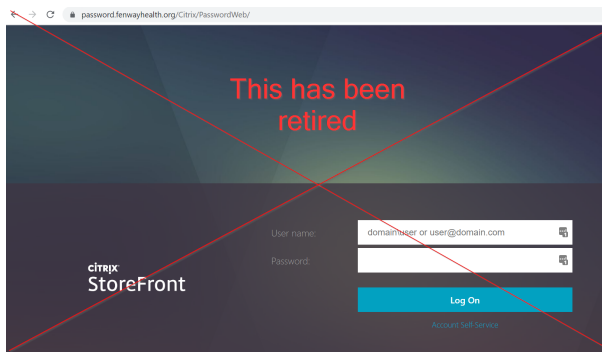


Using Self-Service Password Reset Service (SSPRS)

The Citrix password reset web site has been retired, and has been replaced with Microsoft Self Server password reset!



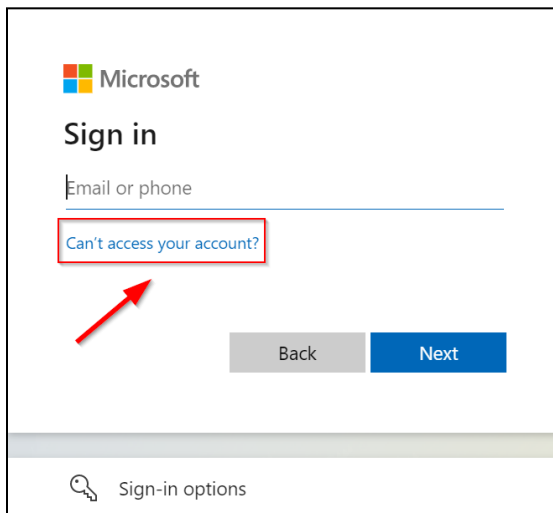
Below is the new way of resetting your password

- Access the password reset site by one of three ways.

Navigate to <https://password.fenwayhealth.org>

OR

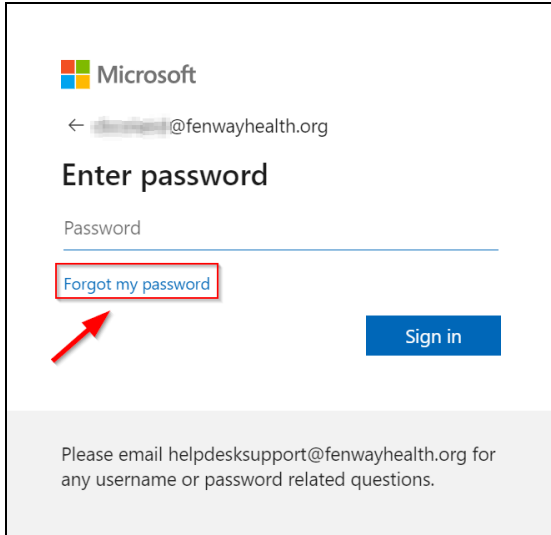
Click on **Can't access your account?** from the Microsoft login page at <https://login.microsoft.com/>



OR

Click on the **Forgot my password** link after entering your Fenway email address.

Using Self-Service Password Reset Service (SSPRS)



Microsoft

← [redacted]@fenwayhealth.org

Enter password

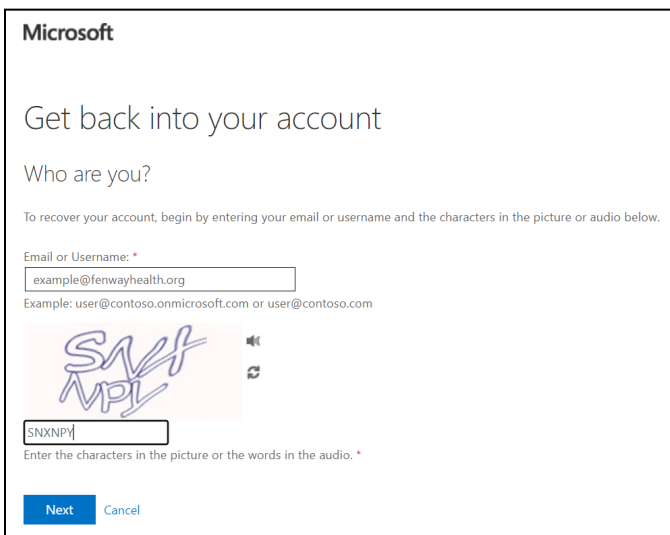
Password

[Forgot my password](#)

[Sign in](#)

Please email helpdesksupport@fenwayhealth.org for any username or password related questions.

- Type in your email address, and enter in the CAPTCHA code.



Microsoft


Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

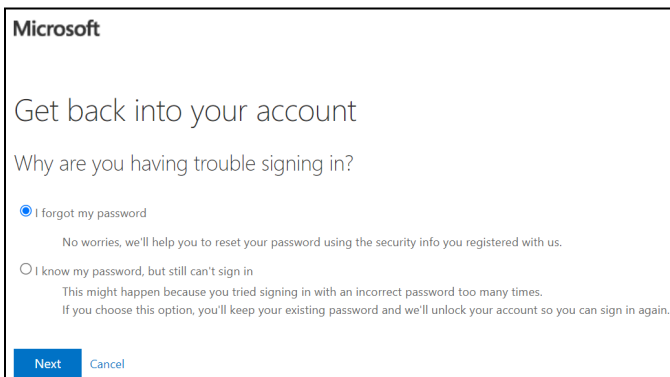
Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

[Next](#) [Cancel](#)

- Keep **I forgot my password** selected, and click **Next**.



Microsoft

Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

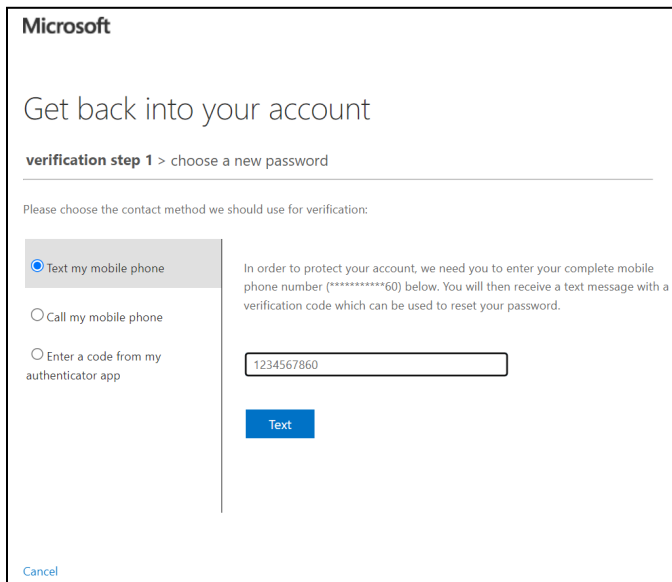
I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times. If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

[Next](#) [Cancel](#)

Using Self-Service Password Reset Service (SSPRS)

- Verify your identity by entering your phone number or authenticator code.



Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Enter a code from my authenticator app

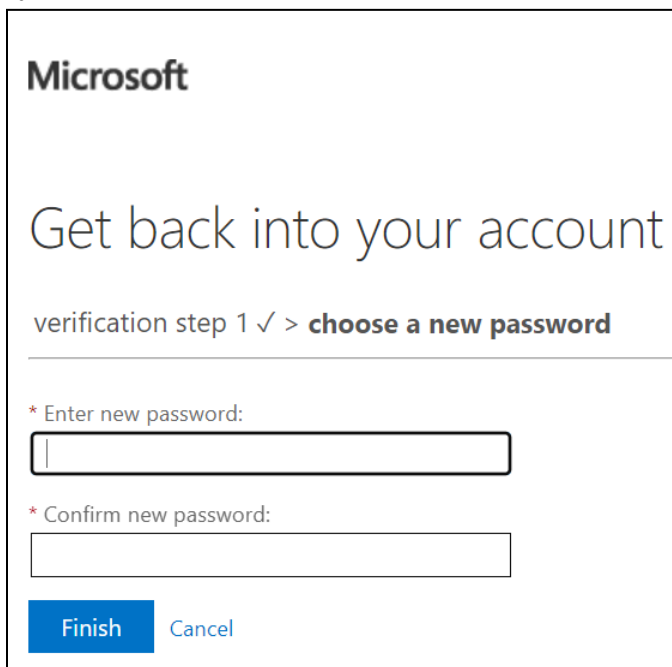
In order to protect your account, we need you to enter your complete mobile phone number (*****60) below. You will then receive a text message with a verification code which can be used to reset your password.

1234567860

Text

Cancel

- Type in a new password, and confirm it. Then press **Finish**.



Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

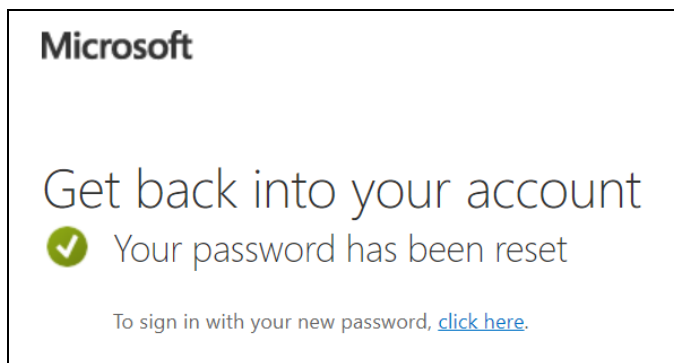
* Enter new password:

* Confirm new password:

Finish Cancel

- Press **click here** to login with your new password.

Using Self-Service Password Reset Service (SSPRS)



Please contact helpdesksupport@fenwayhealth.org if you have any questions or run into issues.