



Self Service Password Reset (SSPR) – How To Reset Your Passwords

The new SSPR system will sync/update your password to the following applications:

Active Directory/Network password


(used for logging into your computer, Citrix, VPN, any applications that uses your Network password, etc.)

The Bridge

Peoplesoft FSCM – Financials and Supply Chain

Peoplesoft HCM – Employee Self Service (ESS) and Manager Self Service (MSS)



1. Click the  on your desktop, or use the URL to get to the **SSPR Landing Page**:
<https://reset.rwjbh.org/self-service-password-reset/sspr-home.aspx>
2. On the **SSPR Landing Page**, navigate to the “**CLICK HERE TO RESET YOUR PASSWORD**” link
3. Enter your **User Name** based on the type of user you are within RWJBH and click “Continue”



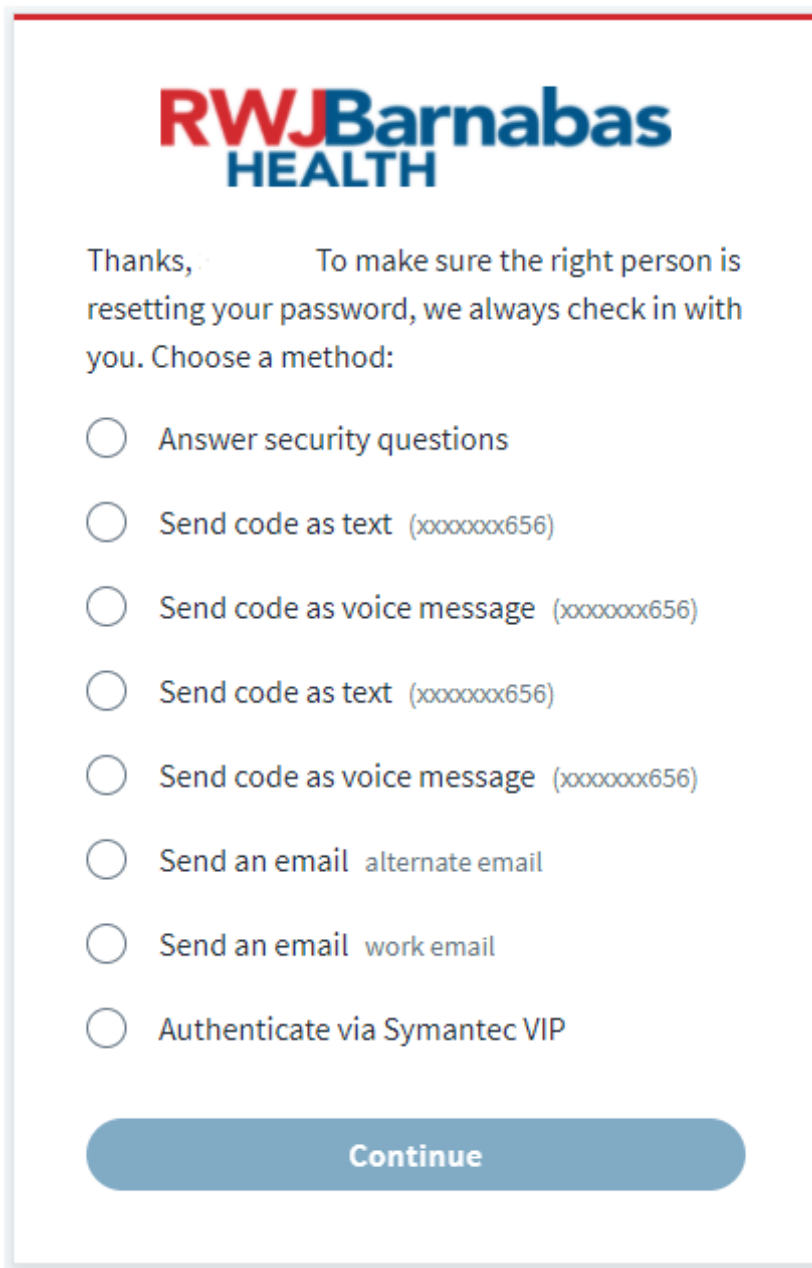
To reset your password, let's start with your user name.

i RWJBH Employees: enter your 6 digit Peoplesoft Employee ID # as your User Name in the below field

CSH Employee OR Non-Employees: Enter your SBHCS Network User Name

User Name

4. Choose one of the authentication options from the list and click “Continue”



The screenshot shows a white rectangular card with a red horizontal line at the top. At the top center is the RWJ Barnabas Health logo, with 'RWJ' in red and 'Barnabas HEALTH' in blue. Below the logo, the text reads: 'Thanks, [redacted] To make sure the right person is resetting your password, we always check in with you. Choose a method:'. There are eight radio button options listed vertically: 'Answer security questions', 'Send code as text (xxxxxxxx656)', 'Send code as voice message (xxxxxxxx656)', 'Send code as text (xxxxxxxx656)', 'Send code as voice message (xxxxxxxx656)', 'Send an email alternate email', 'Send an email work email', and 'Authenticate via Symantec VIP'. At the bottom of the card is a blue rounded rectangular button with the word 'Continue' in white text.

***Choosing to answer your security questions**

- a. Requires that you've registered your security questions in your identity profile.
- b. Answer your security questions, and you can reset your password.
- c. If the option to use security questions is greyed out, you can use this link to go and [register](#).

***Choosing "Send code as text"**

- a. Will send a 6-digit code to the phone registered in your identity profile. Please note the last 3 digits of your preferred phone(s) are listed.
- b. Please make the appropriate selection and make sure your phone is nearby and turned on.
- c. Once you receive the code, you must enter it in the dialogue box on your screen.

***Choosing "Send an email alternate email"**

- a. Will send a 6-digit code to the alternate email registered in your identity profile.
- b. Once you receive the code, you must enter it in the dialogue box on your screen.

***Choosing "Send an email work email"**

- a. Will send a 6-digit code to the work email registered in your identity profile.
- b. Once you receive the code, you must enter it in the dialogue box on your screen.

***Choosing "Authenticate via Symantec VIP"**

- a. Will allow you to enter a 6-digit code using the VIP app on your phone or PC (Similar to using a code to access VPN or Citrix).

Once you've completed your authentication method, you will be prompted to choose your new password.

5. Enter your **“New password”**. Your new password must have:

***At least 8 characters**

***At least 1 uppercase & 1 lowercase letter**

***At least 1 numeric character**

***Optional:** *Recommend at least 1 special character (e.g., ! @ # \$ % ?) for a stronger password*



It's time to set your new password.

i Note: *****Please do not use last 10 passwords from RWJBH network or systems *****

Processing to sync your password can take some time. Please be patient.

New password

Confirm new password

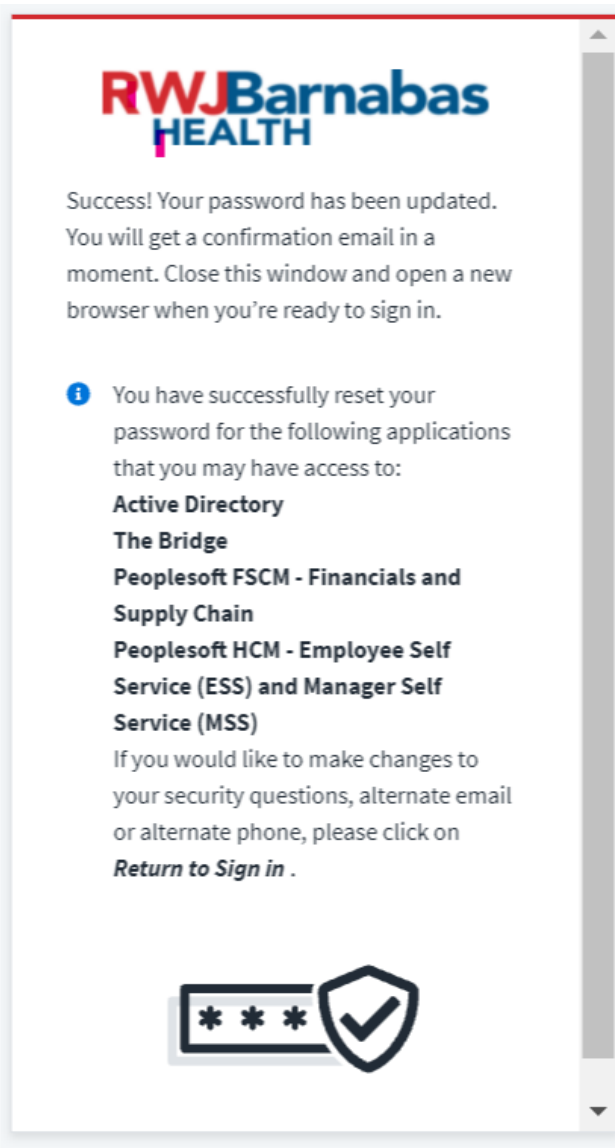
Your password must have:

- At least 8 characters
- At least 1 uppercase & 1 lowercase letters
- At least 1 numeric character

Change password

6. After clicking Change password, the processing will begin to complete the change. ***Please be patient and do not click on anything while the processing is in progress.***
7. When the password update is complete, you will see the confirmation below. Your password change is **complete**. You can close your internet browser and begin using your new password.

*****NOTE: FOR REMOTE USERS USING VPN – AFTER PASSWORD RESET IS SUCCESSFUL, YOU MUST USE THE CTRL+ALT+DELETE KEYS TO LOCK YOUR LAPTOP AND USE YOUR NEW PASSWORD TO UNLOCK IT. FAILURE TO COMPLETE THIS SETUP WILL RESULT IN OUT OF SYNC PASSWORDS*****



*****NOTE:** After the successful password reset, you will receive the additional pop-up login messages from desktop applications **Outlook, Teams, and Internet proxy** to login. Please enter your Network ID to login as username and **newly reset password*****

8. You should receive multiple email confirmations that the password reset was successful. The emails will come from No-Reply-IIQProd@rwjbh.org. They should look similar to the

messages below. If you do not see a message in your inbox, please check your Junk Email folder.

*****NOTE – NON-EMPLOYEES WILL ONLY RECEIVE A MESSAGE FOR ACTIVE DIRECTORY UNLESS THEY HAVE ACCESS TO OTHER APPLICATIONS*****

The image below shows an email with a successful Active Directory password change

-----Original Message-----

From: No-Reply-IIQProd@rwjbh.org <No-Reply-IIQProd@rwjbh.org>

Sent: Thursday, October 28, 2021 9:42 AM

To: YOURNAMEHERE <YOUREMAILHERE@rwjbh.org>

Subject: Password Changes to YOURNAMEHERE

Dear (YOURNAMEHERE),

Your password has been changed for the following application:

Application: Active Directory

Account : YOURLASTNAME\, YOURFIRSTNAME

If you did not make this change, please contact the RWJBH Enterprise Service Desk 855-453-1950 immediately. If you have any issues or concerns, please open a ticket with the RWJBH Enterprise Service Desk for assistance.

You should also receive emails for any of the synced applications you have access to:

- The Bridge
- Peoplesoft FSCM – Financials and Supply Chain
- Peoplesoft HCM – Employee Self Service (ESS) and Manager Self Service (MSS)

*****PLEASE REVIEW YOUR EMAILS TO BE SURE A SUCCESSFUL RESET HAS PROCESSED*****

9. If any of your password updates are not successful, you will receive an email confirmation like the one below for any failed attempt. It will state which application update has failed, and the type of error.

The image below shows an email with a Failed PeopleSoft-HCM password change, as well as the error and instruction to reset your password again.

From: No-Reply-IIQDev@rwjbh.org <No-Reply-IIQDev@rwjbh.org>
Sent: Wednesday, October 27, 2021 2:21 PM
To: YOURNAMEHERE YOUREMAILHERE@rwjbh.org
Subject: Change Password Failure Notification for YOURNAMEHERE

Dear YOURNAMEHERE,

A Password Change has failed for your account on the following Application:

Application: PeopleSoft-HCM

Please see the error below.

Error: Your password has been previously used.

Please reset your password again. Do not use any of the 10 previously used passwords.

|
Request Id: 0000000540

If you did not make this change, please contact the RWJBH Enterprise Service Desk 855-453-1950 immediately.

If you have any issues or concerns, please open a ticket with the RWJBH Enterprise Service Desk for assistance.

Thank you,

RWJBH IAM SailPoint Team