Type the characters you see in the picture below.



Letters are not case-sensitive

- 5) If you have entered all the information correctly you will be brought to the screen that allows you to enter your new password. Please follow the prompts on the screen to ensure you are following all password complexity rules

After entering and confirming your new password you will need to enter the alphanumeric text that appears on the screen

Select **Reset Password** when done.


Reset Password

New Password

Confirm New Password

- Minimum length should be at least 8
- Number of special characters to include 1
- Must contain both upper and lowercase characters
- Number of numerals to include 1
- Must not have 5 consecutive characters from username

Type the characters you see in the picture below.



Letters are not case-sensitive

- 6) If your new password has met all the password complexity requirements and you have entered the alphanumeric text correctly you will be notified that your password reset was successful.

You can now close your web browser and begin using your new password.

✓ Password reset successful for the following account(s)

- jcooper - acmedctr.ad

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