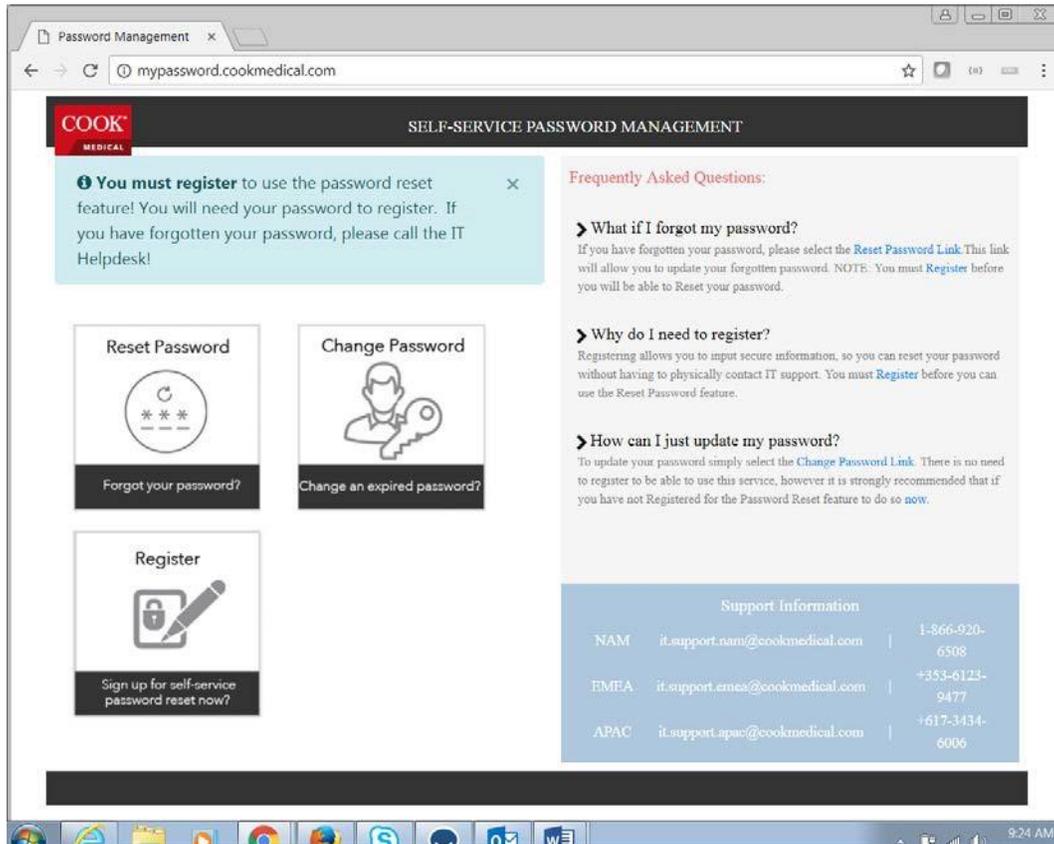


## Self-Service Password Management

### 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 ð

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

Update Password

someone@example.com

Old password

New password

Confirm new password

Submit Cancel

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

Update Password

test1@cookmedical.com

\*\*\*\*\*

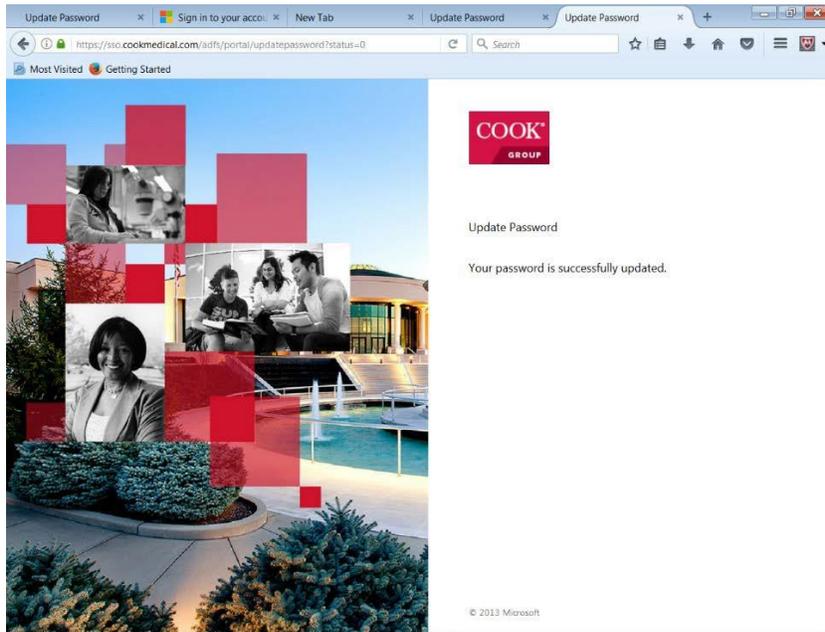
\*\*\*\*\*

\*\*\*\*\*

Submit Cancel

© 2013 Microsoft

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

The screenshot shows a web browser window with the URL <https://passwordreset.microsoftonline.com/>. The page content includes the Microsoft logo, the heading "Get back into your account", and the question "Who are you?". Below this, a message states: "To recover your account, begin by entering your user ID and the characters in the picture or audio below." There are two red rectangular boxes highlighting the input fields: the first is for the "User ID" and the second is for the security characters. A speaker icon is present next to the security characters input field, with a callout box labeled "speaker icon" pointing to it. Another callout box labeled "Click here to refresh the characters" points to a refresh icon next to the security characters input field. At the bottom of the form, there are "Next" and "Cancel" buttons.

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



## 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

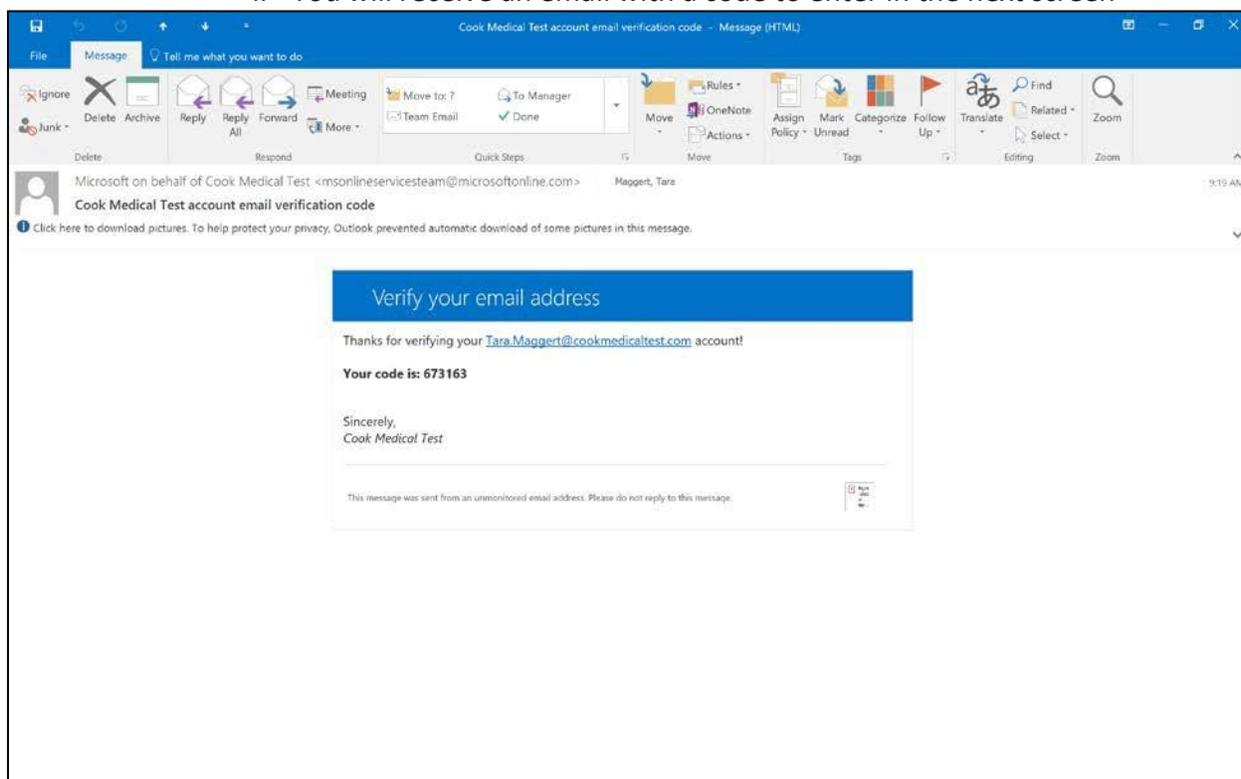
You will receive an email containing a verification code at your alternate email address (tm\*\*\*\*\*@fusionalliance.com).

[Email](#)

[Cancel](#)

## Register and Set Verification Data and User Password Reset Instructions

## 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



## 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 an email message containing a verification code to your inbox.

  
 [Are you having a problem?](#)

- 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

**COOK GROUP**

## 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:

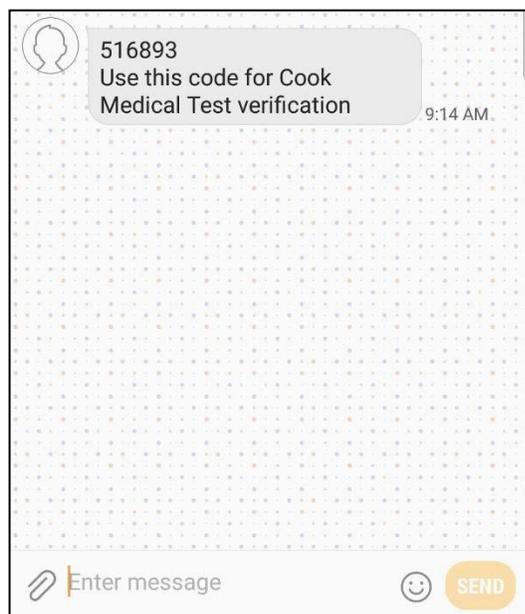
- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*71) below. You will then receive a text message with a verification code which can be used to reset your password.

[Cancel](#)

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



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

**COOK**  
GROUP

## 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.

[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

**COOK**  
GROUP

## 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.

**COOK**  
GROUP

## 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're calling your phone. Please answer it to continue.

[Cancel](#)

- 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



## 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?

What is your favorite food?

What city were you born in?

[Contact your administrator](#)

[Cancel](#)

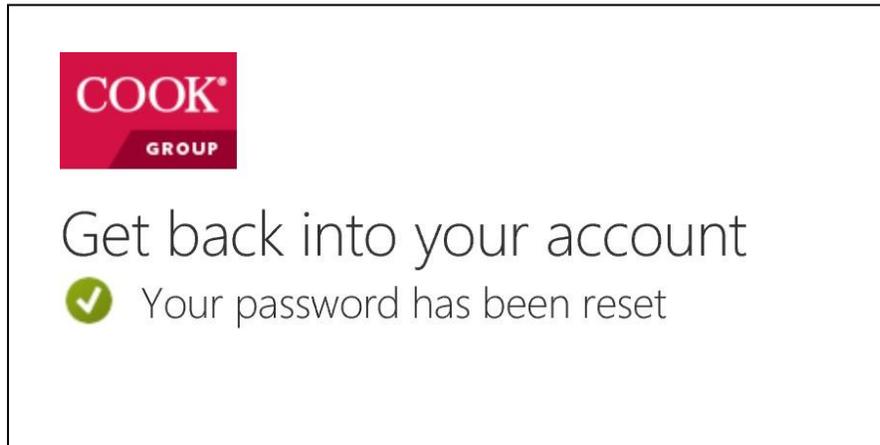
- 7. Once you have completed two (2) of the verification processes, the next screen will allow you to type in a new password.
  - a. Enter your new password in the first field
  - b. Enter your new password in the second field for confirmation
  - c. Click Finish

The screenshot shows the COOK GROUP logo at the top left. Below it is the heading "Get back into your account". A progress indicator shows "verification step 1 ✓ > verification step 2 ✓ > **choose a new password**". There are two input fields for passwords, both containing masked characters (dots). Below the fields are two buttons: "Finish" (highlighted in blue) and "Cancel".

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

The screenshot shows the COOK GROUP logo at the top left. Below it is the heading "Get back into your account". Underneath is the sub-heading "Create a new password". There are two input fields for passwords. The first field contains a single character and has a cursor. Below the second field is a red error message: "This password does not meet the length, complexity, age, or history requirements of your corporate password policy." Below the fields are two buttons: "Next" (highlighted in blue) and "Cancel".

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.

