

## UW Medicine (AMC) Password Management

The purpose of this job aid is to assist UW Medicine (AMC) users in managing their UW Medicine (AMC) passwords. Please use the sections below to navigate to the instructions that work best for your needs.

### Change Your UW Medicine (AMC) Password

**i** Before you can change your UW Medicine (AMC) password, you must first know your UW Medicine (AMC) password. Otherwise follow the “Forgot Your UW Medicine (AMC) Password” section below.

1. Change via Windows on an AMC PC — [Click Here](#)
2. Change via SailPoint — [Click Here](#)

### Your UW Medicine (AMC) Password is Expired

1. Reset via Windows on an AMC PC — [Click Here](#)
2. Reset via SailPoint — [Click Here](#)
3. Reset via Citrix for Expired / One-Time Password (Works Outside of UW Network) — [Click Here](#)

### Forgot Your UW Medicine (AMC) Password

1. Reset via SailPoint — [Click Here](#)

## UW Medicine (AMC) Password Change—Change via Windows on an AMC PC

1. Log into your AMC PC
2. Once your desktop is visible, press [CTRL]+[ALT]+[Delete] keys

① If you are connected to a Remote Session or VDI, press [CTRL]+[ALT]+[End] keys.

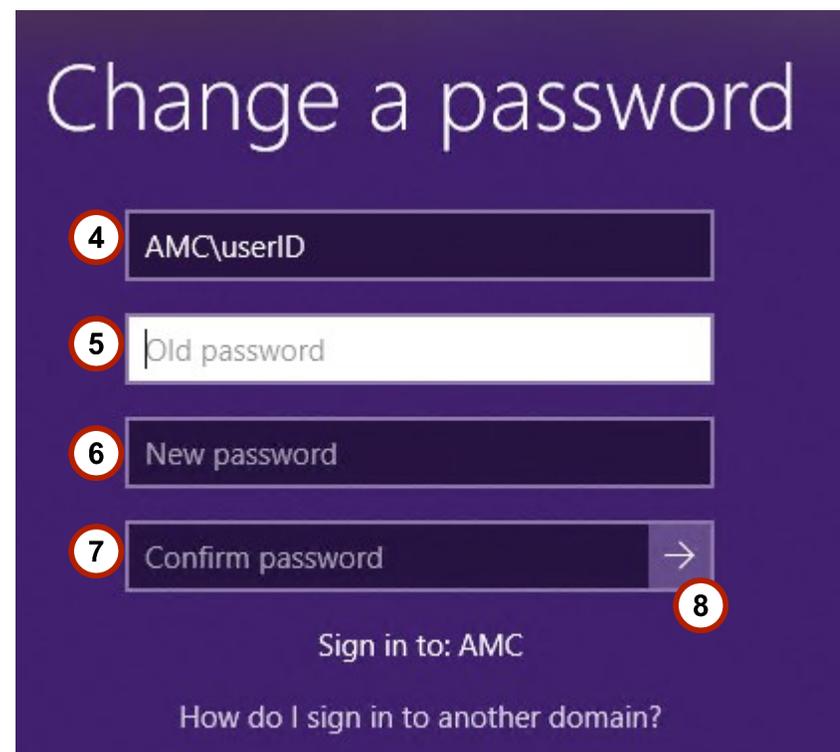
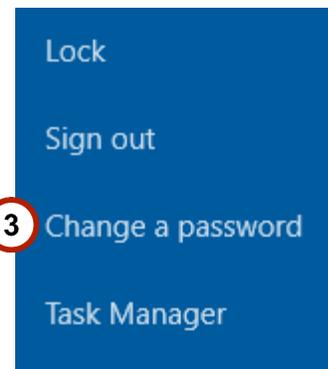
3. Click “Change a password”
4. Ensure the user name field is set to “AMC\” and your AMC login
5. Enter your current password into “Old password” field
6. Enter a new password into the last two fields

① Click [here](#) for password requirements of the page

7. Press [Enter] or click the right arrow button
8. A message will display “Your password has been changed”, click “OK” to continue back to your desktop



① If CTRL+ALT+DEL is unavailable, please locate a machine with browser access and follow [page 3](#) to change through SailPoint or contact helpdesk at 206-520-2200.

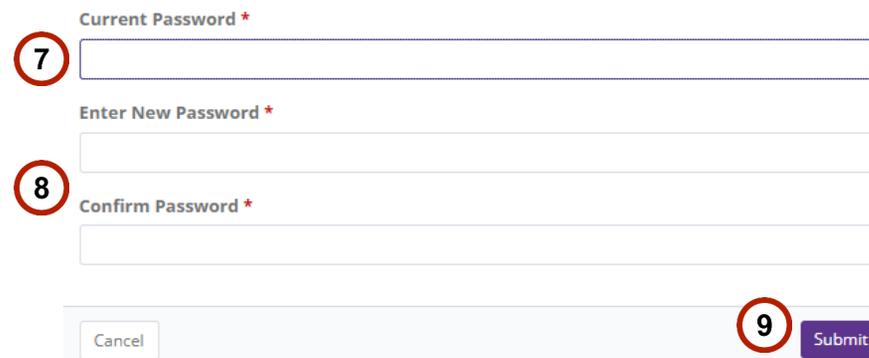
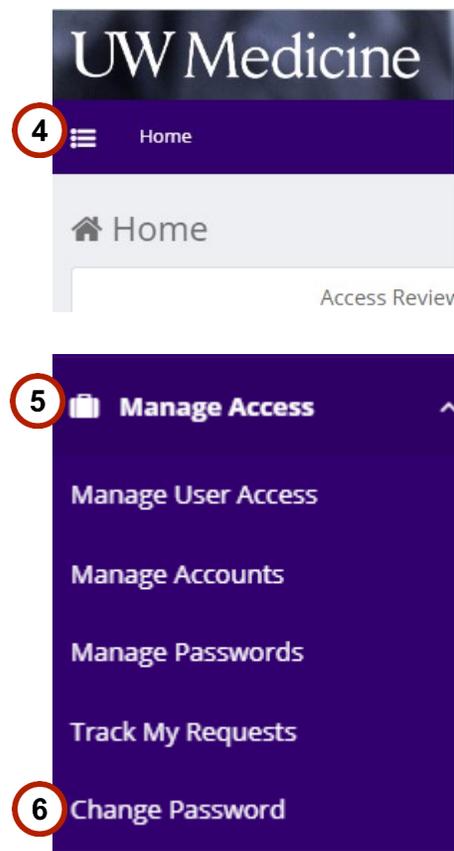
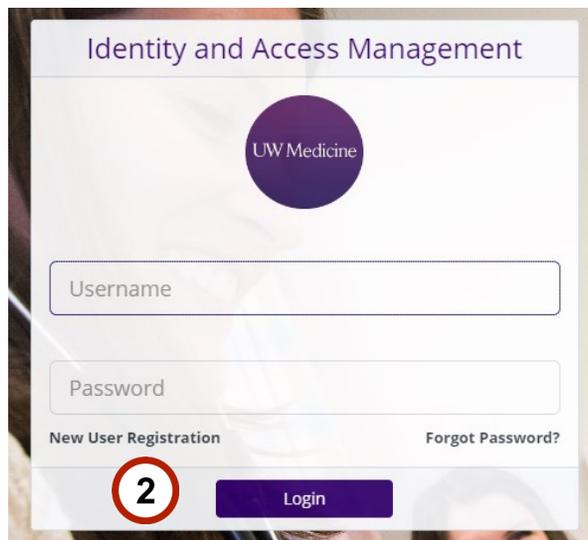


## UW Medicine (AMC) Password Change—Change via SailPoint

1. Go to <https://sailpoint.uwmedicine.org/>
2. Log in with your UW Medicine (AMC) credentials
3. Select Multi-factor Authentication method and click “Submit”
  - By default, “Auto” is selected which will use Duo Push. Other methods will be available via the drop-down menu
  - If you have not set up Duo, you can [click here](#) for instructions on how to set up your devices
4. Click on the three bar menu icon in the top-left corner
5. Select “Manage Access”
6. Select “Change Password”
7. Enter your current password
8. Enter a new password into the last two fields

**i** Password requirements are listed at the top of the page

9. Click “Submit”
10. You will see a screen that says “The password change request has been successfully submitted”, click “Close to go back to SailPoint”

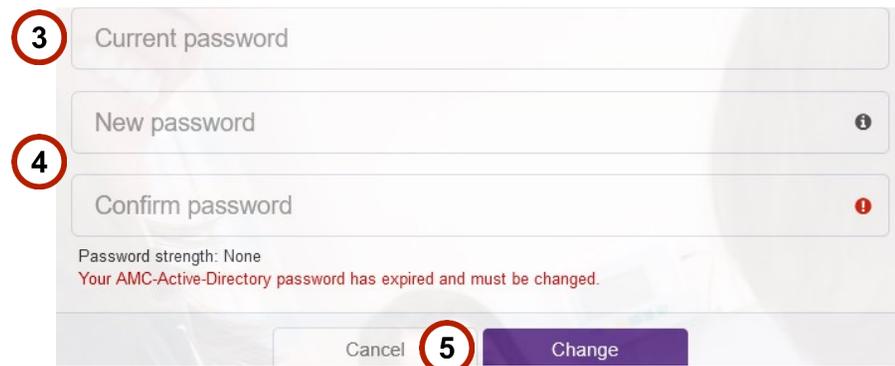
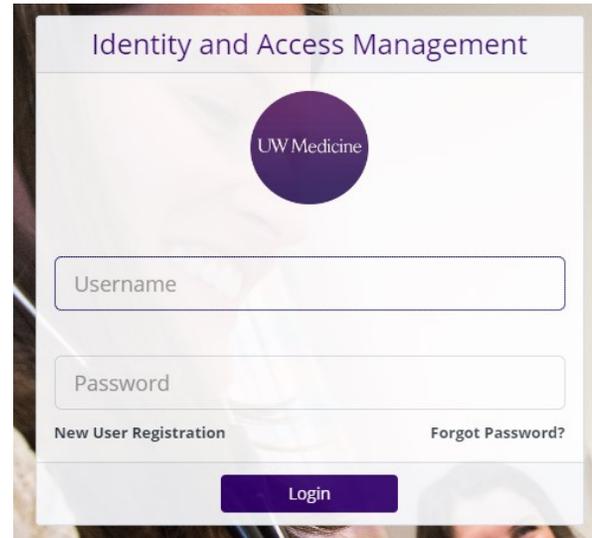


## UW Medicine (AMC) Password Change — Change via SailPoint

1. Go to <https://sailpoint.uwmedicine.org/>
2. Log in with your UW Medicine (AMC) credentials
3. Enter your current password
4. Enter a new password into the last two fields

 [Click here](#) for password requirements of the page

5. Click “Change”



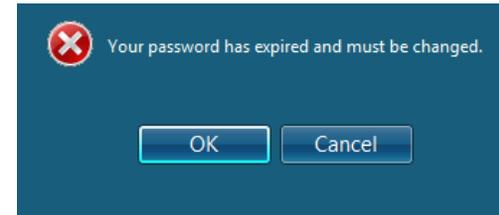
## Your UW Medicine (AMC) Password is Expired — Reset via Windows on an AMC PC

If your password has expired and you try to log into Windows on an AMC PC, you will receive a prompt “Your password has expired and must be changed”

1. Click “OK”
2. Enter your current password into “Old password” field
3. Enter a new password into the last two fields

① [Click here](#) for password requirements of the page

4. Press [Enter] or click the right arrow button
5. A message will display “Your password has been changed”, click “OK” to continue to your desktop



## UW Medicine (AMC) Password Expired / One time PW Change—Change via Citrix

1. Go to <https://access.uwmedicine.org/>
2. Enter your UW Medicine (AMC) user name and password
3. Click “Log On” to be directed to a “Change Password” screen prompt
4. Enter your password
5. Enter your **new** password
6. Confirm your **new** password
7. Click “Submit”
8. You will now be logged in successfully and can close the browser tab / sign out

The image shows two screenshots of the UW Medicine (AMC) login and password change process. The first screenshot shows the login page with a URL bar containing <https://access.uwmedicine.org/logon/LogonPoint/tmindex.html>. The page has a dark blue background. There are two input fields for 'User name:' and 'Password:'. Below these is a dropdown menu showing 'AMC'. A green checkmark icon and the text 'Please select domain to continue Login ...' are visible. At the bottom is a blue button labeled 'Log On'. Red circles with numbers 1, 2, and 3 are overlaid on the page: 1 is on the URL bar, 2 is on the password field, and 3 is on the 'Log On' button.

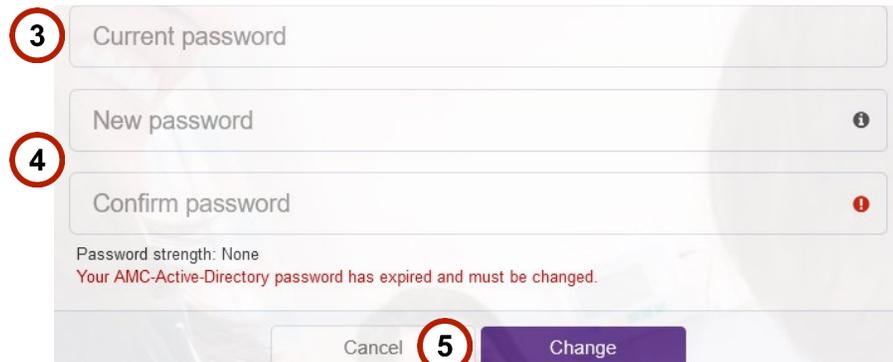
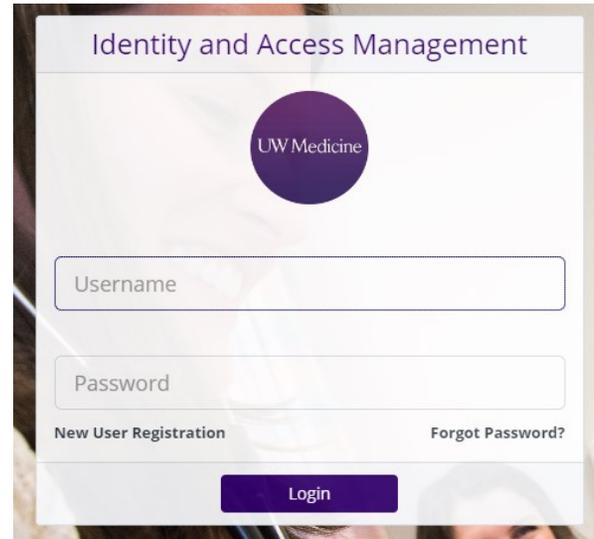
The second screenshot shows the 'Change Password' page. It has a dark blue background. There are four input fields: 'User name:', 'Old Password:', 'New Password:', and 'Confirm Password:'. The 'User name:' field is filled with a greyed-out name. Below the input fields is a blue button labeled 'Submit'. Red circles with numbers 4, 5, 6, and 7 are overlaid on the page: 4 is on the 'Old Password:' field, 5 is on the 'New Password:' field, 6 is on the 'Confirm Password:' field, and 7 is on the 'Submit' button.

## Your UW Medicine (AMC) Password is Expired — Reset via SailPoint

1. Go to <https://sailpoint.uwmedicine.org/>
2. Log in with your UW Medicine (AMC) credentials
3. Enter your current password
4. Enter a new password into the last two fields

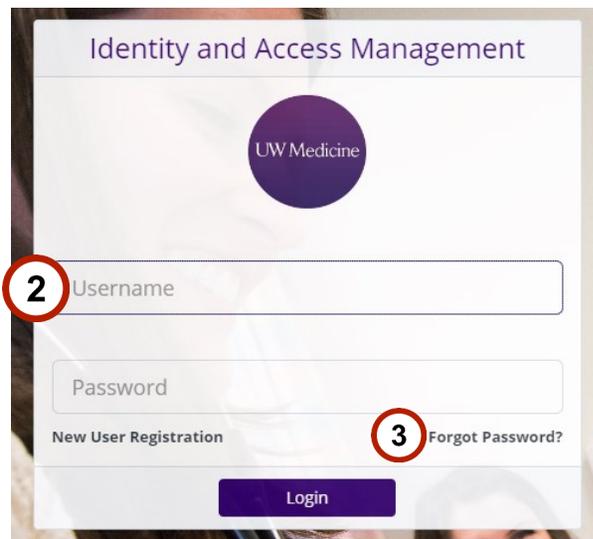
 [Click here](#) for password requirements of the page

5. Click “Change”



## Forgot Your UW Medicine (AMC) Password — Reset via SailPoint

1. Go to <https://sailpoint.uwmedicine.org/>
2. Enter your AMC login into the “Username” field
3. Click “Forgot Password?”

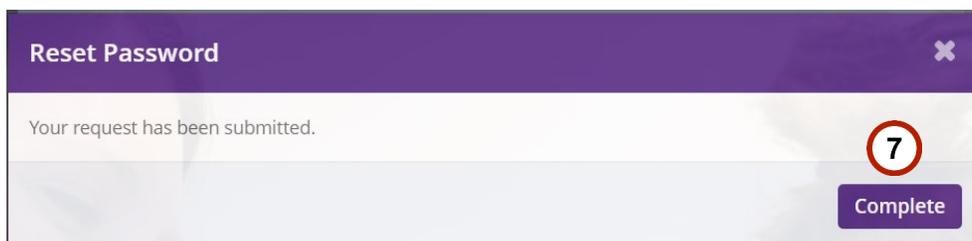
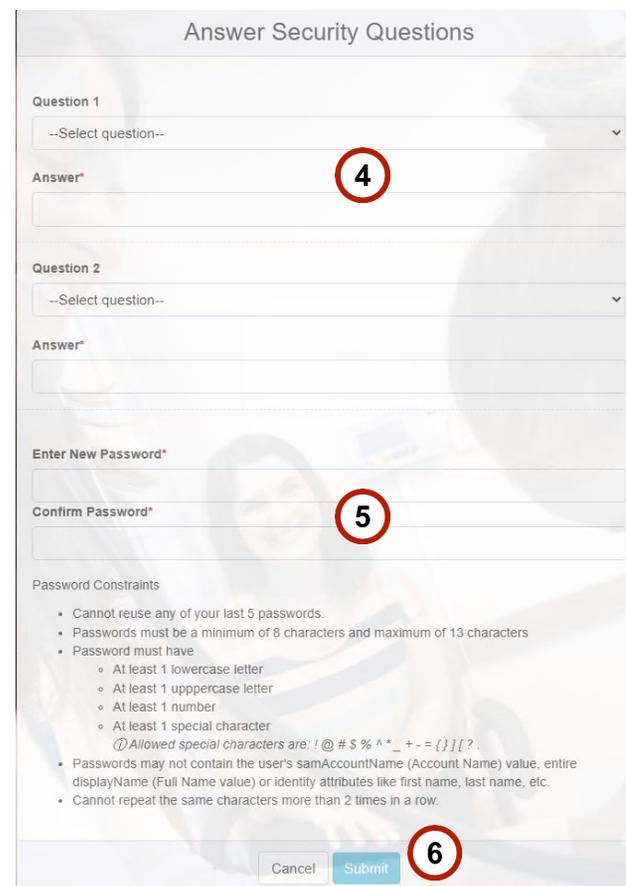


4. Select security questions from the drop-down menus and enter the correct answers in the associated “Answer” fields
5. Enter a new password in the last two fields

**i** Password requirements are listed at the bottom of the page

6. Click “Submit”
7. A pop-up will show that the request has been submitted, click “Complete” to finish.

**i** If you can't access a browser on a kiosk / TITO machine, please locate a machine with browser access and follow the steps on this page or contact helpdesk at 206-520-2200.



## UW Medicine (AMC) Password Requirements

- Cannot reuse any of your last 5 passwords.
- Password must be a minimum of 8 characters and maximum of 13 characters
- Password must have
  - At least 1 lowercase letter
  - At least 1 uppercase letter
  - At least 1 number
  - At least 1 special character

① *Allowed special characters: ! @ # \$ % ^ \* \_ + - = { } [ ] ? .*

- Passwords may **not** contain the user's samAccountName (Account Name) value, entire displayName (Full Name value) or identity attributes like first name, last name, etc.
- Cannot repeat the same character more than 2 times in a row.