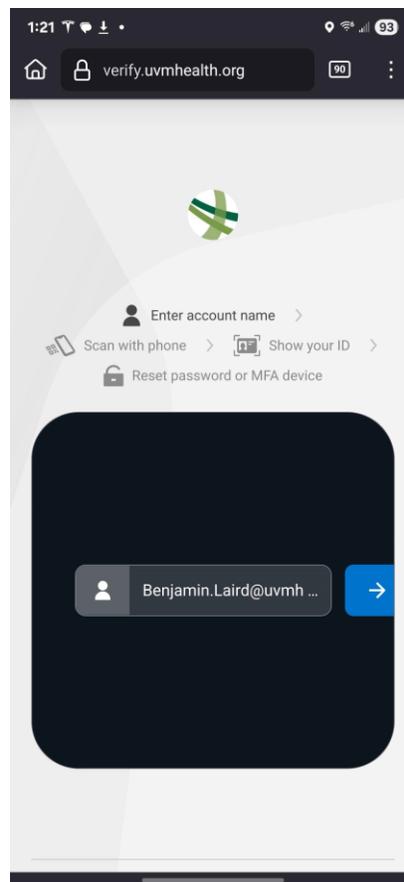


## Self-Service Password/MFA Reset Service

University of Vermont Health Network employees with existing accounts are now able to reset their own password and MFA (Microsoft Authenticator) device by using NameTag to verify their identity. To use this service, you will first verify your identity and access your account's profile. From there, you can reset your password or register a new MFA device. New users who have not completed their first-time account setup should follow their onboarding instructions.

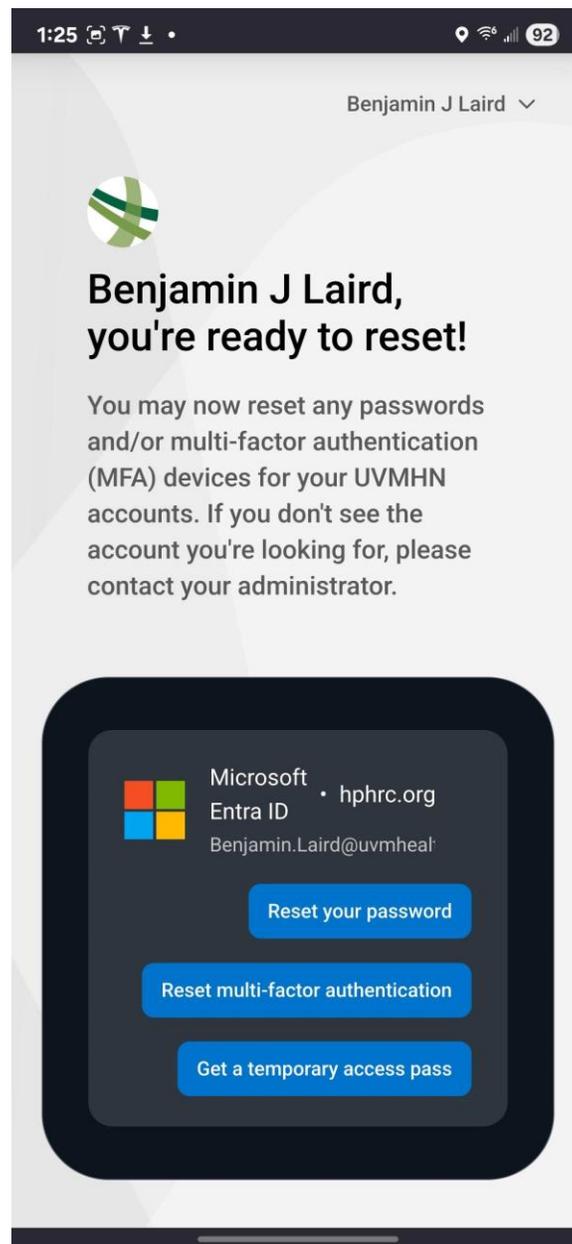
### Verifying your identity and accessing your account's profile

Go to the NameTag self-service password recovery page in your phone's web browser (<https://verify.uvmhealth.org>) and enter the email address for the account password that needs to be reset. Next, tap the blue arrow button.

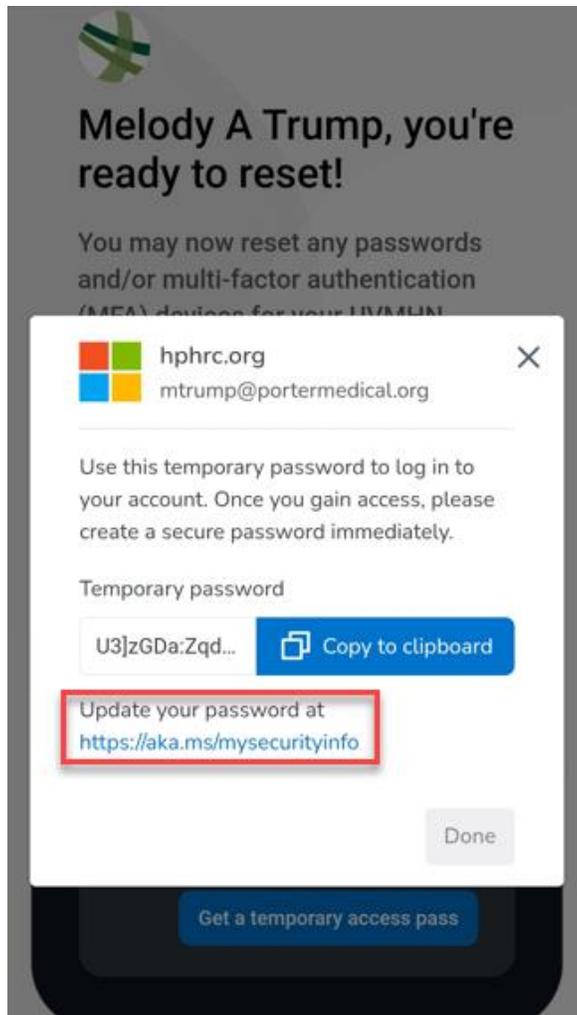


When prompted, allow your phone to launch the NameTag app. This will begin the NameTag Identity Verification process. Follow the instructions on the screen to verify your identity.

Once verified, your phone will navigate back to the self service page automatically. To change your password, tap the “Reset your password button”. To access your account’s profile page and update your MFA, tap the “Get a temporary access pass” button.



After making a selection, you will be prompted to copy a temporary access pass. Tap the blue 'Copy to clipboard' button then tap the link outlined in red.



Next, you will be asked for your temporary access pass. Paste the copied temporary pass, and tap "Next". This will bring you to your Microsoft profile page where you can update your password or change your MFA device.

THE  
University of Vermont  
HEALTH NETWORK

nathaniel.berens@uvmhealth.org

### Enter Temporary Access Pass

Temporary Access Pass

---

Show Temporary Access Pass

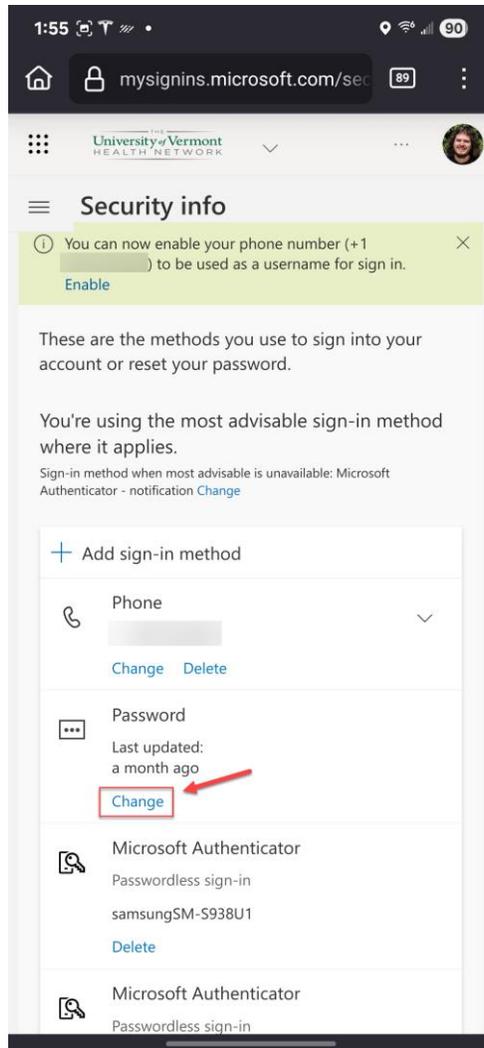
Having trouble? [Sign in another way](#)

[Next](#)

Welcome to the University of Vermont Health  
Network Cloud Presence.

## Resetting your password

To change your password, click on the 'Change' link in the Password row.



A dialogue box will pop up and you can enter your new password here.

A screenshot of a "Change your password" dialog box. The dialog has a title bar with a close button (X). The content includes: "User ID: Nathaniel.Berens@uvmhealth.org", "New password" with an empty text input field, and "Confirm new password" with another empty text input field. At the bottom, there are two buttons: "Cancel" and "Submit".

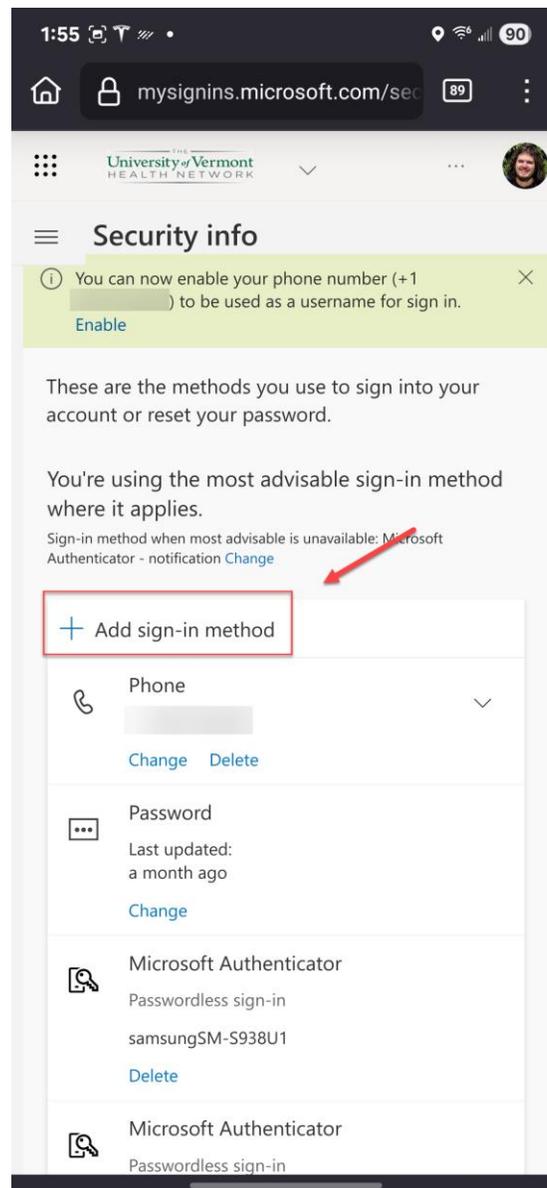
Your new password must:

- contain at least 1 capital letter and 1 number
- be 14 characters or longer

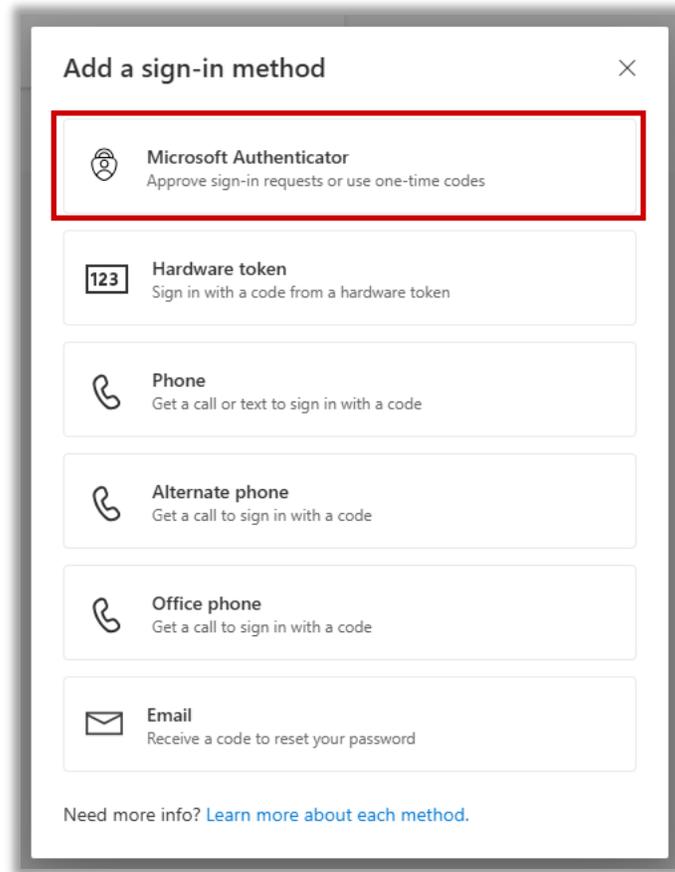
*Note: Changing your password this way can only be done once every 24 hours.*

## Registering a new MFA device

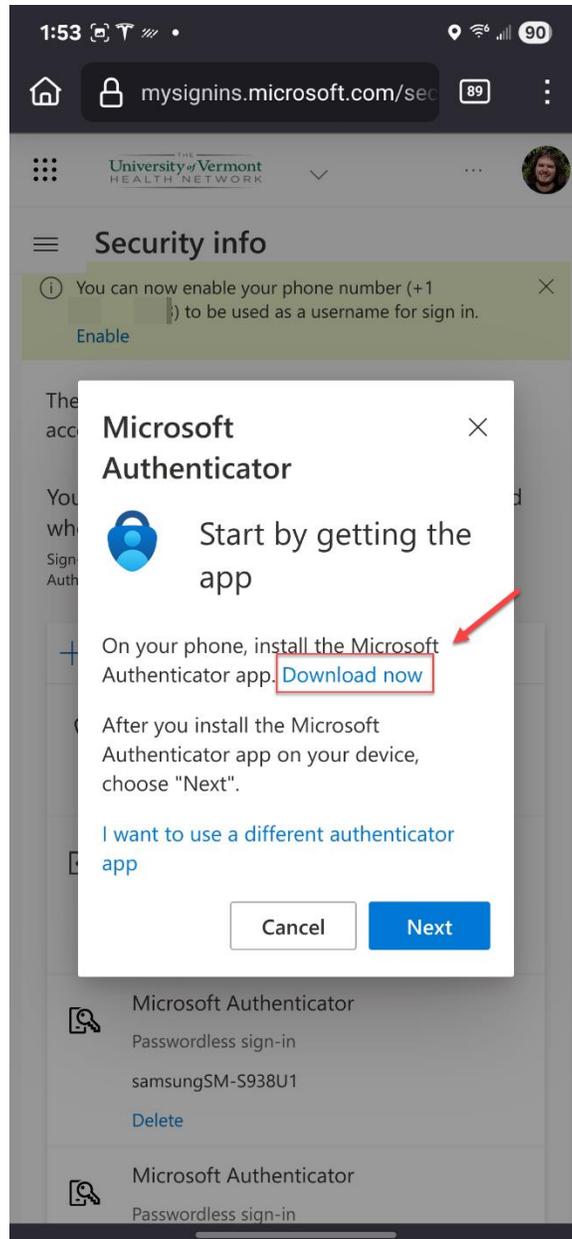
To add a multi-factor authentication (MFA) method, tap on the 'Add sign-in method' button shown outlined in red.



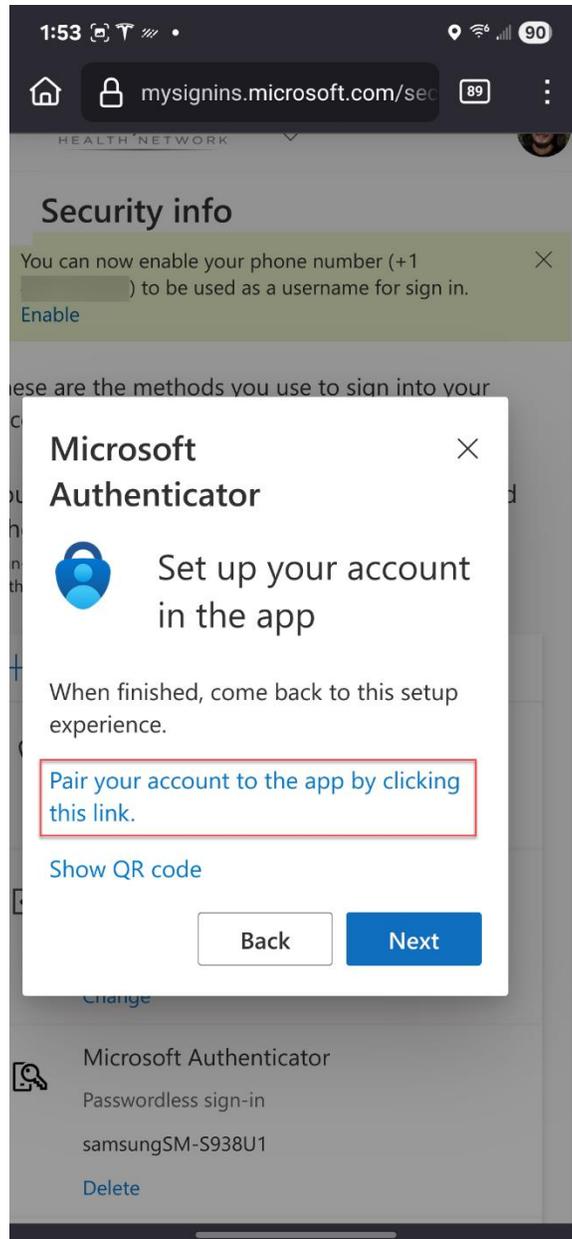
In the pop-up box, select 'Microsoft Authenticator.'



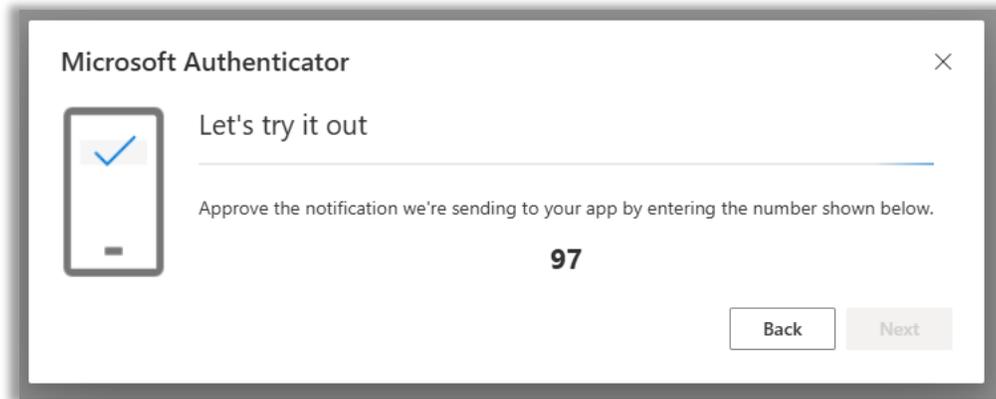
A popup box will appear instructing you to download the Microsoft Authenticator application to your phone using the link outlined in red. Once downloaded and installed, click the blue 'Next' button.



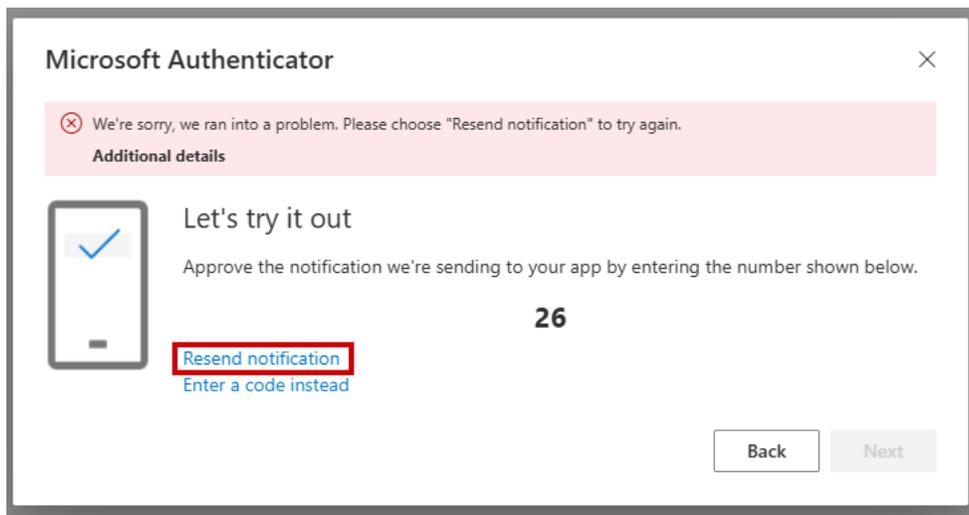
On the following page, tap the “Pair your account to the app” link. This will take you into the Microsoft Authenticator app and will add your UVMHN account. After the account is added, tap the blue “Next” button.



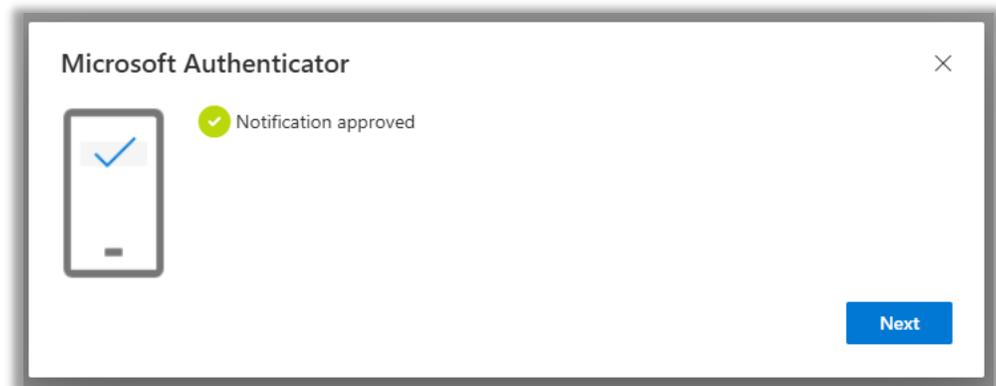
After tapping Next, A pop-up will appear with a number; enter the number into the authentication app when prompted.



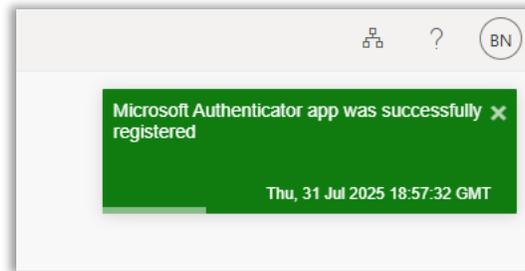
If you entered the number incorrectly, the pop-up box will show a light red banner saying there was a problem and that you need to resend the notification. Click the link outlined in red to resend the notification.



If you entered the number correctly, the pop-up box will say 'Notification approved' with a green checkmark.

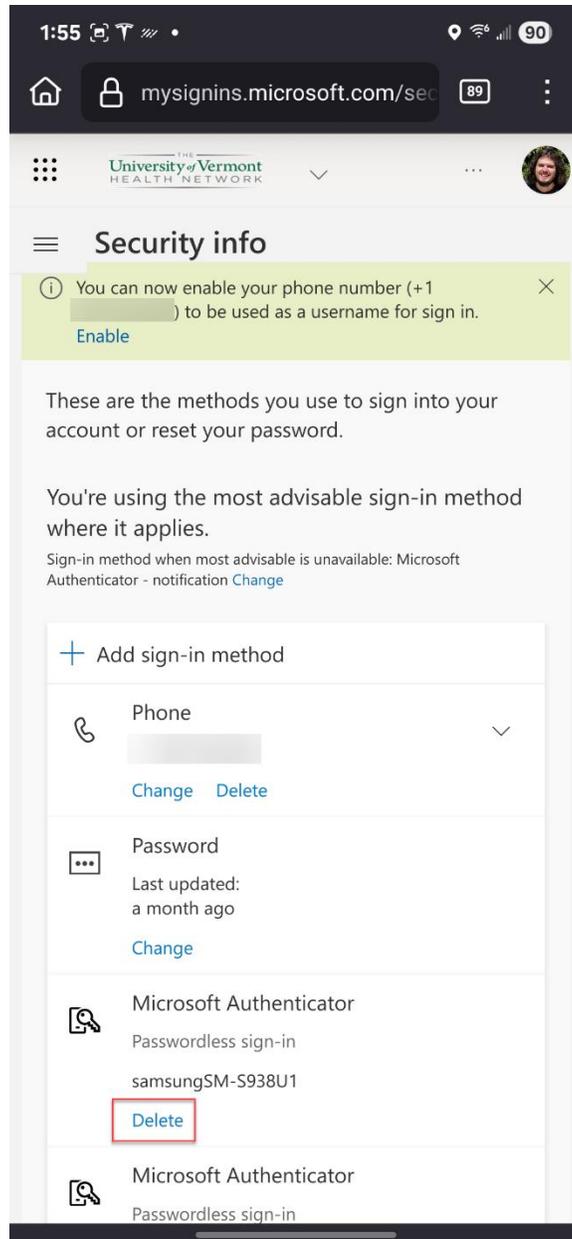


Finally, there will be a green notification box in the upper righthand corner of the screen that tells you your 'Microsoft Authenticator app was successfully registered.'



## Resetting MFA

If needed, you can remove *all* MFA devices from your account. Please note that once you have removed your MFA devices, you will need to register a new MFA device before you will be able to log in remotely. If you only need to remove a single MFA device, this can be done in the Security Info page of your account by locating the device in the list, and tapping 'Delete'



To remove all MFA devices, verify your identity as above, and tap on the blue “Reset Multi-factor authentication” button.



## Nathaniel John Berens, you're ready to reset!

You may now reset any passwords and/or multi-factor authentication (MFA) devices for your UVMHN accounts. If you don't see the account you're looking for, please contact your administrator.

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Reset your password    Reset multi-factor authentication    Get a temporary access pass

A confirmation dialog will pop up asking if you want to reset your MFA tokens. This will remove all of the MFA devices associated with your account. Click the 'Yes, reset tokens' button to proceed.

Nathaniel John Berens, you're ready to reset!

You may now reset any passwords and/or multi-factor authentication (MFA) devices for your UVMHN accounts. If you don't see the account you're looking for, please contact your administrator.

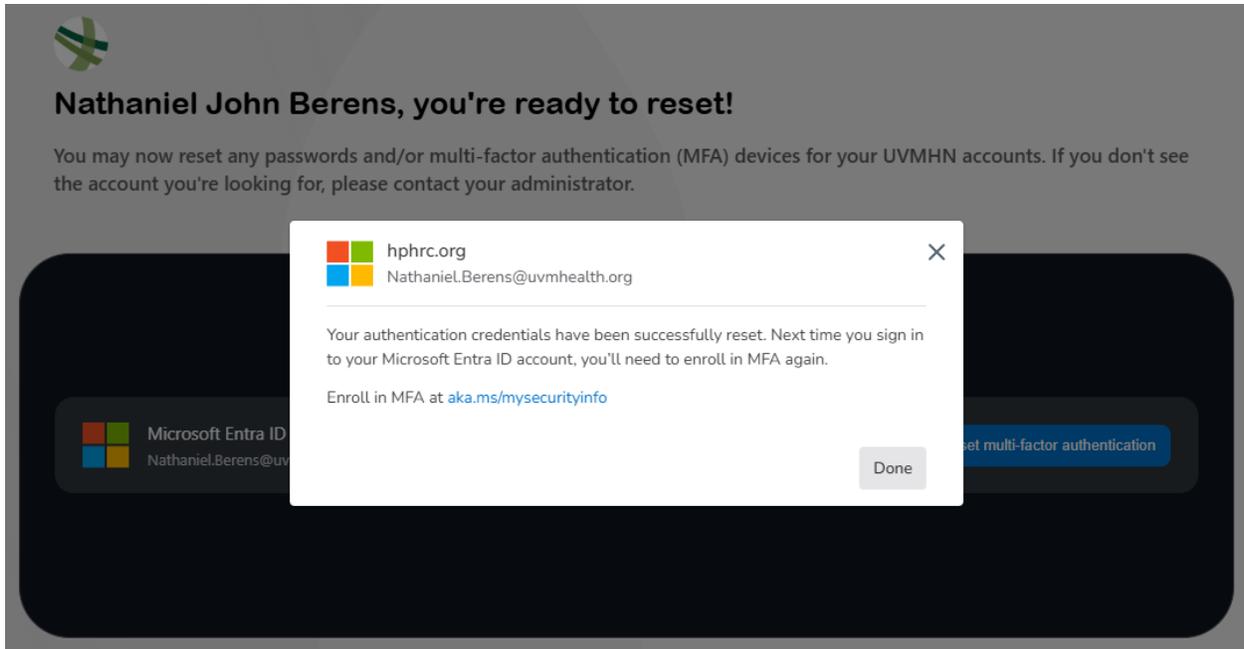
hphrc.org  
Nathaniel.Berens@uvmhealth.org

This will remove all of your authenticator tokens (SMS messages, authenticator apps, security keys, etc.) so that you can access your account and create new ones.

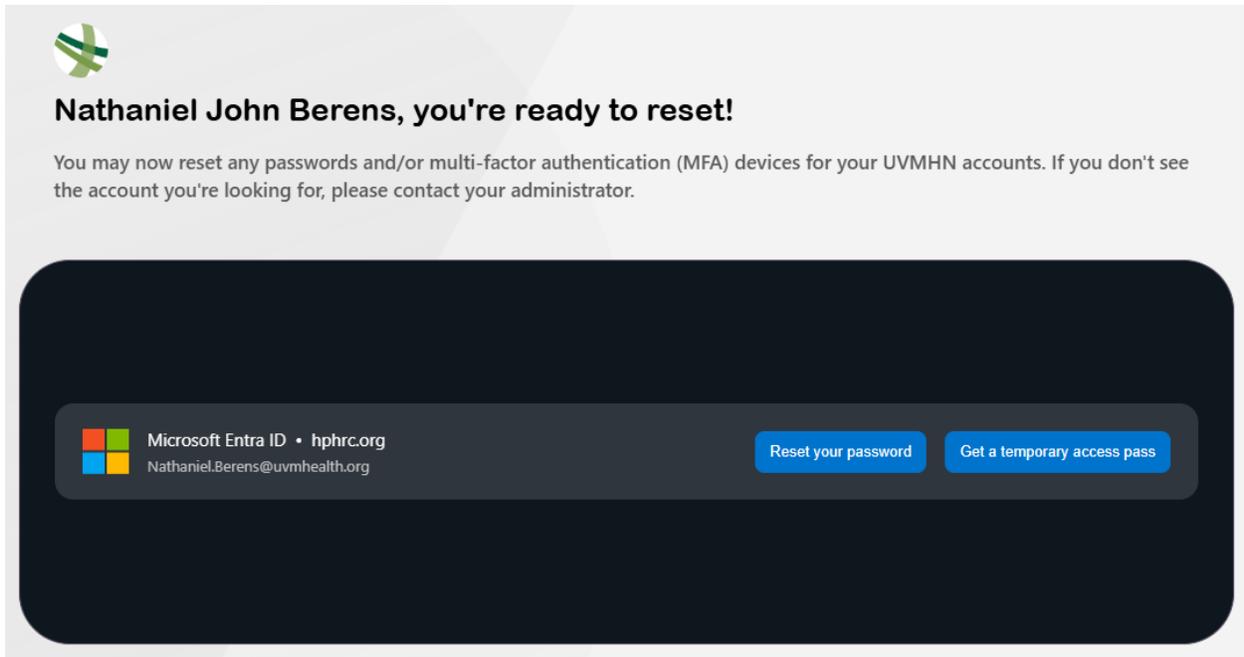
Are you sure you'd like to proceed?

No, don't reset tokens    Yes, reset tokens

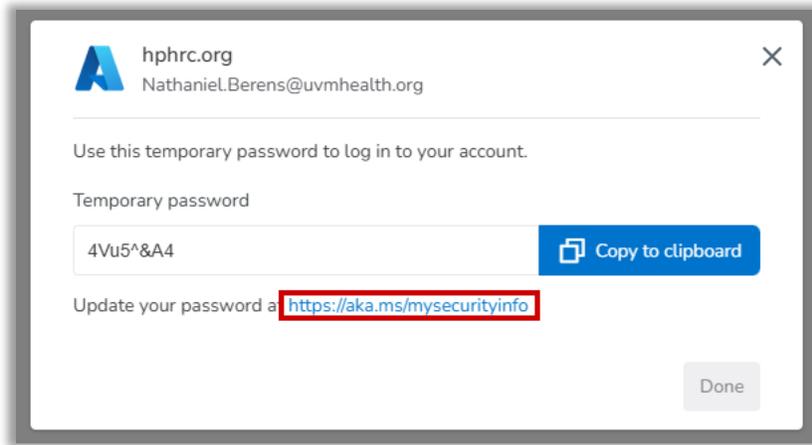
The next popup confirms that your MFA devices have been reset (deleted)



You will now be brought back to the selection screen for Nametag

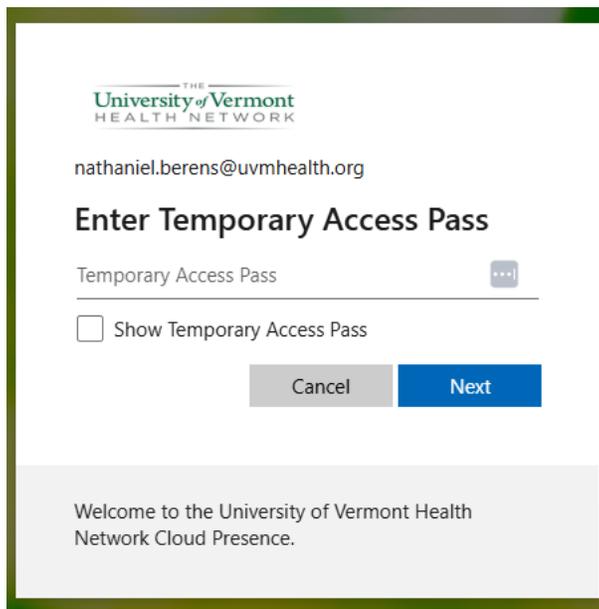


Tap on the blue 'Get a temporary access pass' button. This will popup a dialogue with your temporary access pass.



To copy the temporary access pass, tap the blue 'Copy to clipboard' button, then tap the link outlined in red.

This brings you to a dialogue to input your temporary access pass



Once you input your temporary access pass and tap Next you will be brought to your Microsoft profile page where you can add a new MFA device. Follow the instructions in the "Registering a new MFA device" section to register your device.