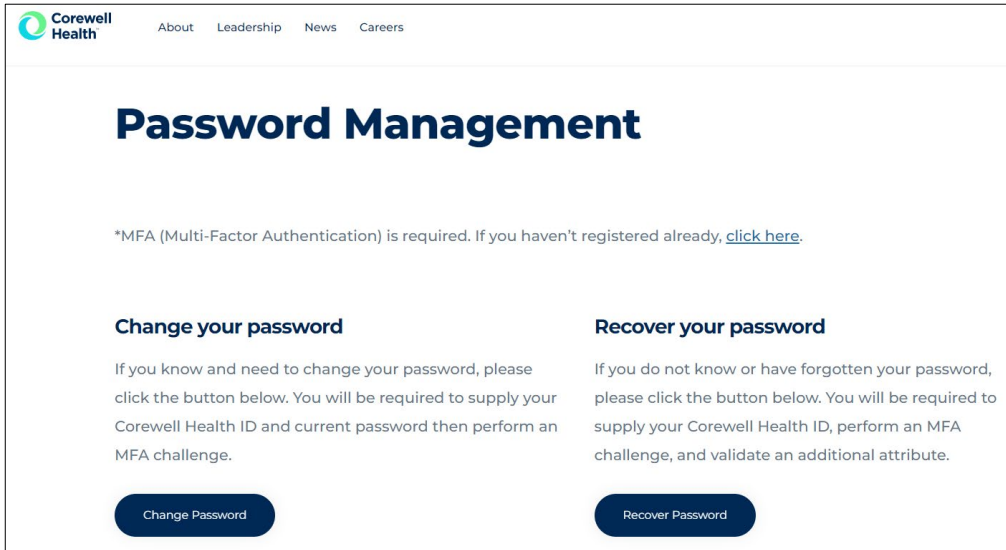


Password Portal: How to Recover Your Password

Follow these steps to recover your network password using the Password Portal. For East team members using the password portal for the first time, follow these steps to recover your password and synchronize your password across the system.

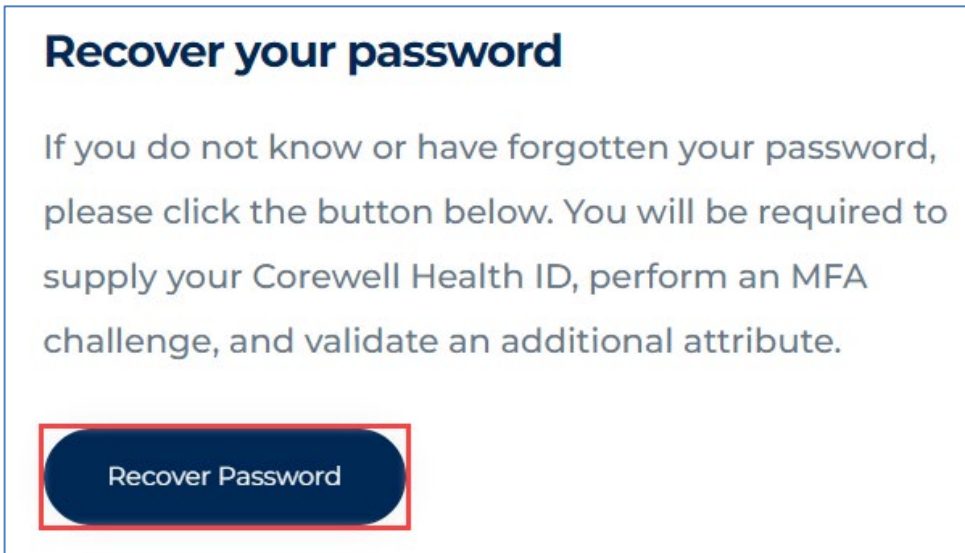
IF YOU USE A MAC: Only reset your password from the Mac device. Do not use the password portal as you may encounter login issues or lose authentication to certain applications.

1. Navigate to the **Ping Password Portal** at: <https://corewellhealth.org/password>



The screenshot shows the Corewell Health Password Management page. At the top left is the Corewell Health logo and navigation links: About, Leadership, News, Careers. The main heading is "Password Management". Below it, a note states: "*MFA (Multi-Factor Authentication) is required. If you haven't registered already, [click here](#)." There are two columns of options. The left column is titled "Change your password" and includes the text: "If you know and need to change your password, please click the button below. You will be required to supply your Corewell Health ID and current password then perform an MFA challenge." Below this text is a dark blue button labeled "Change Password". The right column is titled "Recover your password" and includes the text: "If you do not know or have forgotten your password, please click the button below. You will be required to supply your Corewell Health ID, perform an MFA challenge, and validate an additional attribute." Below this text is a dark blue button labeled "Recover Password".

2. Click on **Recover Password**.



The screenshot shows a close-up of the "Recover your password" section. The heading "Recover your password" is at the top. Below it is the text: "If you do not know or have forgotten your password, please click the button below. You will be required to supply your Corewell Health ID, perform an MFA challenge, and validate an additional attribute." At the bottom of the section is a dark blue button labeled "Recover Password", which is highlighted with a red rectangular border.

3. The **Account Recovery** window opens. Enter your **Network Username** and click **Send Request**.
Note: If you don't know your username, contact your upline/manager to obtain it.
-

Account Recovery

1 Request 2 Validate 3 Recover

Enter your username to reset your password or unlock your account.

USERNAME

Send Request

Cancel

- You will now need to authenticate by entering the **Two-Factor Authentication Code** (PingID) and clicking **Sign On**.
 - If you are not enrolled in PingID, please see:
 - [PingID: How To Enroll For SMS MFA](#)
 - [PingID: How To Enroll In The SmartPhone/Tablet App](#)
 - [PingID: How To Enroll In The Desktop Client](#)

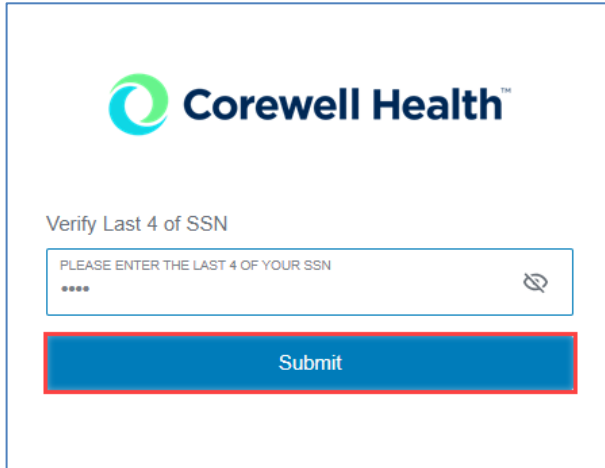
Authentication

Authenticating with iPhone 7
Use the PingID app to get a one-time passcode and enter it here to authenticate.

392100

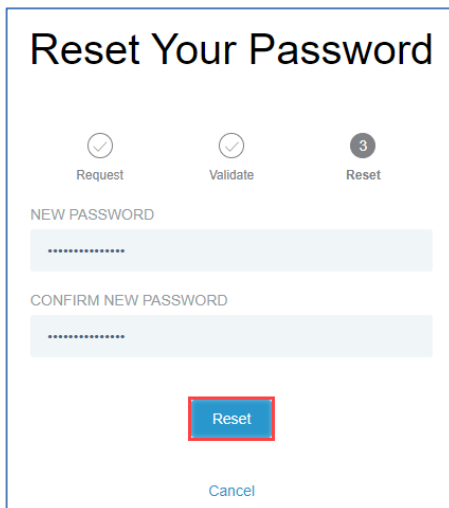
Change Device Sign On

5. To continue verification, enter the **Last 4 Digits of your SSN #** and click **Submit**.



6. **Type and Confirm your New Password.** Click on **Reset**.

- Password Requirements:
 - Must be a **minimum of 12 characters**
 - Must contain a upper case letter
 - Must contain a lower case letter
 - Must contain a number or special characters
 - You may not reuse your last 24 passwords
 - Password may only be **changed once** every **24 hours**.
 - For additional password requirements, please see [Network Passwords: Basic Password Creation Rules](#).



7. If you are logged onto a workstation, lock and unlock your workstation for password changes to take effect. See methods listed below.
- **Note:** Passwords will not update to Windows until a reset, log off, or screen lock occurs.
 - If connected via VPN a reset or logout will not sync to the user's computer because the user will no longer be on the VPN after this action.
 - Users on a VPN will need to do a screen lock and unlock with the new password before the computer will sync the new password.

Lock and Unlock Method 1:

- Press Windows + L (Hold down the Windows key on the keyboard and tap the L key.)

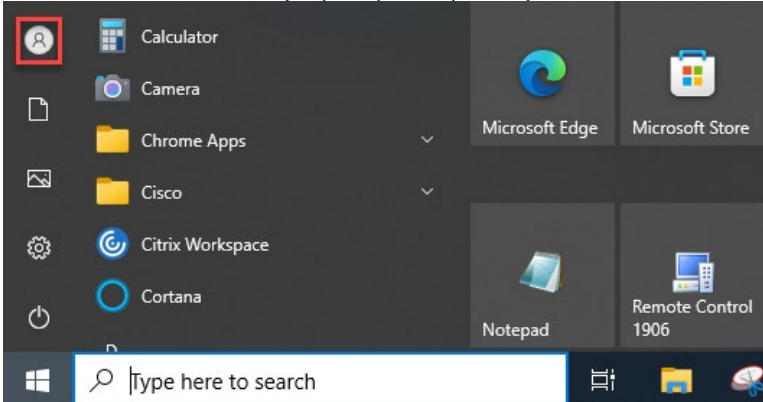
- Press Ctrl + Alt + Del (Simultaneously hold down the Ctrl and Alt key on the keyboard. While holding them down, tap on the Del key.)
- Log back into the workstation using your new password.

Lock and Unlock Method 2:

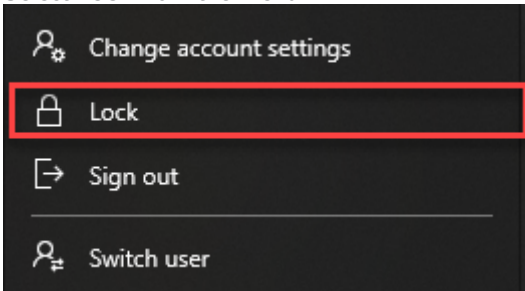
- Click on **Windows** icon to open the Start Menu.



- Click on the **Profile icon** (or your profile picture).



- Select **Lock** from the menu.



- Press Ctrl + Alt + Del (Simultaneously hold down the Ctrl and Alt key on the keyboard. While holding them down, tap on the Del key.)
- Log back into the workstation using your new password.

Lock and Unlock Method 3:

- If the lock option is not available on your workstation, please **restart** your computer.

If you are unable to change your password using the steps above, please contact the Service Desk:

- Corewell Health **East** (CHE): **(888) 481-2448**
 - Corewell Health **South** (CHS): **(269) 428-2005**
 - Corewell Health **West** (CHW): **(616) 391-4357**
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