

East Imprivata Shared Workstations Password Reset Change on Dec. 19

The password reset method on East Imprivata workstations is changing.

Currently, the Imprivata Login to Shared Workstation screen has a **Forgot password?** option that allows a user to reset their password if it is forgotten. Starting Dec. 19, this option is no longer available. The method for resetting passwords is now to use the enterprise-wide password portal.

Who's impacted

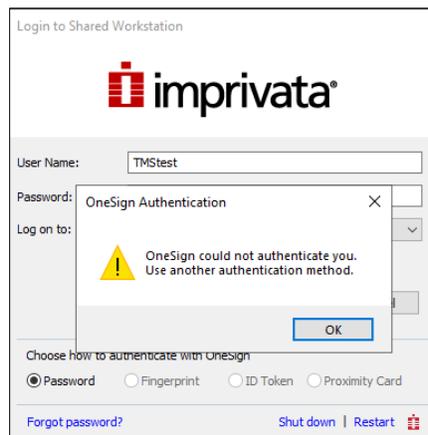
Corewell Health East team members who log into an Imprivata shared workstation.

What's changing

Any team member who forgets their password while logging into an East Imprivata shared workstation will need to reset their password by either:

1. Accessing the Corewell Health [password portal](#) from another device, such as a cell phone.
 - Type <https://corewellhealth.org/password> into a web browser.
 - This method requires multi-factor authentication (MFA).
 - Learn more about using the password portal [here](#).
2. Contacting the service desk at 888-481-2448 to get assistance with the password reset.

Team members should no longer see the Forgot password? option. If they do, the link will not work and they may receive the following error message:



Questions?

Please contact the service desk at 888-481-2448