

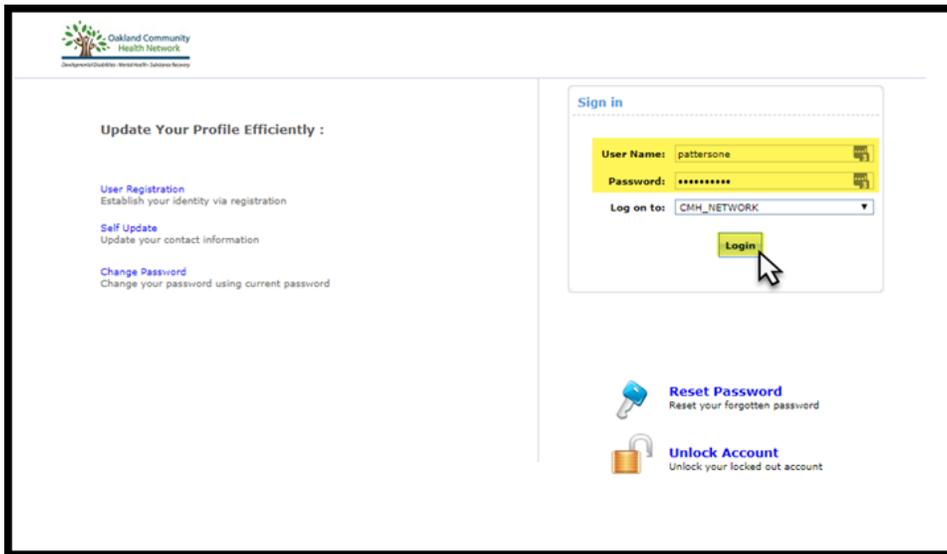
Password Self-Service Instructions

**Note: *Do not reset your password while working from home.*

First Time/One Time Registration:

If you have not registered for password self-service yet, follow these instructions.

1. [Click here](#) to complete your password/account unlock self-service registration.
2. Enter your Windows username and password into the login fields. Click “Login.”



The screenshot shows the Oakland Community Health Network password self-service interface. On the left, there is a section titled "Update Your Profile Efficiently :" with three options: "User Registration" (Establish your identity via registration), "Self Update" (Update your contact information), and "Change Password" (Change your password using current password). On the right, there is a "Sign in" section with a "User Name" field containing "pattersone", a "Password" field with masked characters, and a "Log on to:" dropdown menu set to "CRM_NETWORK". A yellow "Login" button is highlighted with a mouse cursor. Below the "Sign in" section, there are two links: "Reset Password" (Reset your forgotten password) and "Unlock Account" (Unlock your locked out account).

3. *Uncheck the “Hide answers” box so you can see your answers.* IT cannot see them or recover them for you. Select your security questions and type your answers. You must remember your answers because IT cannot see or recover them.
4. Click “Update” when you are done.

Oakland Community Health Network
Welcome, patterson
[Sign Out](#) | [Personalize](#)

Developmental Disabilities | Mental Health | Substance Recovery

Enrollment | Helpdesk

User Registration

The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

Security Questions | Verification Code | Google Authenticator

Length Specification

- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

Register Your Security Question & Answer

Question: -----Please Select a Question-----

Answer [] Confirm Answer []

Question: -----Please Select a Question-----

Answer [] Confirm Answer []

Hide Answer(s)
uncheck

Question: Who is your childhood hero ?

Answer: Superman

Hide Answer(s)

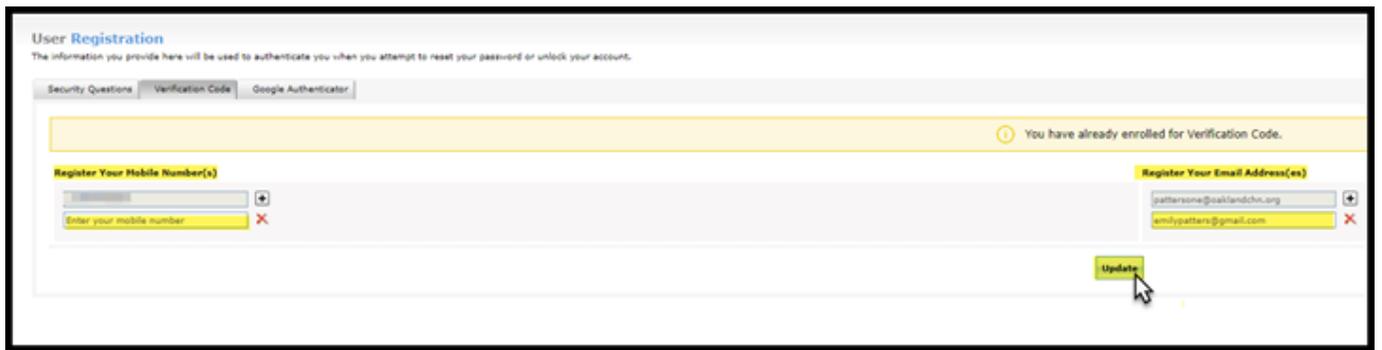
- Click the "Verification Code" tab so you can reset your password via email or text. *Do not reset your password while working from home.*

User Registration

The information you provide here will be used to authenticate you when you at

Security Questions | Verification Code | Google Authenticator

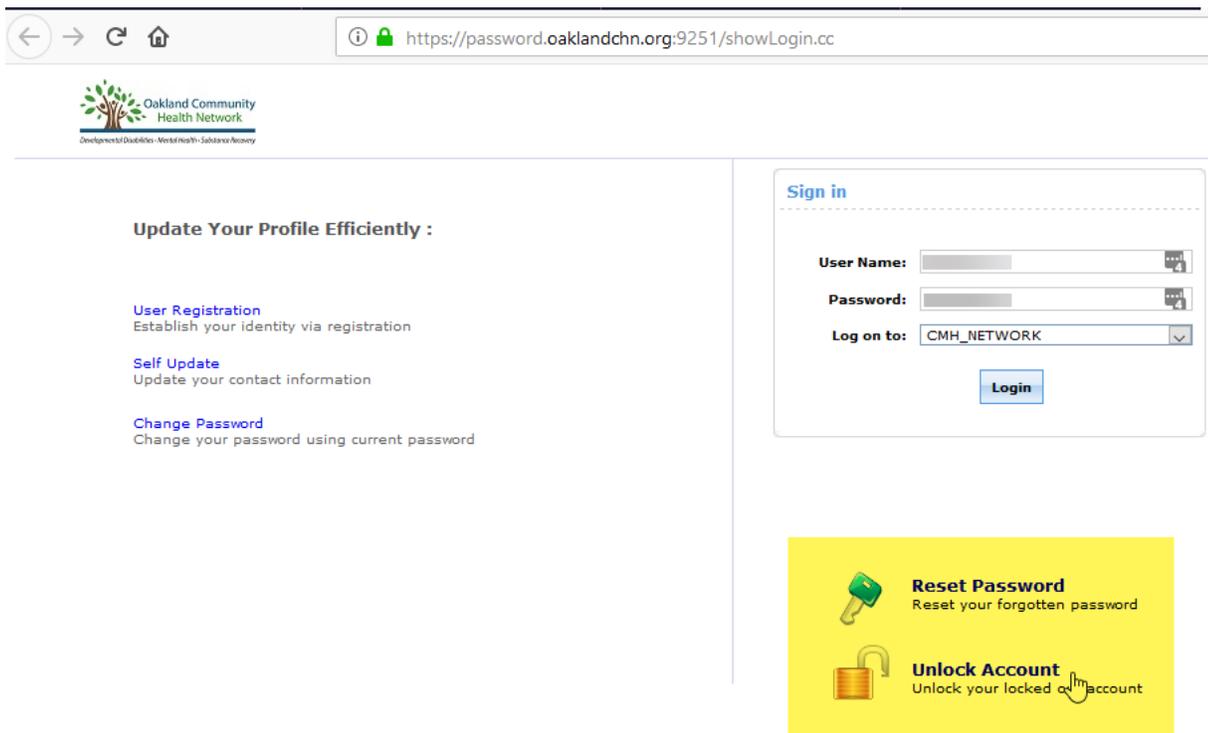
- To receive verification codes via email, click the plus sign under "Register Your Email Address(es)." Type in an alternate email address(es)(not your OCHN email address).
- To receive verification codes via text message, click the plus sign under "Register Your Mobile Number(s)." Type in a mobile phone number, *including a "1" at the start of the number.*



8. Click “Update” when you have finished.

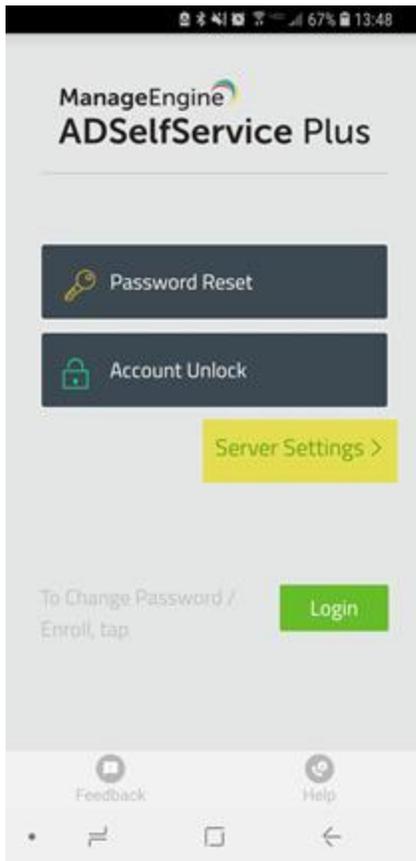
Self-Service Web App:

1. Click here to access the online password self-service tool: <https://password.oaklandchn.org:9251>
2. Click the self-service you need (Password Reset or Unlock) and follow the prompts. *Do not reset your password while working from home.*



Password Self-Service Mobile App:

1. Install the Password Self-Service Mobile application through Google Play or the Apple Store.
2. Search for “ADSelfService Plus” in your app store. Install this app:
 - a. **Android** - <https://goo.gl/m8KjMn>
 - b. **iPhone**- <https://goo.gl/26Cg1C>
3. Open the app and tap “Server Settings.”



4. Tap the tab that says, "Scan QR Code."



5. Scan this QR Code below. This will automatically connect your application to OCHN's systems.



6. You can now unlock your account or reset your password via the ADSelfService app. *Do not reset your password while working from home.*

