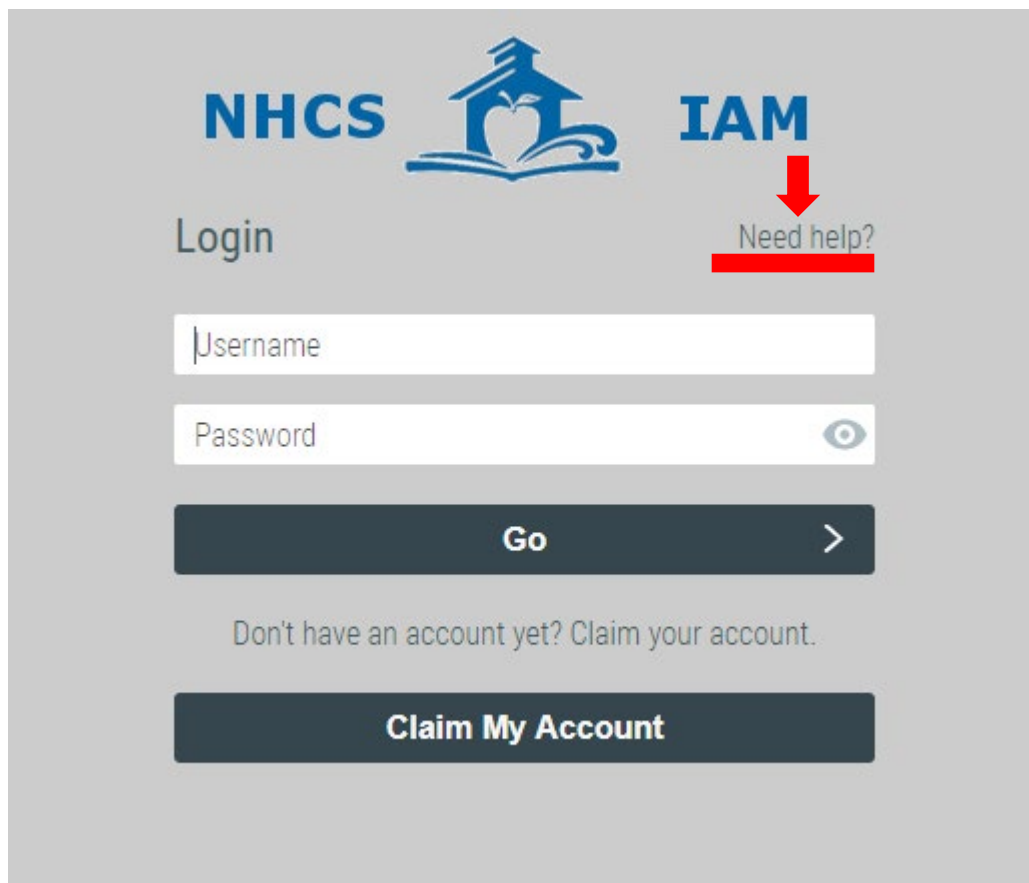



iAM Forgot Password Directions

****This is for your computer login NOT email! If you need your email password reset, please call the Help Desk.**


STEP 1: Go to the website, iam.nhcs.net

STEP 2: Click on **Need Help?**



NHCS  **IAM**

Login Need help?

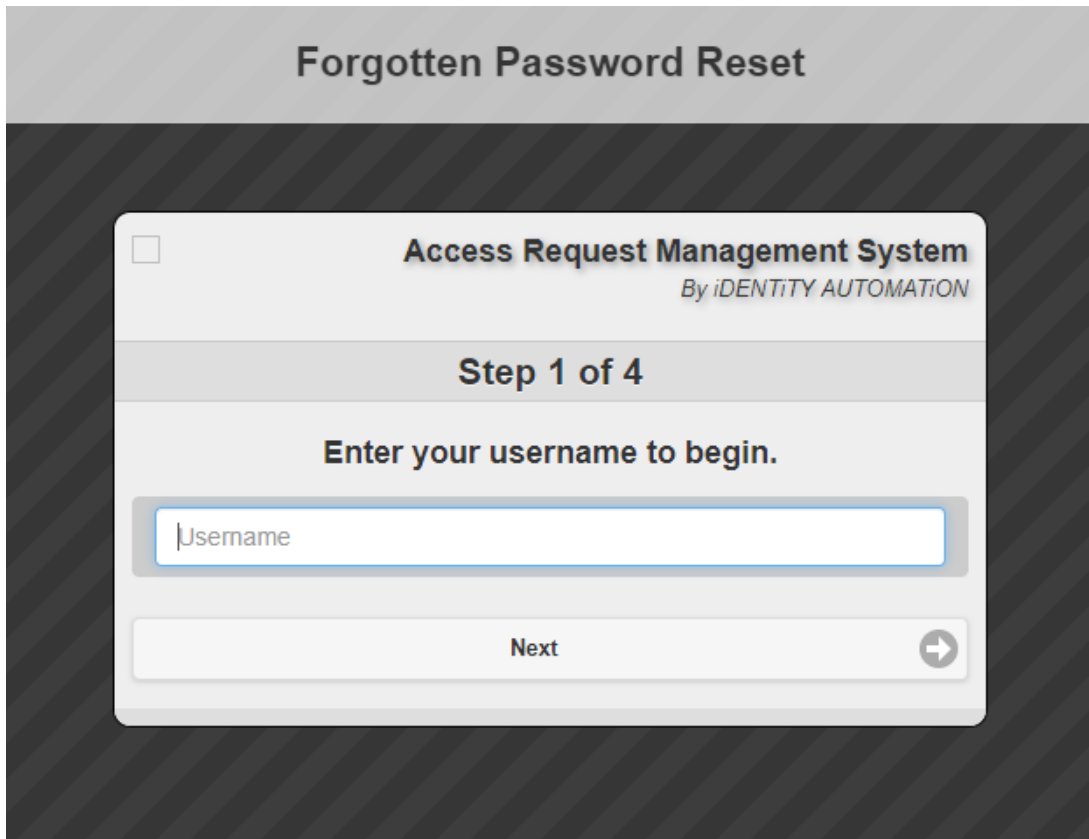


Go >

Don't have an account yet? Claim your account.

Claim My Account

STEP 3: Enter your username (first.lastname)



Forgotten Password Reset

Access Request Management System
By iDENTITY AUTOMATION

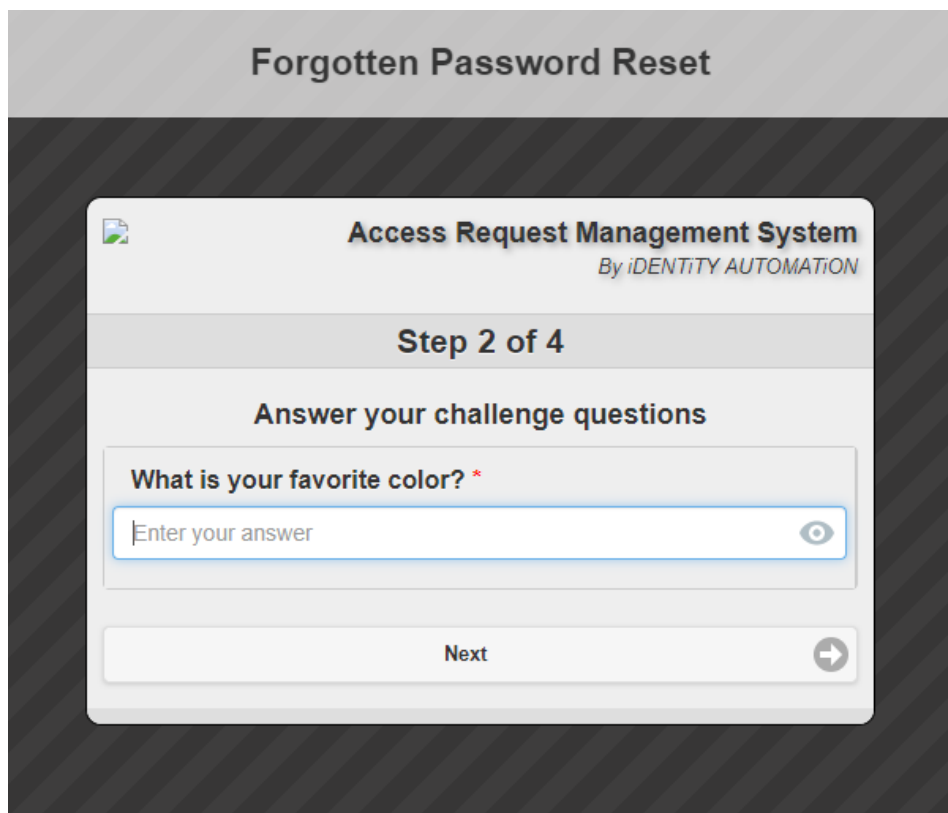
Step 1 of 4

Enter your username to begin.

Username

Next

Step 4: Answer your challenge question(s).



Forgotten Password Reset

Access Request Management System
By iDENTITY AUTOMATION

Step 2 of 4

Answer your challenge questions

What is your favorite color? *

Enter your answer

Next

Step 5: Create a **NEW** password (you can't use an old one) paying attention to the criteria listed below. If you have a hard time getting it to accept your new password, try changing up the special character.

The screenshot displays a web interface for a 'Forgotten Password Reset'. The main heading is 'Forgotten Password Reset'. Below it, a sub-header reads 'Access Request Management System' with 'By iDENTITY AUTOMATION' underneath. The progress indicator shows 'Step 3 of 4'. The instructions state: 'Fill out the following fields to change your password. Failure to change your password on this screen may result in the disabling of your account.' A box lists the password criteria: 'At a minimum, your password must meet the following criteria.' followed by five bullet points: 'Must be between 5 and 255 Characters.', 'Must have 1 Uppercase Letter.', 'Must have 1 Lowercase Letter.', 'Must have 1 Number.', and 'Must have 1 Special Character.' Below the criteria are two input fields: 'New Password' and 'Verify Password', each with a toggle icon. At the bottom is a 'Next' button with a right arrow.

Forgotten Password Reset

Access Request Management System
By iDENTITY AUTOMATION

Step 3 of 4

Fill out the following fields to change your password. Failure to change your password on this screen may result in the disabling of your account.

At a minimum, your password must meet the following criteria.

- Must be between 5 and 255 Characters.
- Must have 1 Uppercase Letter.
- Must have 1 Lowercase Letter.
- Must have 1 Number.
- Must have 1 Special Character.

New Password

Verify Password

Next

Step 6: Once you click next, You should see a message that your password was successfully changed.