#### Self-Service Password Management

# **Quick Instructions**

1. Go to <u>http://mypassword.cookmedical.com/</u> 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.

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COOK.	SELF-SERVICE PA	SSWORD MANAGEMENT
You must register to u feature! You will need you you have forgotten your p Helpdesk!     Reset Password	se the password reset x r password to register. If assword, please call the IT Change Password	Frequently Asked Questions: What if I forgot my password? If you have forgotten your password, please select the Reset Password Link This link will allow you to update your forgotten password. NOTE: You must Register before you will be able to Reset your password. Why do I need to register? Registering allows you to imput secure information, so you can reset your password
Orgot your password?	Change an expired password?	<ul> <li>without having to physically contact IT support. You must Register before you can use the Reset Password feature.</li> <li>&gt; How can I just update my password?</li> <li>To update your password simply select the Change Password Link. There is no need to register to be able to use this service, however it is strongly recommended that if you have not Registered for the Password Reset feature to do so now.</li> </ul>
C * * * Forgot your pessword? Register Sign up for self-service	Change an expired password?	without having to physically contact IT support. You must Register before you can use the Reset Password feature.  Flow can I just update my password?  To update your password simply select the Change Password Link. There is no need to register to be able to use this service, however it is strongly recommended that if you have not Registered for the Password Reset feature to do so now.  Support Information NAM it.support.nam@ecookmedical.com   1-866-920- 6508 EMEA it.support.emea@cookmedical.com   4-353-61123- 0477

- 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 <u>https://mail.cookmedical.com</u>. 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!

North America:	1-866-920-6508
Europe:	+353-6123-9477
Asia/Pacific:	+617-3434-6006

## Change Password

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

Update Password 🛛 🗶 📑 Sign in to your acco 🗶 New Tab 🛛 🗶	Update Password × +
( A https://sso.cookmedical.com/adfs/portal/updatepassword	C 🔍 Search 🚖 🏚 🖡 🎓 🖾 -
Most Visited 😻 Getting Started	
	COOK
	GROUP
	Update Password
	someone@example.com
	Old password
	New password
	Confirm new password
	Submit Cancel
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Constant States and	
an section and the section of the	© 2013 Microsoft

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

Update Password	× 📑 Sign in to your acco. ×	New Tab	× Upd	ate Password	Update Password		× \ +	- (é	×
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- Update Password

  Implay/sec costmedical.com/sdt/porta/updatepassword/tatus\_0

  Implay/sec costmedical.com/satt/porta/updatepassword/tatus\_0
- 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 <u>http://mypassword.cookmedical.com/</u> 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

C () S https://passwordreset.microsoftonline.com/	P-≞¢	Signature Microsoft Online Password ×	
Microsoft			
Get back into your account			
Who are you?			
To recover your account, begin by entering your user ID and the characters in the picture or audio below	ν.		
* User ID:	Click	here to refresh	
		e characters	¢.
Enter the characters in the picture or the words in the audio.			
Next Cancel			

- 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

COOK* group	
Get back into yo	our account
verification step 1 > verificati	ion step 2 > choose a new password
Please choose the first contact method	d we should use for verification:
• Email my alternate email	You will receive an email containing a verification code at your alternate email address (tm*******@fusionalliance.com).
O Text my mobile phone	Email
O Call my mobile phone	
O Answer my security questions	
O Answer my security questions	

Register and Set Verification Data and User Password Reset Instructions

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File Message 🖓	Tell me what you want to d									
SJunk -	Reply Reply Forward	Meeting	Move to: ? Team Email	G⊊To Manager ✔ Done	Move	Rules *	Assign Mark Categorize Policy - Unread	Follow Up -	d Q sted - Zoom	
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		This message	was sent from an u	unmonitored email address. I	Please do not reply t	o this message.	i tana wata			

## 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

COOK* group	
Get back into yo	our account
verification step 1 > verificat	ion step 2 > choose a new password
Please choose the first contact method	d we should use for verification:
• Email my alternate email	We've sent an email message containing a verification code to your inbox.
O Text my mobile phone	673163 X
O Call my mobile phone	Next Are you having a problem?
O 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

et back into yo	our account			
rification step 1 > verificat	ion step 2 > choose a new pas	sword		
se choose the first contact metho	d we should use for verification:			
) Email my alternate email	In order to protect your account, phone number (********71) bel verification code which can be usi	we need you to enter your com ow. You will then receive a text ed to reset your password.	plete mobile message with a	
) Text my mobile phone	3173328871	×		
) Call my mobile phone				
) Answer my security questions	Text			

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



iv. Enter the verification code into the fiel	l and click Next
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COOK* group	
Get back into yo	ur account
verification step 1 > verification	on step 2 > choose a new password
Please choose the first contact method	we should use for verification:
O Email my alternate email	We've sent you a text message containing a verification code to your phone.
• Text my mobile phone	
O Call my mobile phone	Next Try again Contact your administrator
O Answer my security questions	
Cancel	

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

COOK* group	
Get back into yo	our account
verification step 1 > verificat	ion step 2 > choose a new password
Please choose the first contact metho	d we should use for verification:
<ul> <li>Email my alternate email</li> <li>Text my mobile phone</li> <li>Call my mobile phone</li> <li>Answer my security questions</li> </ul>	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.
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

COOK* group		
Get back into yc	our account	
verification step 1 > verification	on step 2 > choose a new password	
Please choose the first contact method	we should use for verification:	
O Email my alternate email	Where is your favorite place to vacation?	_
	cooktestvacation	
O Text my mobile phone	What is your favorite food?	
Call my mobile phone	cooktestfood	
	What city were you horn in?	
• Answer my security questions	cooktestcity X	]
	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

COOK*	
Get back into you	r account
verification step 1 $\checkmark$ > verification	step $2\sqrt{2}$ <b>choose a new password</b>
* Enter new password:	
•••••	
* Confirm new password:	
•••••	
Finish Cancel	
Carleer	

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.

<b>■</b> 5 0 <b>•</b> • •	Your Cook Medical Test password has been reset - Message (HTML)	8 – 0 ×
File Message 🖓 Tell me what you want to do		
Ignore         Note         Image: Constraint of the state of the s	a Move to:? Go Manager → Team Email → Done → Done → Move ↓ Categorizo Folkow ↓ Done ↓ Categorizo Folkow ↓ Done ↓ Categorizo Folkow ↓ Done ↓ Select ↓ Z	loom
Delete Respond	Quick Steps 15 Move Tags 15 Editing 2	Zoom 🔨
Microsoft on behalf of Cook Medical Test <msonli< td=""><td>eservicesteam@microsoftonline.com&gt; Tara.Maggert@cookmedicaltest.com; Maggert, Tara +</td><td>9.23 AM</td></msonli<>	eservicesteam@microsoftonline.com> Tara.Maggert@cookmedicaltest.com; Maggert, Tara +	9.23 AM
Your Cook Medical Test password has been rese		
Click here to download pictures. To help protect your privacy, Outlo	ok prevented automatic download of some pictures in this message.	~
	Password reset notification	
Th	password on your account has recently been reset. If you performed this password reset	
the	n this message is for your information only.	
	User ID: <u>Tara.Maggert@cookmedicaltest.com</u>	
H <sup>+</sup> sh	ou are not sure you or your administrator performed this password reset, then you uld contact your administrator immediately.	
Re pa	nember: Make sure you update all of your devices (phones, tablets, and PCs) with your new sword!	
Sir Co	cerely, k Medical Test	
TN	message was sent from an unmonitored email address. Please do not weby to this message.	