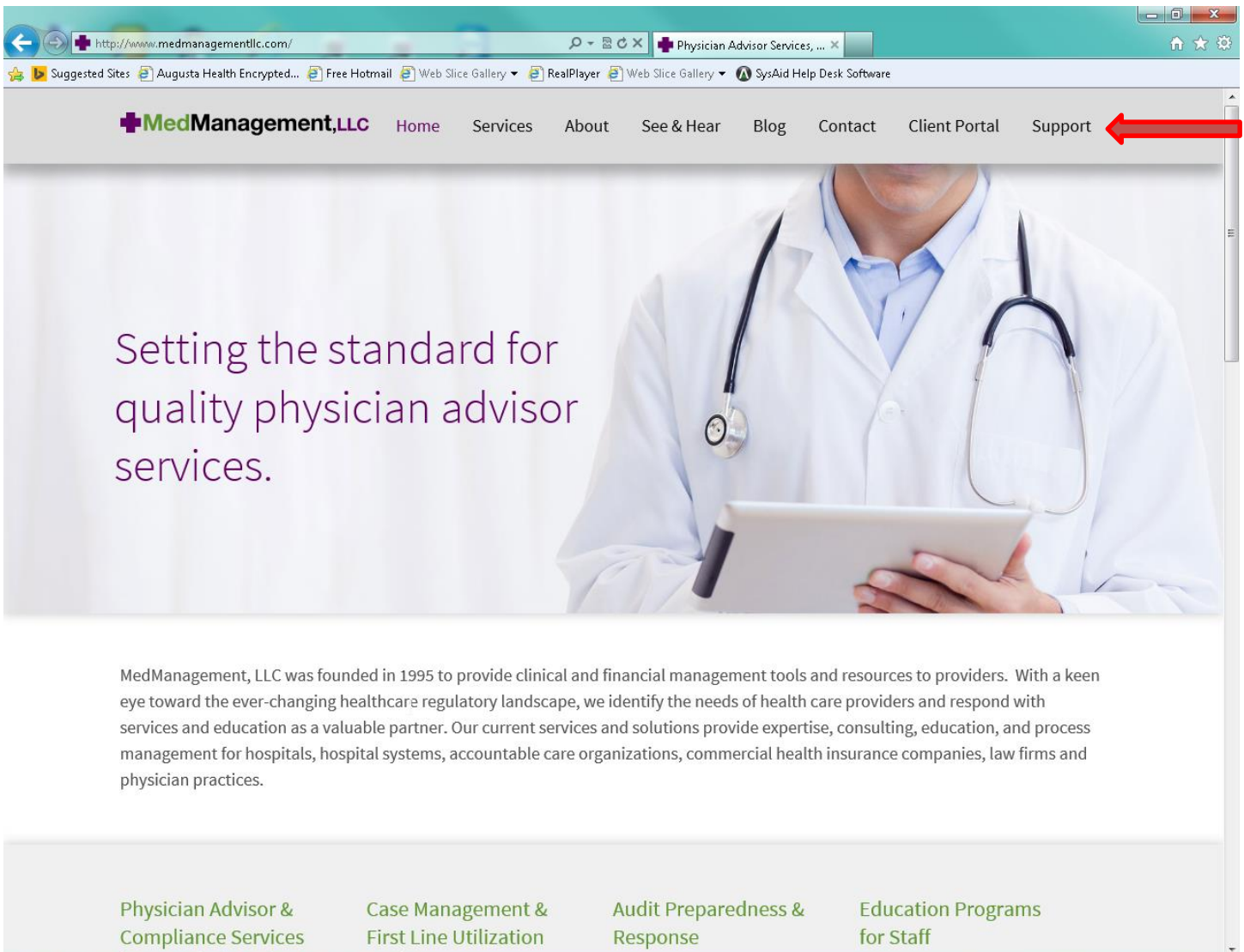


Reset Password from the web

In order to use the password service module of the support system, all users must configure two security questions. If you have not configured your questions and answers please follow the Configure Security Questions guide before proceeding.

1. Open a web browser and go to www.medmanagementllc.com . Once the page opens click the “Support” tab at the top.



The screenshot shows a web browser window displaying the MedManagement, LLC website. The browser's address bar shows the URL <http://www.medmanagementllc.com/>. The website's navigation menu is visible at the top, with the following items: Home, Services, About, See & Hear, Blog, Contact, Client Portal, and Support. A red arrow points to the 'Support' tab. Below the navigation menu is a large banner image of a doctor in a white coat holding a tablet. The text on the banner reads: "Setting the standard for quality physician advisor services." Below the banner is a paragraph of text: "MedManagement, LLC was founded in 1995 to provide clinical and financial management tools and resources to providers. With a keen eye toward the ever-changing healthcare regulatory landscape, we identify the needs of health care providers and respond with services and education as a valuable partner. Our current services and solutions provide expertise, consulting, education, and process management for hospitals, hospital systems, accountable care organizations, commercial health insurance companies, law firms and physician practices." At the bottom of the page, there are four columns of text: "Physician Advisor & Compliance Services", "Case Management & First Line Utilization", "Audit Preparedness & Response", and "Education Programs for Staff".

2. From here click the "Password Self Service" button

MedManagement,LLC Home Services About See & Hear Blog Contact Client Portal Support

Support Center

Password Self-Service

CHANGE PASSWORD

Support Request

REQUEST SUPPORT

Employee Login

SUPPORT LOGIN

Downloads

- VMware View Client for Windows 32-bit
- VMware View Client for Windows 64-bit
- VMware View Client for Mac
- SSL VPN (MSI – Windows)
- SSL VPN (Exe – Windows)
- SSL VPN (Zip – Windows)
- SSL VPN (Mac – Zip)
- Remote Desktop (Mac – Zip)
- Citrix Receiver
- GoDaddy Intermediate Cert

Instructions

- How to Configure Security Questions
- Unlock Account Instructions
- Reset Password Instructions
- How to Submit a Service Request

3. Now select "Reset Password"

MedManagement,LLC v9.0.533 Enterprise Edition Account: medmanagement1728717326_trial

SysAid Help Desk

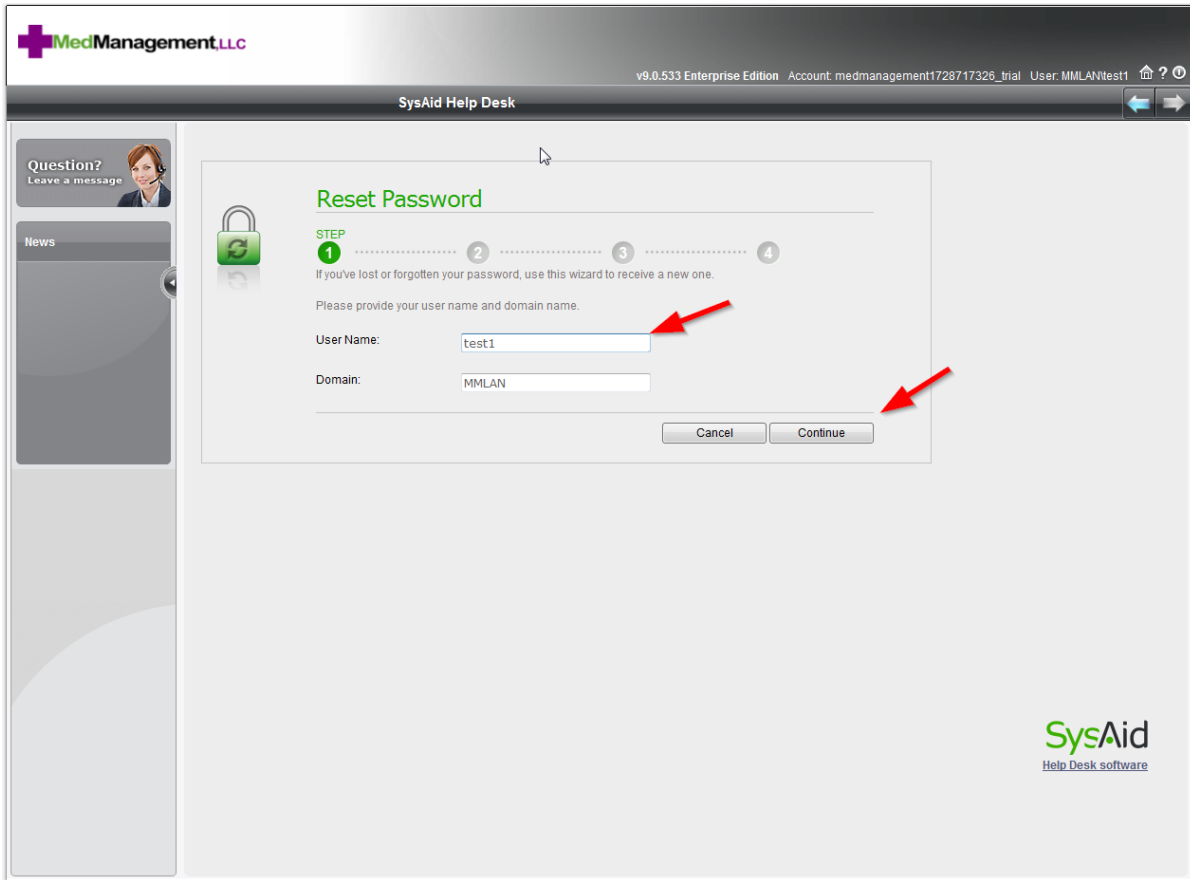
Welcome to the SysAid Password Self Service Wizard!

This wizard allows you to reset your password in the event that you've forgotten it, or to unlock your account in the event that you have had too many unsuccessful login attempts.

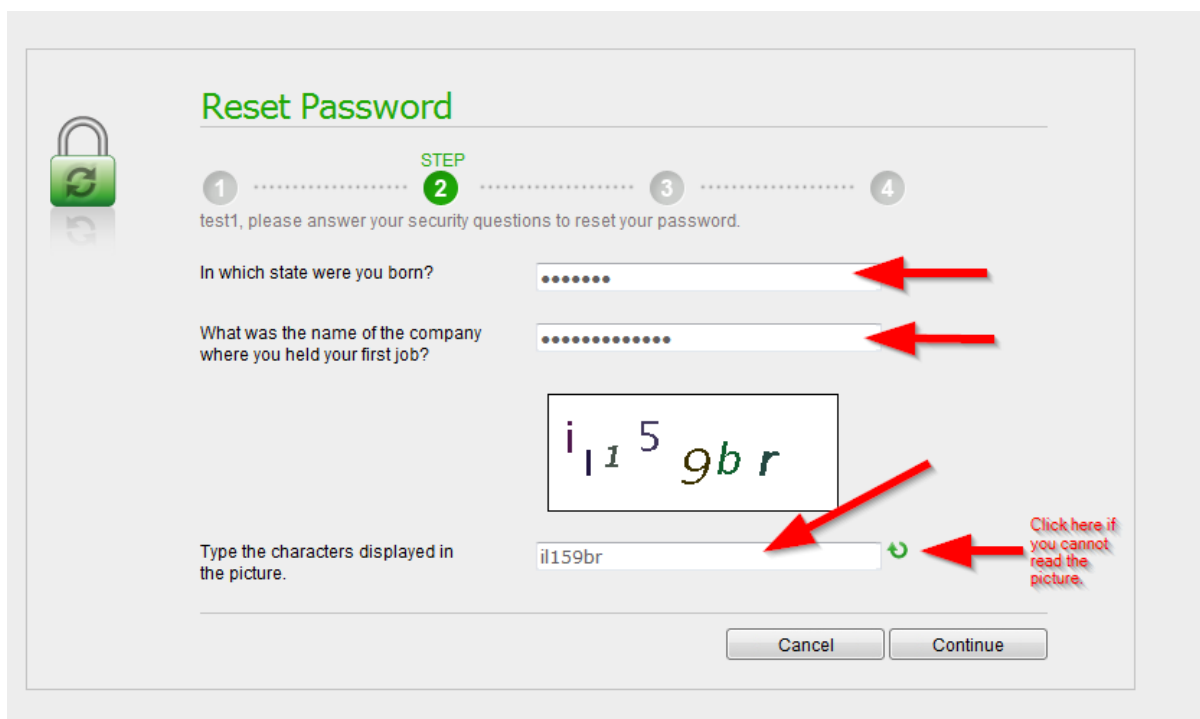
Unlock Account
If your account is locked, use this option to unlock it.

Reset Password
Generate a new, temporary password that you can use to log in.

- After clicking reset password you will be prompted to enter your User Name. Enter your User Name and click “Continue”



- Now answer the two security questions, type the characters that are shown in the picture, and click “Continue”. If you cannot read the picture you can click the refresh button to the right of the text box.



6. Now enter your new password and click "Continue".

Reset Password

STEP 3

Please enter your new password in the fields below.

New Password:

Confirm New Password:

Domain Password Policy Requirements
Please make sure the new password meets the domain password policy requirements:

- Old passwords cannot be reused
- Password complexity property is enabled
- Minimum password length is 8
- Password matches Confirm Password

Cancel Continue

7. If your password meets requirements and the change was successful you will see the following screen. You should now be able to login as usual.

Reset Password

STEP 4

Reset user password succeeded!