

Welcome to MHS New Password Reset/Account Unlock Tool

This guide offers you information on how to use the Password Self-Service Tool!

It means: With this software you can reset your network password - in case you forget it - all by yourself!
Or you can unlock your account if you have been locked out - all by yourself.

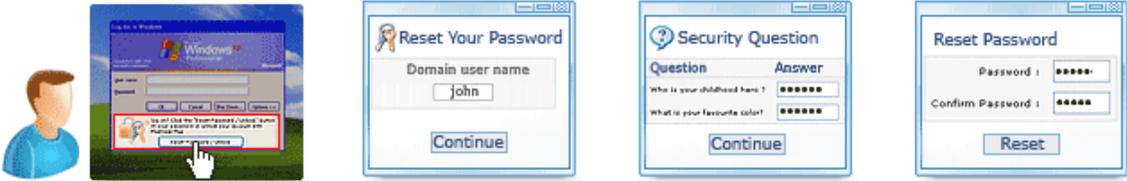
Getting Started:

How to reset your forgotten password or unlock your network account?

There are two ways to access the Password Reset Tool.

1. You can access the tool from the login screen. Press the CTRL+ALT+DELETE button, Click on the "Reset Password/Unlock" Button, or you can access the tool through a web browser from <http://PWDRReset.hartford.metro:8443>

Your domain users can reset their passwords in **4 SIMPLE STEPS**



STEP 1: Access self-service portal from the logon prompt

STEP 1: Enter the domain user name.

STEP 2: Answer the Security Questions.

STEP 3: Reset the domain password.

Acknowledgement Emails:

After performing a 'Password Reset' or 'Unlock Account', you may receive a mail stating that you have successfully reset your password or unlocked your network account.