



Password Reset

Self-Serve Password Reset Instructions

Use these instructions to reset your password if you are unable to log into the Agent Portal because your password was forgotten or has expired. The steps below will walk you through verifying your account and creating a new password.

1. Visit <https://account.intermountain.net/verify>

2. Click “Reset Forgotten Password/Reset Expired Account”

A screenshot of the Intermountain Health account verification page. The page has a light purple header with the word "Welcome" in bold. Below the header, there are four white rectangular buttons with rounded corners, each containing a text label and a small circular information icon (i) on the right. The buttons are: "Activate Account", "Forgotten Username", "Reset Forgotten Password / Reset Expired Account", and "Reset PingID 2-Step Verification / New Phone Enrollment". The third button, "Reset Forgotten Password / Reset Expired Account", is circled in red. Below these buttons is a light blue informational box with a small circular information icon (i) and text explaining that a standard Intermountain Health Master Account username and password are required for access to various applications. At the bottom of the page is a purple button with rounded corners labeled "Sign On to MyAccount".

Welcome

Activate Account ⓘ

Forgotten Username ⓘ

Reset Forgotten Password / Reset Expired Account ⓘ

Reset PingID 2-Step Verification / New Phone Enrollment ⓘ

ⓘ To access applications protected by the standard Intermountain login, you will need your Intermountain Health Master Account username and password. This is the same username and password used for Intermountain.net, Human Resources, Workday, Kronos, and many other Intermountain applications.

Sign On to MyAccount

3. Type in your username.

1 Enter Username — 2 Verify Identity — 3 Change Password

Enter Username

Please Enter Email or Username

[Forgot Username](#)

Next

4. PingID will automatically detect a mobile device.

If PingID is working on the device, enter the revolving code.

1 Enter Username — 2 Verify Identity — 3 Change Password

Reset Forgotten Password

Please choose an authentication method:

PingID - Send Push Notification to Phone

Authenticating on Your Device

Open PingID to Verify

Or

PingID - Verify Using One-time Passcode

Submit

To verify using ID Dataweb, click “Having trouble with PingID? Click here for other options”

1 Enter Username

2 Verify Identity

3 Change Password

Reset Forgotten Password

Please choose an authentication method:

Push notification was not available or failed. Please choose an alternative verification method:

Verify Using ID Dataweb

Continue to ID Dataweb

If you are having trouble verifying your identity using the methods above, you may need to call into Computer Support for assistance.

[Click Here to Start Over From Step One](#)

5. Follow instructions to enter personal information

Country *

United States

Email *

example@example.com

Address *

Please enter an address

Enter address manually

Mobile phone *

+1

Confirm Information

Full Name *

M*** J**

Mobile phone *

+1

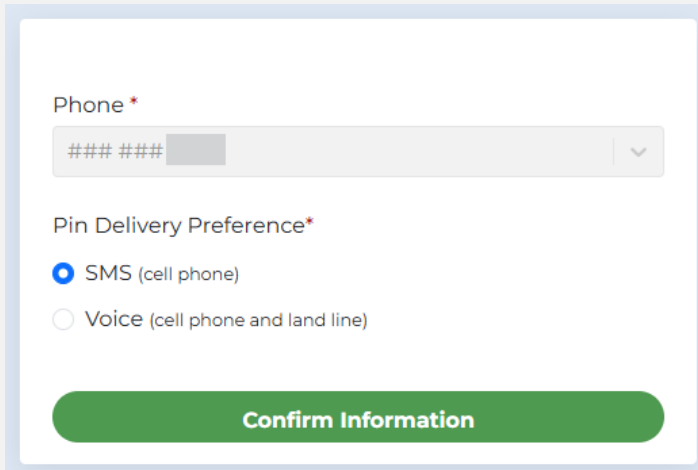
Address *

Please enter an address

Enter address manually

Confirm Information

6. Send an SMS code to the cellphone number entered



Phone *

##

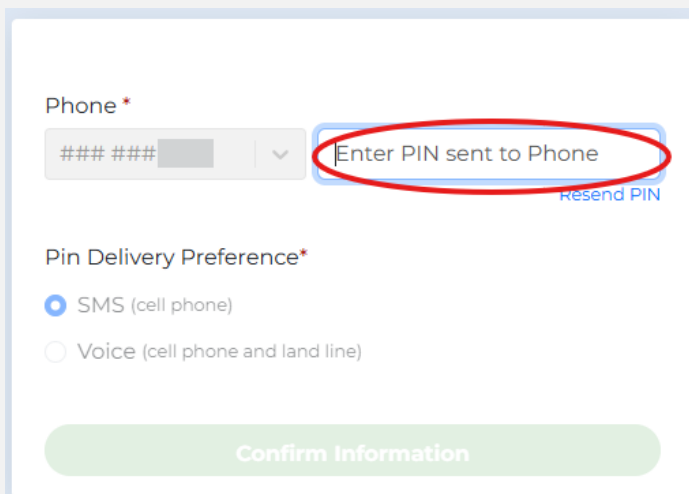
Pin Delivery Preference*

☒ SMS (cell phone)

☐ Voice (cell phone and land line)

Confirm Information

7. Enter the PIN



Phone *

##

Enter PIN sent to Phone

Resend PIN

Pin Delivery Preference*

☒ SMS (cell phone)

☐ Voice (cell phone and land line)

Confirm Information

8. On the next page, enter a new password, following the Password Creation Policy.

1

Enter Username

2

Verify Identity

3

Change Password

Change Password

 Instructions For FlexWork (Remote) Caregivers to Change Password. [Click Here.](#)

New Password



Confirm New Password



Your password or passphrase must meet one of the following strength requirements:

☐ **Option 1:**
12+ characters — containing 3 or more required characters

☐ **Option 2:**
8+ characters — containing all 4 required characters

Required characters:

☐ Number (0-9)

☐ Uppercase (A-Z)

☐ Lowercase (a-z)

☐ Special (!*%#&\$%+...)

Cannot contain any of the following special characters: @ ^) { ; : " ' < > ,

A unique password for you could be:

Trap#AlwaysBake92

Generate New Example

9. Agree to the policy, and click “Reset Password”

Please read and agree to the following agreements

**Intermountain Health
Access and Confidentiality Agreement**

**INTERMOUNTAIN HEALTHCARE
ACCESS AND CONFIDENTIALITY AGREEMENT**

SECTION 1.0. PURPOSE AND DEFINITION

1.1 Purpose of this Agreement. Federal and state laws, as well as Intermountain's policies, protect Confidential Information, assure that it remains confidential, and permit it to be used for appropriate purposes. Those laws and policies assure that Confidential Information, which is sensitive and valuable, remains confidential. They also permit you to use Confidential Information only as necessary to accomplish legitimate and approved

☐ I have read and agree to the Intermountain Health Access and Confidentiality Agreement shown above ("ACA"):

ACA Electronic Signature

Intermountain Health
Employee Intellectual Property Agreement

Intermountain Healthcare
Employee Intellectual Property Agreement

This Employee Intellectual Property Agreement (this "Agreement") is a contract between you and Intermountain concerning Intermountain Inventions, Proprietary Materials, and Intellectual Property. Please read it carefully and print a copy for your records. By entering your electronic signature below and clicking the "Submit" button, you agree to the terms of this Agreement.

1. **Agreement Purpose.** This Agreement is intended to implement the terms of Intermountain's [Intellectual Property Policy](#), which governs the

☐ I have read and agree to the Intermountain Health Intellectual Property Agreement shown above ("IPA"):

IPA Electronic Signature

10. Log into the Agent Portal with the new password.