Self-Service Password Management

Quick Instructions

1. Go to http://mypassword.cookmedical.com/ to easily manage your password from anywhere. The page has icons for Reset Password, Change Password and Register. Please follow the on-screen instructions for each.
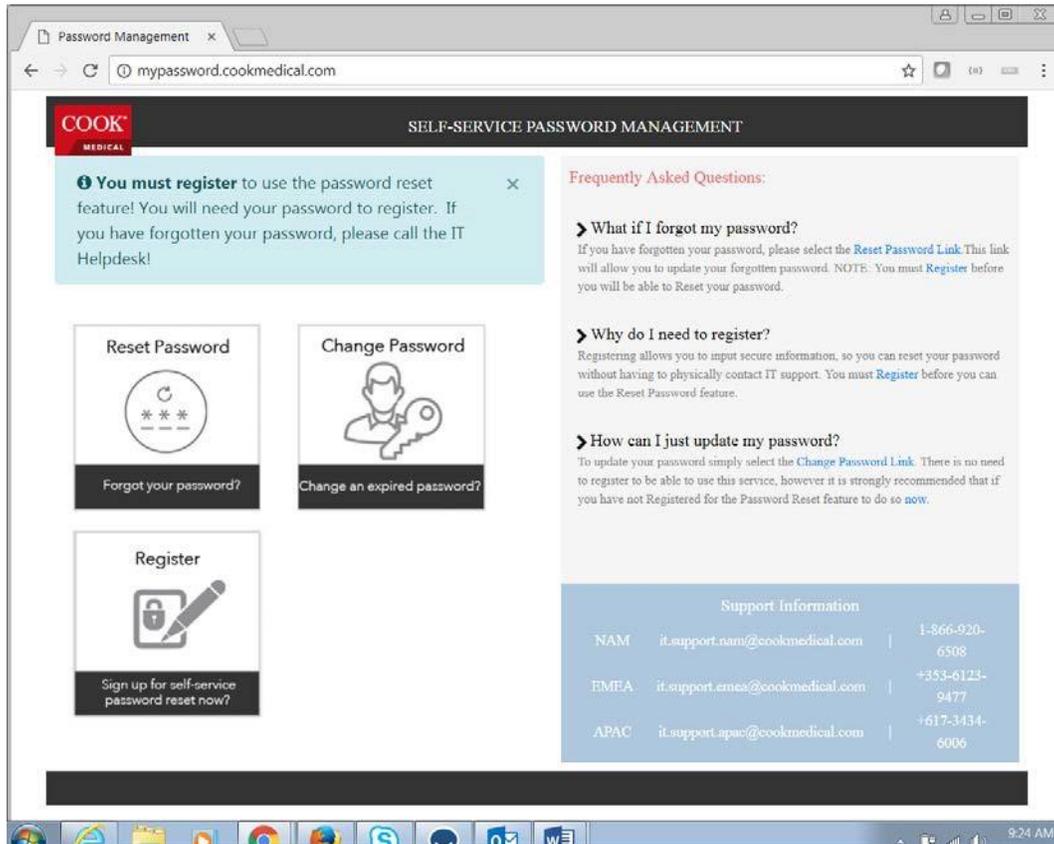
2. For more detailed instructions, please look at the information below. The steps for Change Password start on page 3. The instructions for Reset Forgotten Password start on page 5.
3. Alternatively, you can continue to change your password through the traditional methods. Note: *Field based employees must connect to VPN before changing their password.*
   a. For Windows PC computers, Press *CTRL-ALT-DEL* on your keyboard and choose *Change Password.* Follow the on-screen prompts to change your password.
   b. For Mac OS computers (or for Windows PC computers that do not login using CTRL+ALT+DEL), login to https://mail.cookmedical.com. In the upper right corner choose *Options > Change Your Password*... Follow the on-screen prompts to change your password.
4. After you change your password, verify your new password is working correctly, and also update your password on your iPhone, iPad, or other devices you may have.

As a reminder, passwords must be 12 or more characters long and contain a mix of THREE of the following FOUR properties:

- uppercase letters (A-Z)
- lowercase letters (a-z)
- numbers (0-9)
- symbols (!"-+$%^&*)

Note**:** Please do not use characters that contain Accents, Umlauts etc. for example. ü, å, æ or õ

Questions? Contact us!

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Asia/Pacific:	|	+617-3434-6006

Register and Set Verification Data and User Password Reset Instructions

Change Password

1. Navigate to the webpage http://mypassword.cookmedical.com/ and click on the Change Password icon.
2. The Change Password icon will link users to this page:

3. Enter your old password (once) and new password (twice) in the indicated fields
4. Click submit

5. Once you have submitted, your password has been updated.
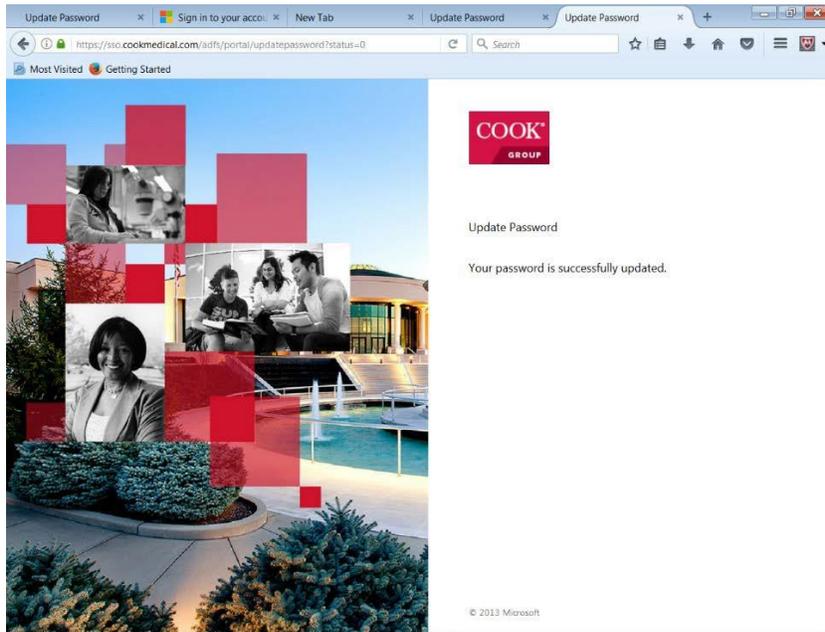
Reset Forgotten Password

If you do not know or forget your password, you will be directed to provide the security information you entered when you initially registered your account.

1. Navigate to the webpage http://mypassword.cookmedical.com/ and click on the Reset Password icon.
2. The Reset Password icon will direct you to the page below.
3. Enter your Cook Email account as the User ID
4. Enter the characters in the picture or click the speaker icon to listen to an audio recording of the characters (this is to prove you are not a robot attempting to sign into your account)
5. Click Next

6. Choose two (2) options (one at a time) to the left for the first verification step; once a user has completed the first verification step, the method used will no longer be an option for verification.
   a. If you choose to reset using your alternate email, click the Email button

i. You will receive an email with a code to enter in the next screen
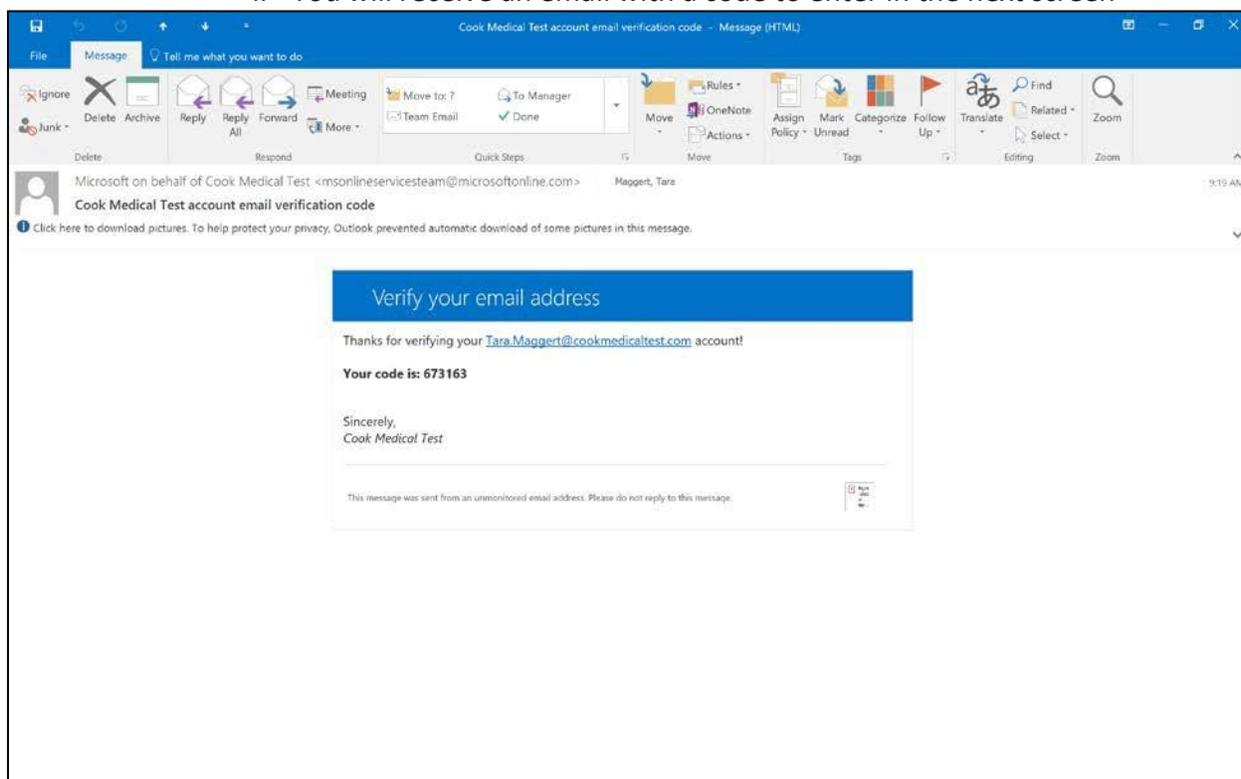
ii. Enter the code in the field and click Next

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Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

⦿ Email my alternate email	We've sent an email message containing a verification code to your inbox.
◯ Text my mobile phone	673163 ✕
◯ Call my mobile phone	Next Are you having a problem?
◯ Answer my security questions	

b. If you choose to have a text sent to your mobile phone:
    i. Enter your mobile number into the field
    ii. Click the "Text" button

iii. You will receive a verification code through a text message

iv.   Enter the verification code into the field and click Next

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Get back into your account

verification step 1 > verification step 2 > choose a new password

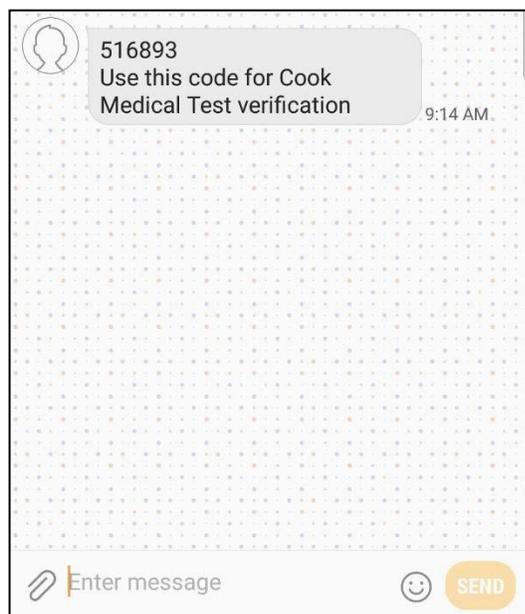Please choose the first contact method we should use for verification:

○ Email my alternate email

● Text my mobile phone

○ Call my mobile phone

○ Answer my security questions

We've sent you a text message containing a verification code to your phone.

516893

[Next]   Try again   Contact your administrator

Cancel

    c. If you choose call method (this includes your land line phone as well), enter your phone number and click Call

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Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

○ Email my alternate email

○ Text my mobile phone

◉ Call my mobile phone

○ Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (***********71) below. You will then receive a call. Please answer it to continue.

| 3173328871 | ✕ |

[Call]

Cancel

i.   Once you have clicked Call, the screen will update to the following screen until you answer the call and proceed with the steps.

ii. You will receive a phone call with an audio recording asking you to press the pound button (#)

iii. Once you press # on your phone, your screen will update for the next verification step

d. If you choose to answer the security questions, you are required to answer three (3) of the five (5) questions you answered when you initially registered

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Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

○ Email my alternate email

○ Text my mobile phone

○ Call my mobile phone

● Answer my security questions

Where is your favorite place to vacation?

cooktestvacation

What is your favorite food?

cooktestfood

What city were you born in?

cooktestcity ✕

[Next]   Contact your administrator

Cancel

7. Once you have completed two (2) of the verification processes, the next screen will allow you to type in a new password.
    a. Enter your new password in the first field
    b. Enter your new password in the second field for confirmation
    c. Click Finish

When the password policy requirements are not met, the user is warned of the issue and must retry.

8. Once, you have successfully completed the password reset, you will be redirected to a window that displays the following:
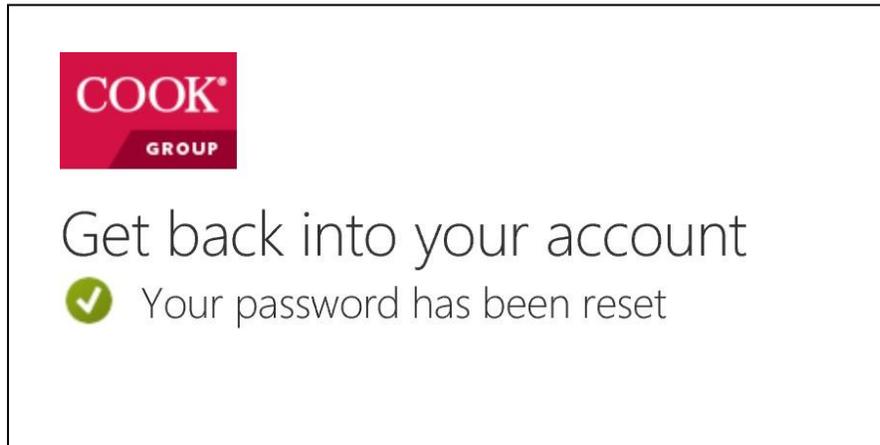
9. Additionally, you will receive an email notifying you that your password has been reset.