Self Service Account Management Portal

Please use the links below to navigate to your request:

- I need to enroll into Self Service Account Management Portal from a Baptist device at work
- I need to enroll into Self Service Account Management Portal from a Baptist device remotely
- <u>I need to update my Self Service Account Management Portal Mandatory SSPR ID (Used by the</u> <u>Help-Desk for verification)</u>
- I need to reset my Password
 - <u>Reset Password from a WORKSTATION OR LAPTOP (non-VIRTUAL DESKTOP WITH</u> <u>BADGE TAP LOGIN)</u>
 - Reset Password from a VIRTUAL DESKTOP WITH BADGE TAP LOGIN Tap in Device
 - Reset Password from a Web Browser
- I need to reset my Password from a Baptist device remotely
- I need to Unlock my Account
 - Unlock Account from WORKSTATION OR LAPTOP
 - o Unlock Account from VIRTUAL DESKTOP WITH BADGE TAP LOGIN Tap in Device
 - Unlock Account from Web Browser
- I need to change my Picture
- I need to change my Phone number

Baptist HEALTH				
	Self Service Password	Reset		
	 Lg In Uername Pasevord Lgin Mername Pasevord Cogn Account locked out? 			
			HELP DESK (33	34)747-2793

Internal SELF SERVICE ACCOUNT MANAGEMENT Enrollment

Internal Enrollment:

• Enrollment link: <u>https://go.baptistfirst.org</u>

Baptist		Self Service Password	Reset	
HEALTH	4	Log In		
		Username	4	
		Password	۵	
		Login		
	۶	Forgot your password?	^	
	ê	Account locked out?	~	
				HELP DESK (334)747-2793

- Log in with your Baptist credentials
- Provide Answers to the required security questions and select Next to complete enrollment

Please enroll for the forced verification methods enabled for your account.

	Please Select a Question		~
	Answer	Confirm Answer	
estion :	Please Select a Question		~
	Answer	Confirm Answer	
uestion :	Please Select a Question		~
	Answer	Confirm Answer	
] Hide Ar	swer(s) num length of the answer(s) should be 5 char	racters and maximum	allowed is 255 character

For those who do not have restrictions on Cellphone use during work hours we encourage you to enroll with Google Authenticator and use as your primary means of authentication.

- Log in with your Baptist credentials
- Provide Answers to the required security questions and select Next
- Navigate to the Enrollment Tab at the top of the window and then select Google Authenticator

Self Service Password Reset	
Profile Change Password Enrollment	
MFA Enrollment ③	
	Enrolled Verification Methods
	You'll be asked to verify your identity using any of the methods listed below. Learn more 🕸 Manage
	Security Questions & Answer
	View my security questions
	Today 10:22 AM
	Set Up Backup Verification Methods
	These methods will help you prove your identity in case you face issues with other verification methods.
	Google Authenticator
	You can use the code generated by the Google Authenticator app to prove your identity during SelfService and Logon actions.
	Set up

• Follow your Mobile Phone Store requirements to download Google Authenticator and complete the steps below.

Please enroll for the forced verification methods enabled for your account.

¢	Google Authenticator			
	 Install Google Authenticator. Open the app, and tap + to add an account. Using the app, scan the QR code image given below. 			
	Can't scan the QR code? 4. Enter the code generated by your authenticator app	₿ }		
			Step 1 of 1	Next

External SELF SERVICE ACCOUNT MANAGEMENT Enrollment

External Enrollment:

(Note you will be required to prove two forms of authentication (Security Questions and Google Authenticator)

- Follow your Mobile Phone Store requirements to download Google Authenticator •
- Enrollment link: <u>https://go.baptistfirst.org</u> •



- Log in with your Baptist credentials •
- Provide Answers to the required security questions and select Next

uestion :	Please Select a Question		~
	Answer	Confirm Answer	
uestion :	Please Select a Question		*
	Answer	Confirm Answer	
uestion :	Please Select a Question		~
	Answer	Confirm Answer	
/ Hide Ar	iswer(s)		
The minii	num length of the answer(s) should be 3 ch	aracters and maximum	allowed is 255 characters

Next configure Google Authenticator and select next to complete enrollment •

Please enroll for the forced verification methods enabled for your account.

Google Authenticator		
 Install Google Authenticator. Open the app, and tap + to add an account. Using the app, scan the QR code image given below. 		
Can't scan the QR code?	Ş	
 Enter the code generated by your authenticator app 		

Internal Password Reset

Reset your Password from a WORKSTATION OR LAPTOP (non-VIRTUAL DESKTOP WITH BADGE TAP LOGIN)



宿 Baptist Health SSPR

Self Service Password Reset	
Select Reset Password Reset Password	



Follow the instructions and select "Continue" •

Forgot your password?	
To reset your password, start by entering you	r domain username.
Enter Username	(Example : Jsmith)
	Cancel Continue

• Select the option you provided for authentication and follow the instructions

Select one of the option below to prove your identity		
This process helps us verify that it is indeed you who is requesting access		
Google Authenticator		
Security Questions		
	Cancel	Continue

• You will then be presented with the Reset Password page. Follow the instructions and select Reset Password.

Reset Password	
*New Password	
* Confirm New Password	
	Minimum length = 12 characters
	Maximum age = 1 day Maximum age = 180 days
	 Must contain at least 1 upper-case character (A-Z)
	 Must contain at least 1 lower-case character (a-z)
	 Must contain at least one 1 number (0-9)
	Must contain at least one 1 special character (`~!@#\$%^&*()+=
	• Must NOT contain more than 3 repeating characters (AAA, bbb, 111, etc.)
	Must NOT contain more than 3 consecutive characters (abc, xyz, 123, 56 • etc.)
	 Must NOT re-use any of the previous 10 passwords
	 Must NOT include username, first name, or last name
	 Must NOT contain a known, publicly breached password
	Must NOT contain any words or patterns found in the "Excluded Word List • found on Engage

Reset Password from a Web Browser

• <u>https://go.baptistfirst.org</u>

	Self Service Password Reset	
*	Log In	
	Username	
	Password	
	Login Select Forgot your password	
2	Forgot your password?	^
â	Account locked out?	^

• Type in your Username

Self Service Password Reset			
*	Log In	^	
۶	Forgotten or Expired password?		
	Username		
	Continue		
â	Account locked out?	^	

• Select the option you provided for authentication and follow the instructions

Select one of the option below to prove your identity		
This process helps us verify that it is indeed you who is requesting acce	SS	
Google Authenticator		
O Security Questions		
	Cancel	Continue

• You will then be presented with the Reset Password page. Follow the instructions and select Reset Password.

Reset Password	
*New Password	
* Confirm New Password	
	Minimum length = 12 characters
	• Minimum age = 1 day
	 Maximum age = 180 days
	 Must contain at least 1 upper-case character (A-Z)
	 Must contain at least 1 lower-case character (a-z)
	 Must contain at least one 1 number (0-9)
	Must contain at least one 1 special character (`~!@#\$%^&*()+= = {[}] :;"<,>.?/)
	• Must NOT contain more than 3 repeating characters (AAA, bbb, 111, etc.)
	Must NOT contain more than 3 consecutive characters (abc, xyz, 123, 567, \circ etc.)
	 Must NOT re-use any of the previous 10 passwords
	 Must NOT include username, first name, or last name
	 Must NOT contain a known, publicly breached password
	Must NOT contain any words or patterns found in the "Excluded Word List" $$ found on Engage

Cancel Reset Password

Reset Password from a VIRTUAL DESKTOP WITH BADGE TAP LOGIN Tap in Device

• Select Forgot password?



• <u>https://go.baptistfirst.org</u>

	Self Service Password Reset	
	Log In	
	Username]
	Password	
	Login Select Forgot your password	
Þ	Forgot your password?	~
A	Account locked out?	^

• Type in your Username and Captcha Code

	Self Service Password Reset	
•	Log In	^
Þ	Forgotten or Expired password?	
	Username	
	Continue	
Ô	Account locked out?	^

• Select the option you provided for authentication and follow the instructions

Select one of the option below to prove your identity		
This process helps us verify that it is indeed you who is requesting access		
Google Authenticator		
Security Questions		
	Cancel	Continue

• You will then be presented with the Reset Password page. Follow the instructions and select Reset Password.

Reset Password	
*New Password	
* Confirm New Password	
	Minimum length = 12 characters
	• Minimum age = 1 day
	 Maximum age = 180 days
	 Must contain at least 1 upper-case character (A-Z)
	 Must contain at least 1 lower-case character (a-z)
	 Must contain at least one 1 number (0-9)
	Must contain at least one 1 special character (`~!@#\$%^&*()+=
	 Must NOT contain more than 3 repeating characters (AAA, bbb, 111, etc.)
	Must NOT contain more than 3 consecutive characters (abc, xyz, 123, 567, • etc.)
	 Must NOT re-use any of the previous 10 passwords
	 Must NOT include username, first name, or last name
	 Must NOT contain a known, publicly breached password
	Must NOT contain any words or patterns found in the "Excluded Word List" • found on Engage
	Cancel Reset Password

External Password Reset

• <u>https://go.baptistfirst.org</u>

	Self Service Password Reset	
:	Log In	
	Username	
	Password	
	Login Select Forgot your password	
Þ	Forgot your password?	^
0	Account locked out?	^

• Type in your Username and select Continue

Self Service Password Reset			
•	Log In	^	
ø	Forgotten or Expired password?		
	Username		
	Continue		
ô	Account locked out?	^	

• Enter your Code from your Google Authenticator App and select Continue

Please check your Google Authenticator App		
Enter the code that appears on your app		
	Cancel	Continue

• You will then be presented with the Reset Password page. Follow the instructions and select Reset Password.

Reset Password	
*New Password	
* Confirm New Password	
	Minimum length = 12 characters
	• Minimum age = 1 day
	 Maximum age = 180 days
	 Must contain at least 1 upper-case character (A-Z)
	 Must contain at least 1 lower-case character (a-z)
	 Must contain at least one 1 number (0-9)
	Must contain at least one 1 special character (`~!@#\$%^&*()+=
	• Must NOT contain more than 3 repeating characters (AAA, bbb, 111, etc.)
	Must NOT contain more than 3 consecutive characters (abc, xyz, 123, 567, • etc.)
	 Must NOT re-use any of the previous 10 passwords
	 Must NOT include username, first name, or last name
	 Must NOT contain a known, publicly breached password
	Must NOT contain any words or patterns found in the "Excluded Word List" ${\mbox{\circ}}$ found on Engage

Cancel Reset Password

Unlock an Account from a WORKSTATION OR LAPTOP

Unlock your Account from a WORKSTATION OR LAPTOP (non-VIRTUAL DESKTOP WITH BADGE TAP LOGIN)

Doy Dhifor	
Roy Philer	
Password Change\Forgot Password	
Roy Phrifer Sign-in options	
Other user Select Reset Password	
Reset Password / I	
Call Coming Transmith David	
Sell Service Password Keset	
P Reset Password	
Select Unlock Account	
Follow the instructions and select Conti	nue
Account locked out? To unlock your account, start by entering your domain username.	
* Enter Username (Example : Jsmith)	
Cancel	Continue
Select the option you provided for auth	entication and follow the instructions
Select one of the option below to prove your identity This process helps us verify that it is indeed you who is requesting access	
Google Authenticator	
Security Questions	
	Cancel Continue
Select Unlock Account	
Unlock Account Your identity has been verified successfully. Please proceed with the self-service action	
	_
Cancel Unlock Acco	unt

Back to the top

Unlock an Account from a VIRTUAL DESKTOP WITH BADGE TAP LOGIN

• Select Forgot password?

	Tap provimity			
imprivata	card			
ecure				
ogin	S IS-DOMAIN ✓			
	network username		>	
	network password		>	
		Forgot pas	sword?	
Log In				
Log In Username		å		
Log In Username Password		÷		
Log In Username Password		å 13		
Log In Username Password			Ð	
Loq In Username Password Login Forgot your	Select Accou	a B	t	
Log In Username Password Login Forgot your	Select Accou	a a a a a a a a a a a a a a a a a a a	t)	
Log In Username Password Login Forgot your	Select Accou	alect Co	t)	
Log In Username Password Login Forgot your Account locke	Select Accound out?	nt Lockou	t) Ntinue	
Log In Username Password Login Forgot your Account locked Account locked o	Gelect Accound out?	nt Lockou	t)	
Log In Username Password Login Forgot your Account lockee Account lockeed of Co unlock your account	d out? name and so ut? nt, start by entering your d	nt Lockou elect Co	t) Ntinue	

• Select the option you provided for authentication and follow the instructions

 Google Authenticator 			
O Security Questions			
		Cancel	Cont
Soloct Uplock	ccount		
Select UTIIOCK A			

Back to the top

•

Unlock an Account from a Web Browser

• <u>https://go.baptistfirst.org</u>

Baptist HEALTH	Self Service Password Reset		
	🕹 Log In		
N	Username	8	
~	Password	ß	
	Login		
	Forgot your password Sele	ect Account Locked out?	
	Account locked out?	^	

• Enter username and select Continue

Account locked out? To unlock your account, start by entering your domain username.					
* Enter Username	(Example : Jsmith)				
	Cancel Continue				

Select the option you provided for authentication and follow the instructions

	 Google Authenticator 		
	Security Questions		
		Cancel	Contin
•	Select Unlock Account		
•	Select Unlock Account		
•	Select Unlock Account Unlock Account Your identity has been verified successfully. Please proceed with the self service of	sction.	
•	Select Unlock Account Unlock Account Your identity has been verified successfully. Please proceed with the self service of	letion.	count

Add\Change Picture

*Note: Pictures must be business appropriate

*Note the picture must be under 500 X 500 pixels the system may also auto crop

- From a browser <u>https://go.baptistfirst.org</u>
- Log in with your Baptist credentials and select login



• Once logged in navigate to the Profile Tab, hover over the picture section top left and select Upload to add or Change to change a picture

Profile	Change Password	Enrollment	
		Profile	?
		Genera	al
		Te	lephone Number
	C <u>Upload</u>	1	
Matthew (Griffin		
INFORMATI	ON SERVICES		

• Browse to the location you have saved your picture and select Upload

*Note the picture must be under 500 X 500 pixels the system may also auto crop



Add\Change Phone

- From a browser <u>https://go.baptistfirst.org</u>
- Log in with your Baptist credentials and select login

Bantist	Self Service I	Password Reset	
HEALTH	🕹 Log In		
	Userniime	4	
	Password	۵	
	Login		
	Forgot your password?	^	
	Account locked out?	~	
			HELP DESK (334)747-2793

• Once logged in navigate to the Profile Tab, select Edit in the upper right corner



Add or Change Phone Number and select Update
 *Note: Number must be in 1XXXXXXXXX format

Profile 💿		
eneral		
Telephone Number	13347470000	

Update SSPR ID (Used by the Help-Desk for Verification)

- From a browser <u>https://go.baptistfirst.org</u>
- Log in with your Baptist credentials and select login

Baptist	Self Service Password R	eset	
HEALTH	🕹 Log In		
	Usemame	4	6
	Password	6	
	Login		
	🔎 Forgot your password?	~	
	Account locked out?	~	
			HELP DESK (334)747-2793

• Once logged in navigate to the Profile Tab, select Edit in the upper right corner



• Add or Change *SSPR ID (Mobile Number) and select Update *Note: Number must be in XXXXXXXX format