

## Account Claiming Module

To retrieve your account which you have not logged on to Parkview systems, go to <https://pwreset.parkview.com>. Click on the Activate Account button to create a password for your inactivated account.

Please Sign in  
Self Service Password Reset

Employee ID

Password

Sign in

 Forgotten Password Regain access to your account if you have forgotten your password.

 Activate Account Activate a pre-configured account and establish a new password.

Enter the username into the username field which was given to you by your manager. Enter your first and last name into the appropriate fields. And the last four of your social security number in the area requesting that information. Then click Activate to begin the process of activation.

Parkview LTH

Activate Account  
Self Service Password Reset

To confirm your identity, please enter the following information. Your information will be used to locate and activate your user account.  
Be sure to complete the process, or your account will not be activated properly.

Username\*  
A111111

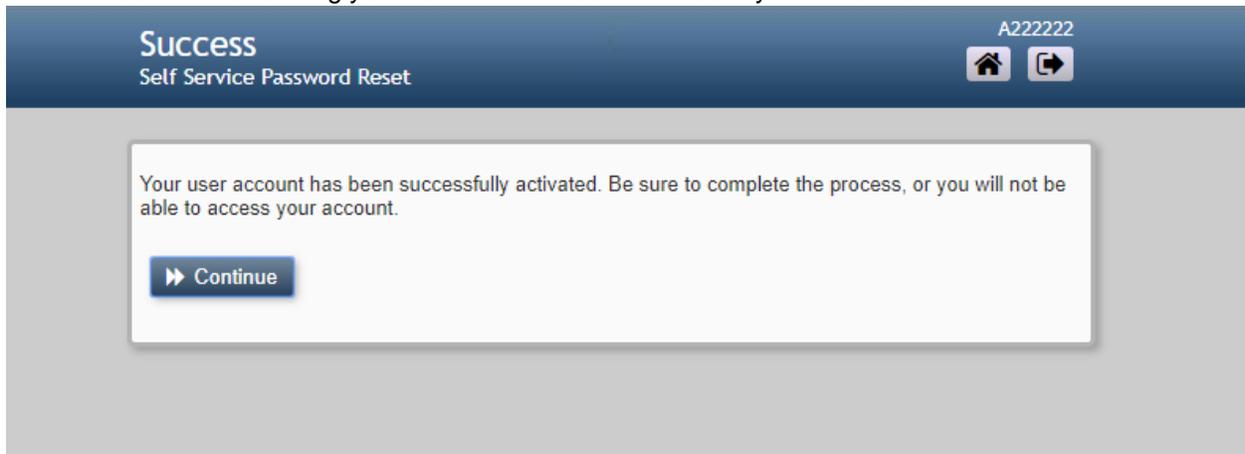
First Name\*  
Pat

Last Name\*  
Brien

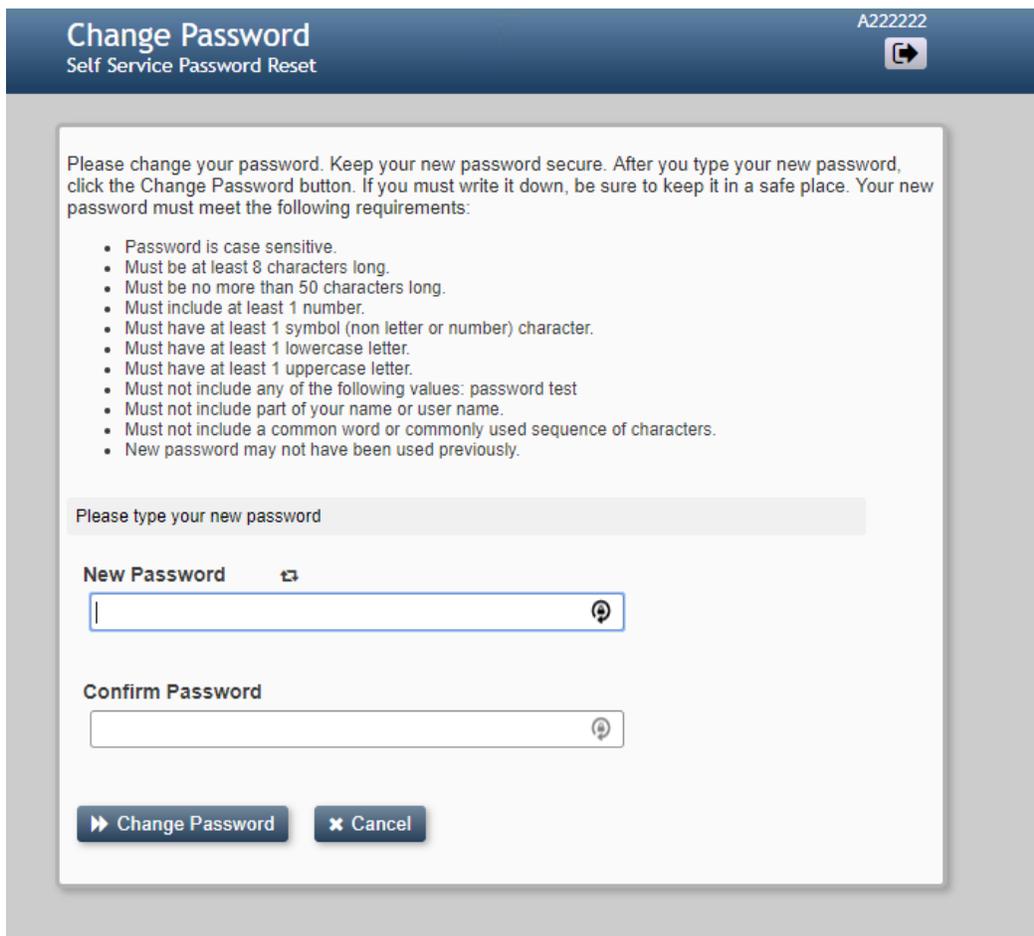
Last four digits of Social Security Number\*  
1234

Activate Cancel

You will see a screen stating your account has been successfully activated. Select the Continue button.



Enter a new password twice into fields seen below. Follow the directions below to meet the password requirements then click Change Password.



## Duo Multifactor Authentication Enrollment

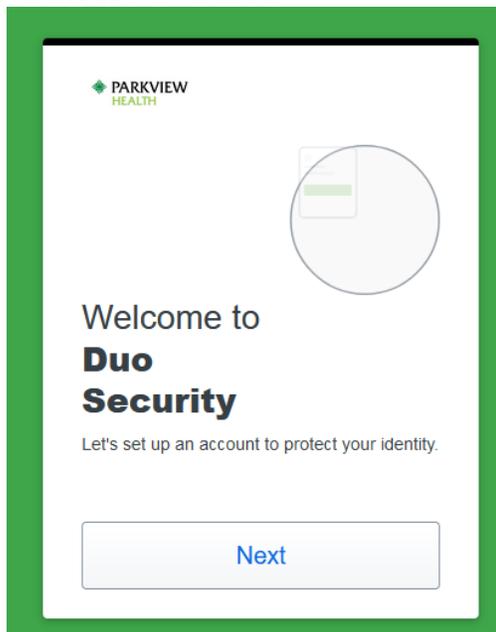
To enroll in Parkview's Multifactor Authentication with Duo, you will be required to logon to <https://pwreset.parkview.com>. Parkview's policies state that you will need to enroll your account in Duo Multifactor Authentication to ensure the security of our patients and employees. This is the only web site where a user can enroll within Parkview's Multifactor Authentication with Duo without calling Parkview support desk.

1. Logon to <https://pwreset.parkview.com>

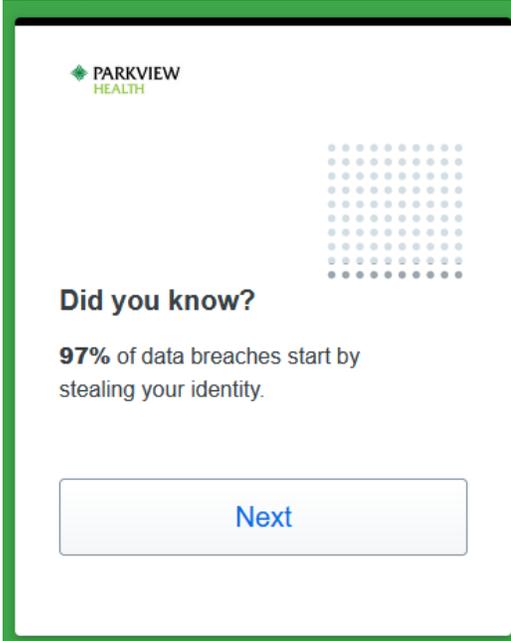


The screenshot shows the Parkview Health login page. At the top left is the Parkview Health logo. To the right, it says "Please Log In" and "NetIQ Self Service Password Reset". Below this is a form with two input fields: "Username" and "Current Password". Under the "Current Password" field are three buttons: "Login", "Clear", and "Cancel". At the bottom of the form is a link that says "Forgotten Password" followed by the text "Regain access to your account if you have forgotten your password."

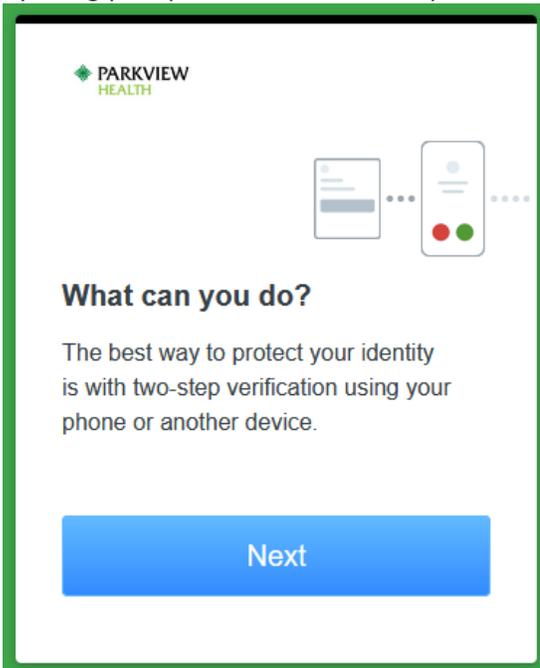
2. Click **Next** to continue.



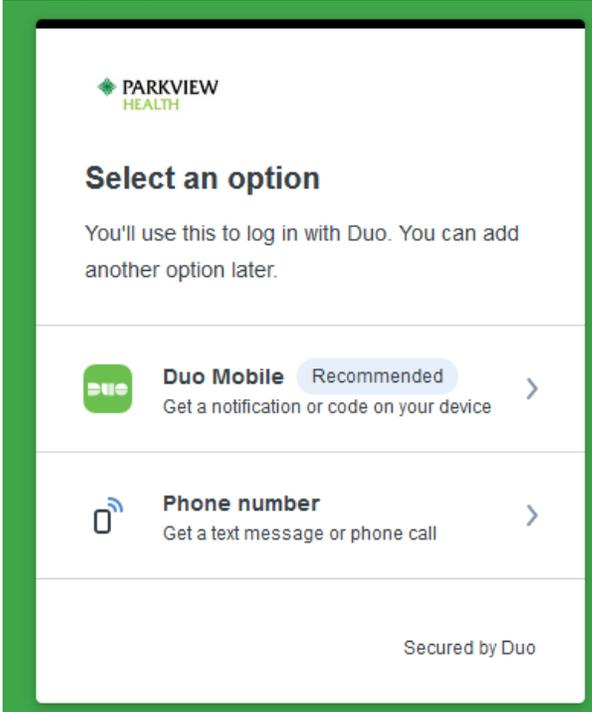
3. **Click next** on this screen as well acknowledging that 97% of data breaches start by stealing your identity.



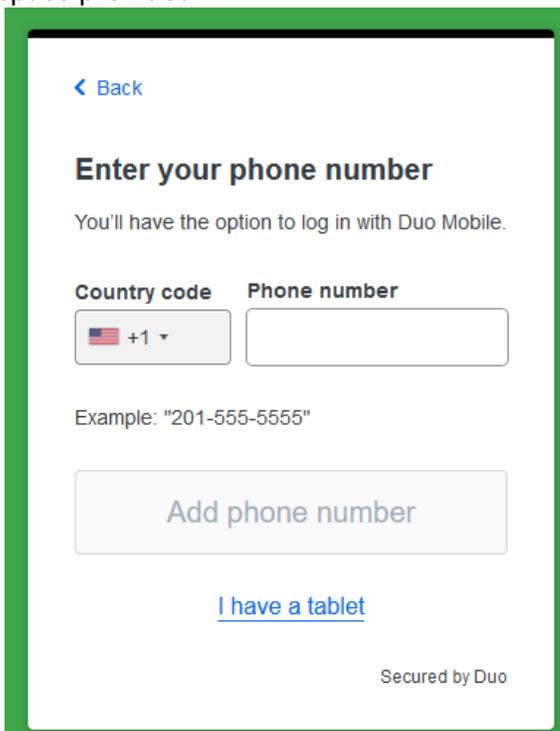
4. **Click next** on the following screen in your browser acknowledging that you can protect Parkview by using your phone as a second step verification of your identity.



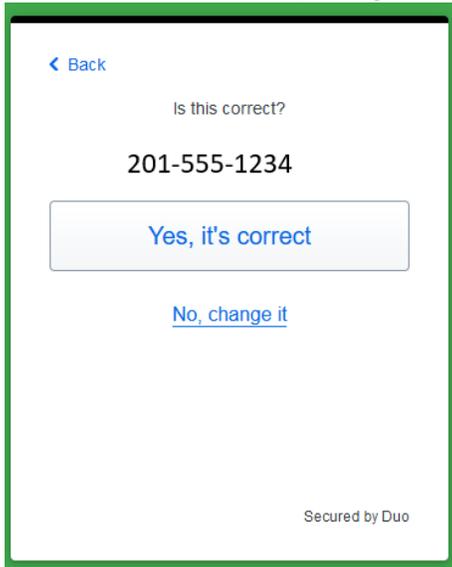
5. You will be prompted to select either to get a notification on your device or to get a text message or phone call.



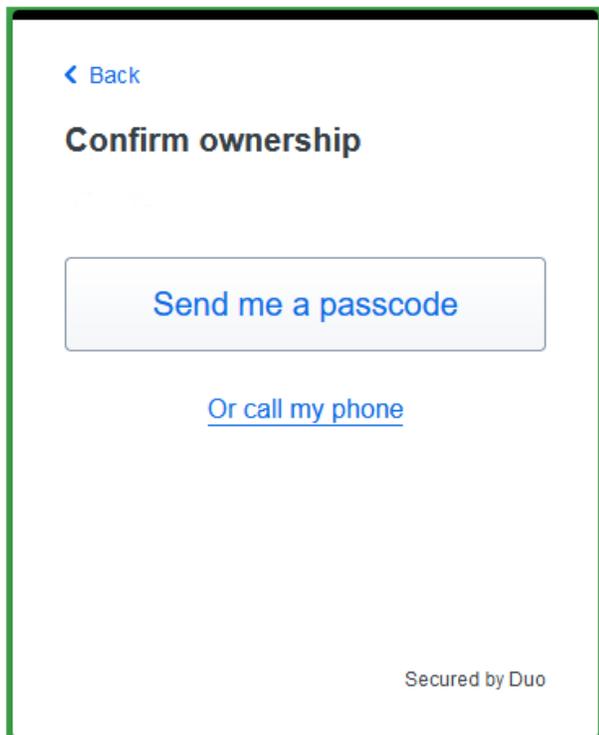
6. With either selection you will be prompted to **enter your cell phone number**. If you select Duo Mobile from the above option you will have the option to select "I have a tablet." Click "**Add phone number**" after you have entered your phone number in the space provided.



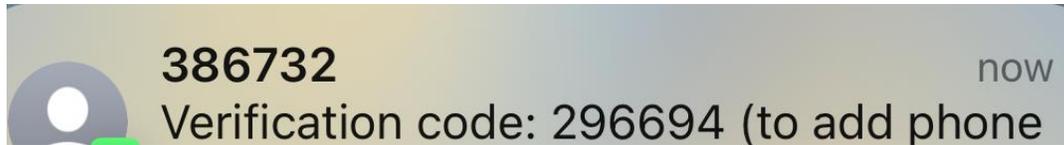
7. You will be prompted to verify that your number is correct. Click **“Yes, it’s correct”** if the number is correct or **“No, change it”** if you have mistyped the phone number.



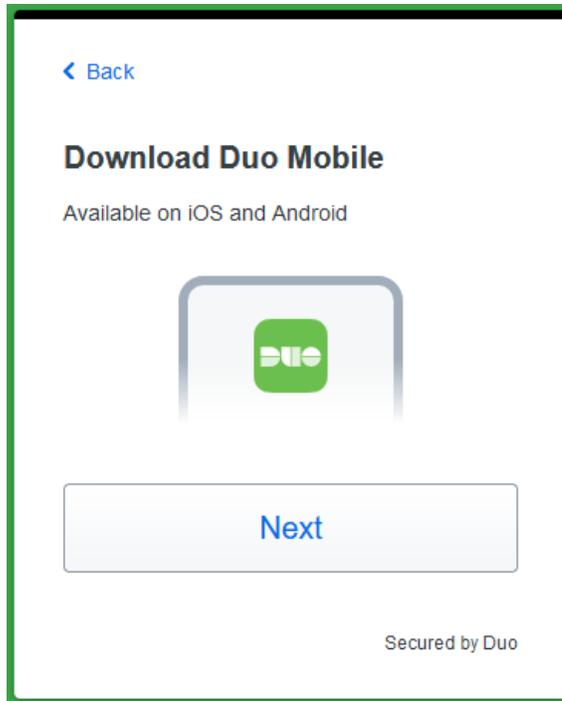
8. Click **“Send me a passcode”** to confirm ownership of the phone number that you added in the step above. Or you can click **“Call my phone”** to receive a phone call.



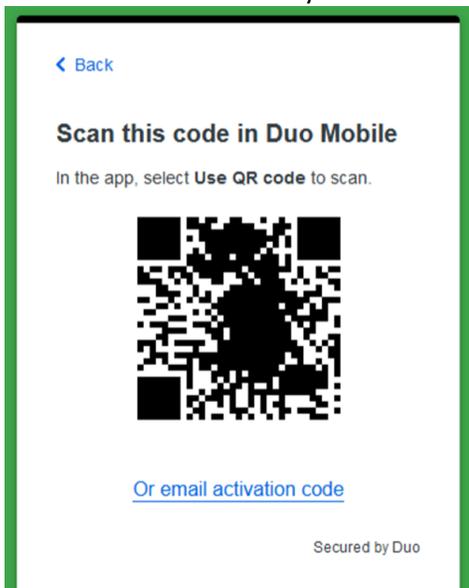
9. If you clicked send me a passcode you will receive a text message with a verification code similar to the message below. **Enter the verification code into the browser window.**



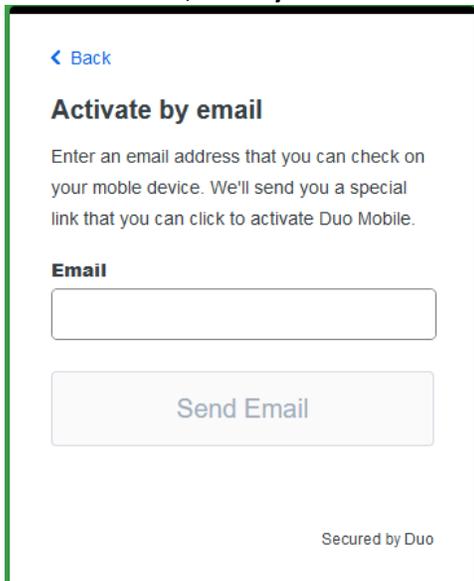
10. You will now be prompted to **download the Duo Mobile application on your phone.** This is highly suggested to be able to receive Duo Push messages for Parkview logon verification when offsite. Parkview does not and will not review any data or contacts on your phone. However Parkview does require a locked screen on your mobile device, which can be either a lock code, or use of facial or finger print to unlock the device. **Click Next on the browser screen to continue with the installation of Duo Mobile.**



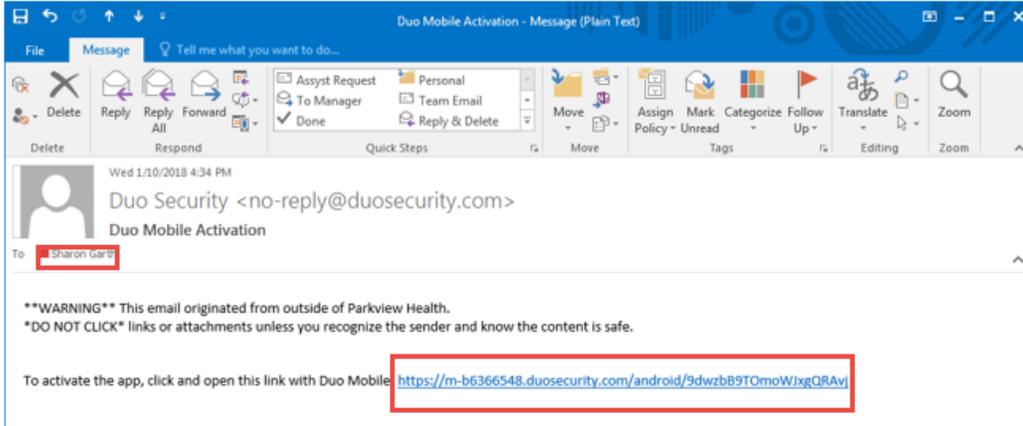
11. **Open the camera on your phone and scan the Barcode from the screen.** (NOTE: You must enable your camera for use within the Duo App OR select the link on the screen to have an activation link emailed to you instead of scanning the Barcode.)



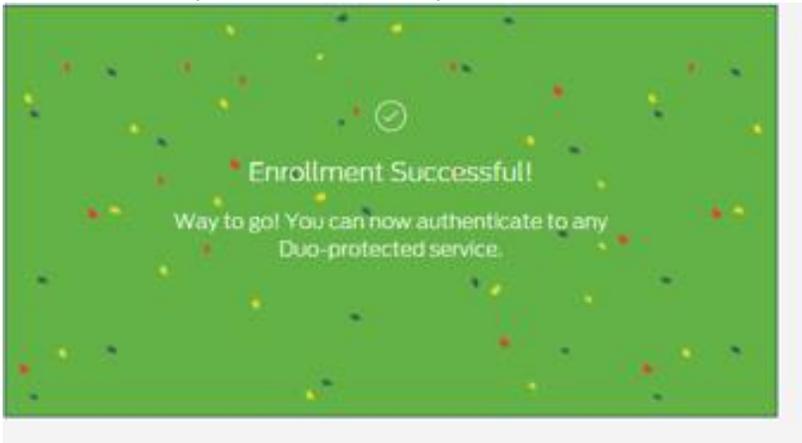
12. If you scanned the QR code in the previous step, skip to step 14. If you use the link to email the activation code, **enter your Parkview email address, and click Send Email.**

A screenshot of a mobile application screen with a green border. At the top left is a blue back arrow and the text "< Back". The main heading is "Activate by email" in bold. Below it is the instruction "Enter an email address that you can check on your mobile device. We'll send you a special link that you can click to activate Duo Mobile." There is a text input field labeled "Email" with a light gray border. Below the input field is a light gray button with the text "Send Email". At the bottom right, it says "Secured by Duo".

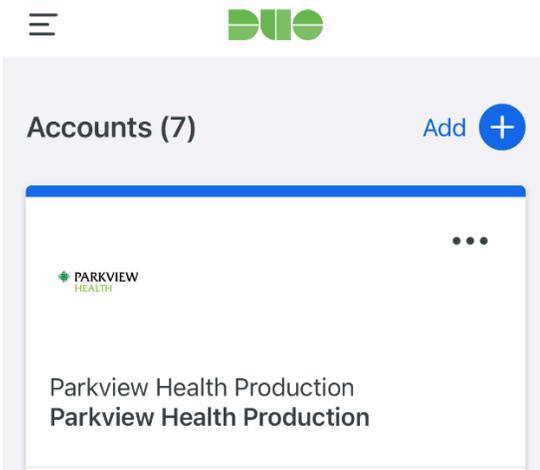
13. You will receive the following email to your Parkview email account. **Click the link in the email to complete your activation.**



14. After completing it you will receive a message that your account was created. You will receive this screen that you have successfully enrolled.



15. To verify that you have successfully enrolled in Duo with the Duo Mobile app you will see Parkview Health Production displaying on your mobile device within the Duo Mobile application.



## Logging into pwreset.parkview.com and Change Password

Your username will be your id number (i.e. E123456 or A123456) and you can login to <https://pwreset.parkview.com>. Please note:

- Password expires every **180** days
- Password must be at least **8** characters/numbers in length. Must contain 1 upper case letter, 1 Lower case letter and One Number and Character such as &, %, or \$.
- Password must be different from existing or past passwords—Parkview’s system remembers the last **8** passwords.
- Cannot contain your name, E#, or “Parkview”.
- The password to log into the computer also changes the password for Outlook, Pulse, Epic and Portal.

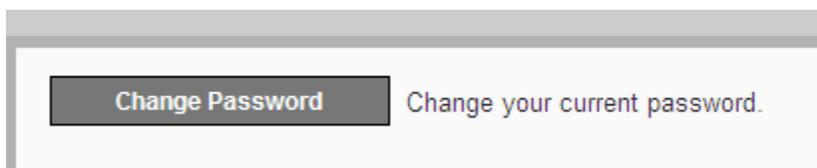
Passwords should be changed thru Portal as follows:

- To change your password through Portal, open your Internet Browser i.e. Chrome or Edge. It should open to Pulse. Click on the Reset Password icon under My Quick Links.
- The following screen will then come up:



The screenshot shows the 'Please Log In' page for the NetIQ Self Service Password Reset. The page header includes the 'PARKVIEW HEALTH' logo and the title 'Please Log In NetIQ Self Service Password Reset'. The main content area contains a form with two input fields: 'Username' and 'Current Password'. Below the fields are three buttons: 'Login', 'Clear', and 'Cancel'. At the bottom of the form, there is a link for 'Forgotten Password' with the text 'Regain access to your account if you have forgotten your password.'

- Log in with your Employee ID and current password and then select Login.



The screenshot shows a button labeled 'Change Password' next to the text 'Change your current password.'

Please type your new password

**New Password**

**Confirm Password**

Change Password

Clear

Show Passwords

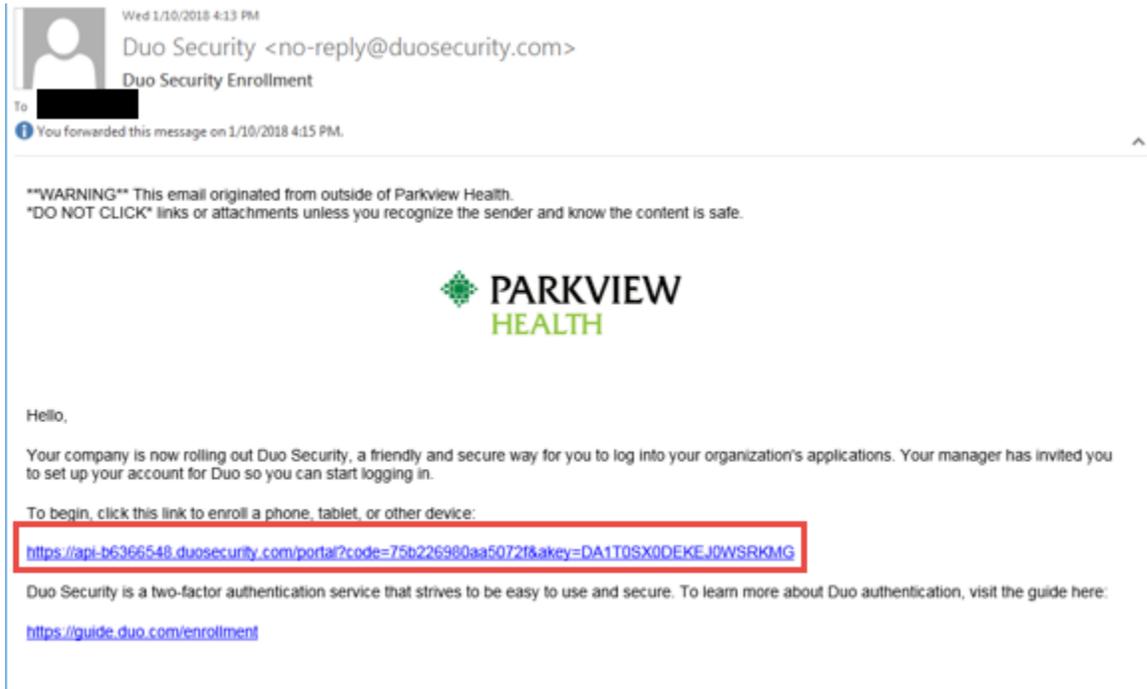
Cancel

- You will then be able to change your password by selecting Change Password. Enter your Old (Current) password and select a new password and confirm the new password.
- Password must be at least 8 characters/numbers in length. Must contain 1 upper case letter, 1 Lower case letter and One Number and Character such as &, %, or \$.
- Select Submit. Close the browser window.
- After changing your password, you should log off from your workstation and log back in with your new password.

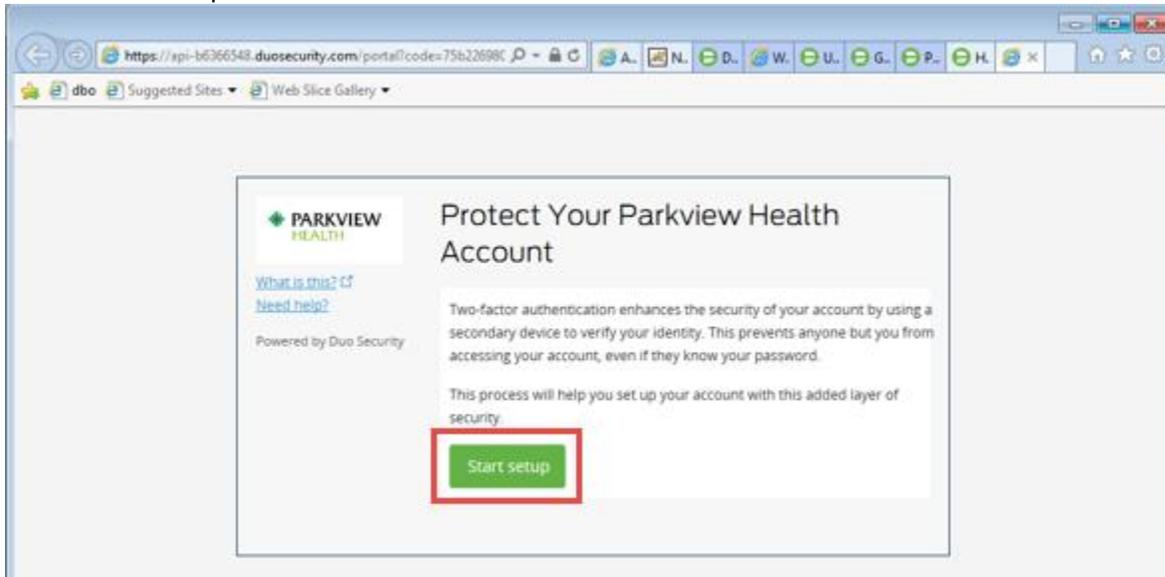
# Duo Multifactor Authentication Enrollment via Email enrollment.

Setting Up Your Duo Authorization Enrollment for Your Mobile Device Workflow Tip Sheet  
These steps will be performed one time.

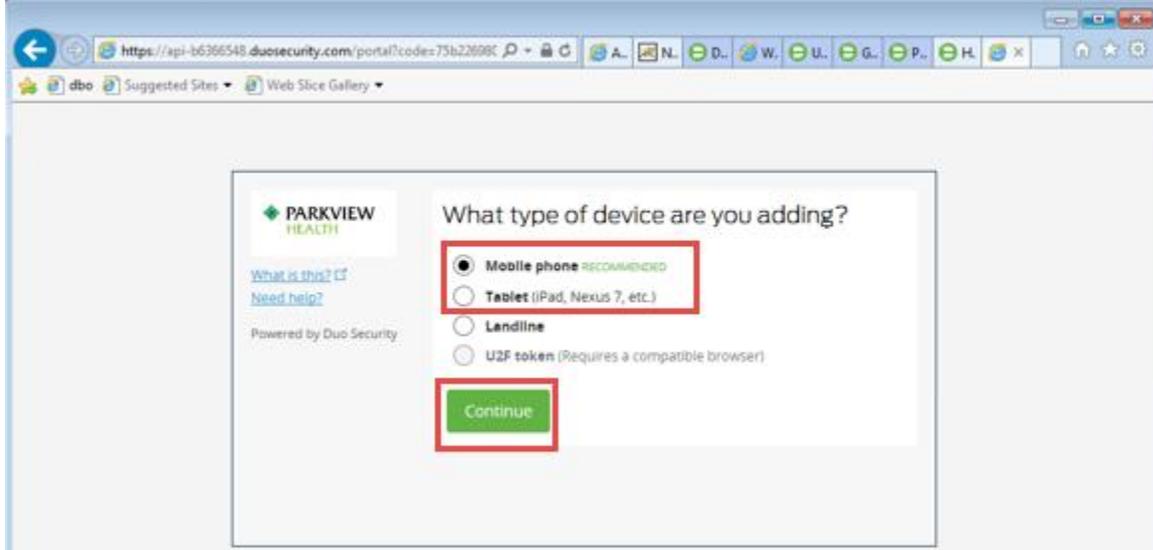
1. When you are added to the Duo security group, you will receive the following email to your Parkview email account. Click the link to enroll.



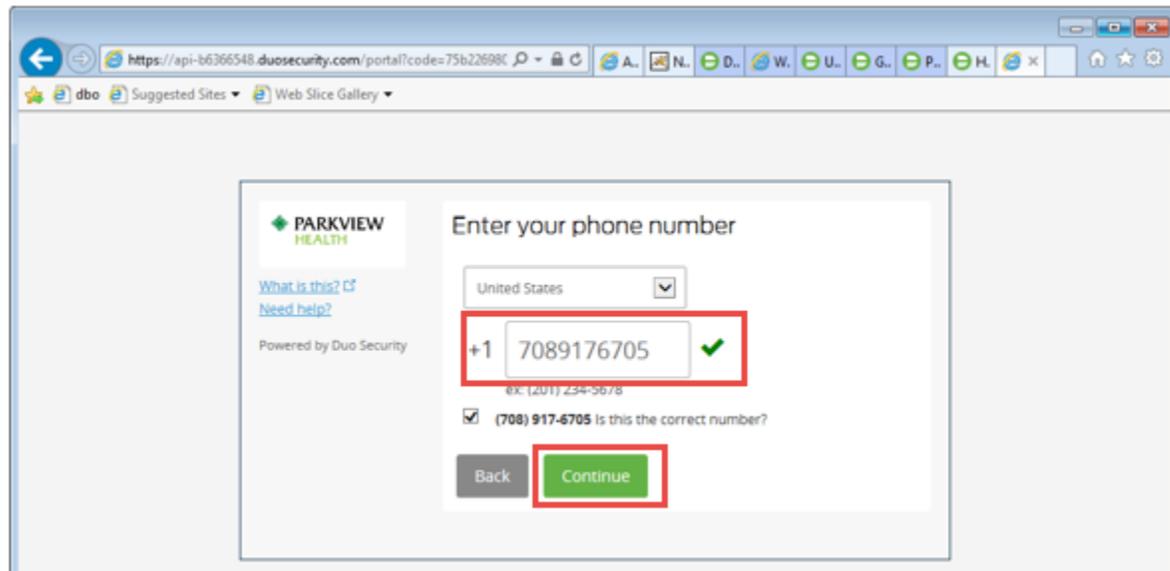
2. Click Start setup.



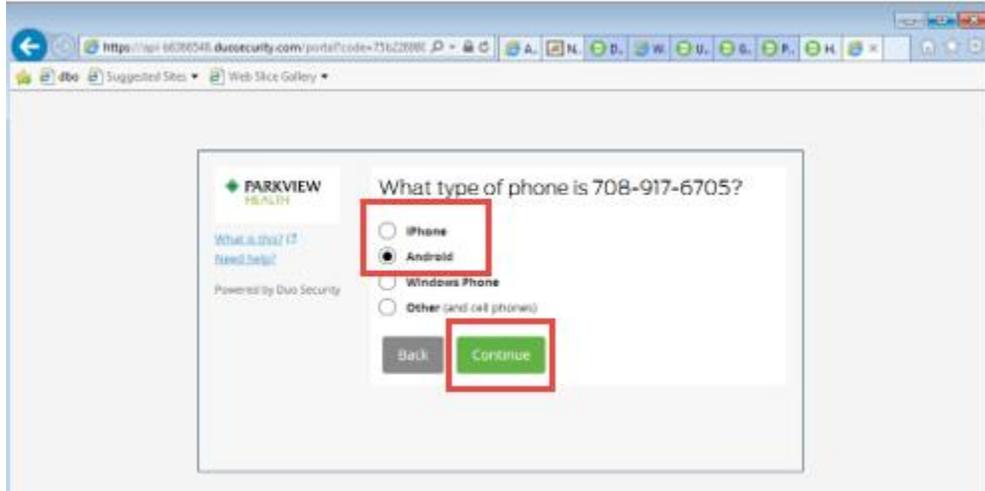
3. Select Mobile phone, Tablet or Landline Click Continue.



4. Enter your phone number, with area code and no dashes and Click Continue.



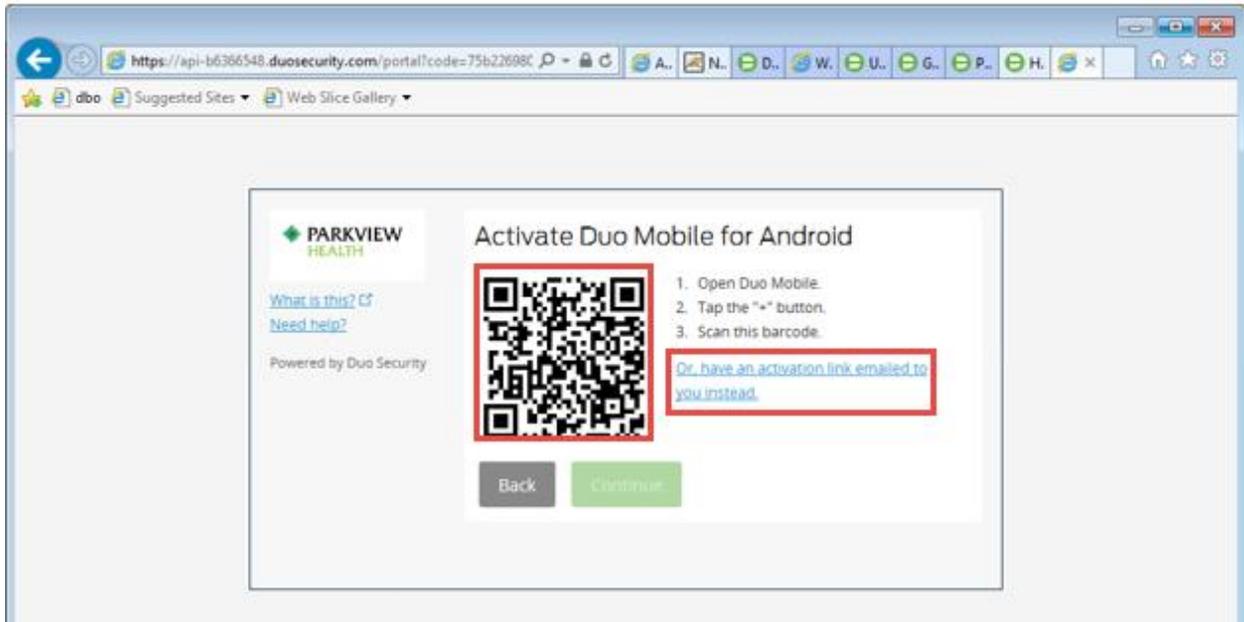
5. Select your phone type and Click Continue.



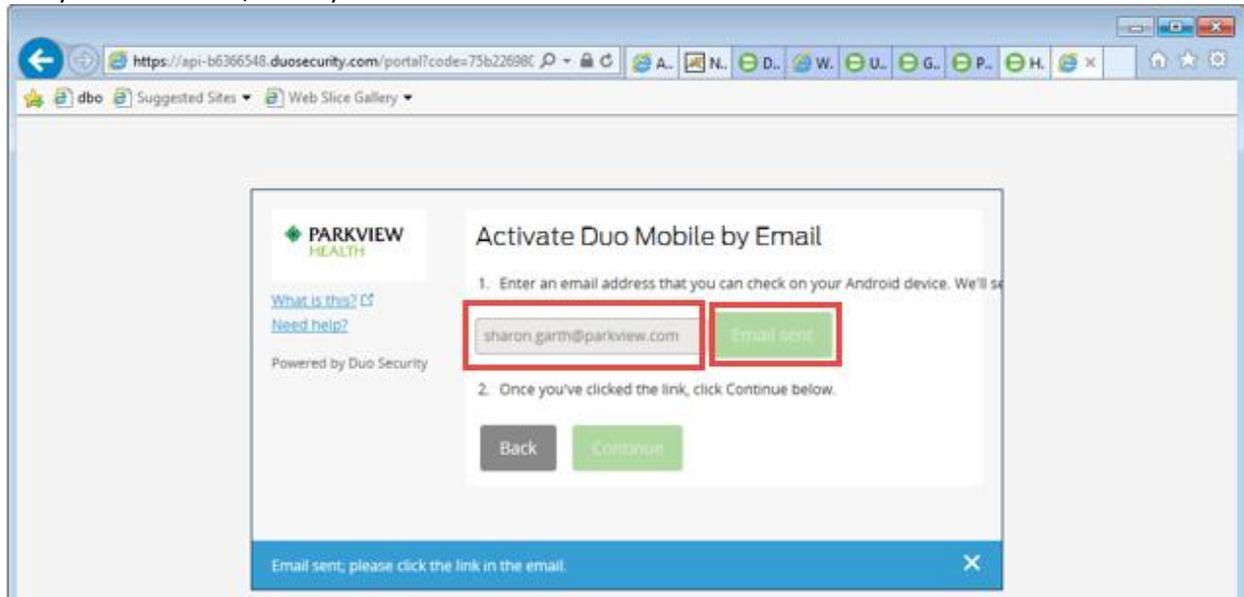
6. Follow the instructions to install Duo App on your phone. (note: App is used for Duo Push option) Once installed on your phone, Click I have Duo Mobile Installed. If you do not want to install App select, **“I have Duo Mobile installed”** and go to step 8. An activation link will be sent to your Parkview email account if you’re not using Duo App.



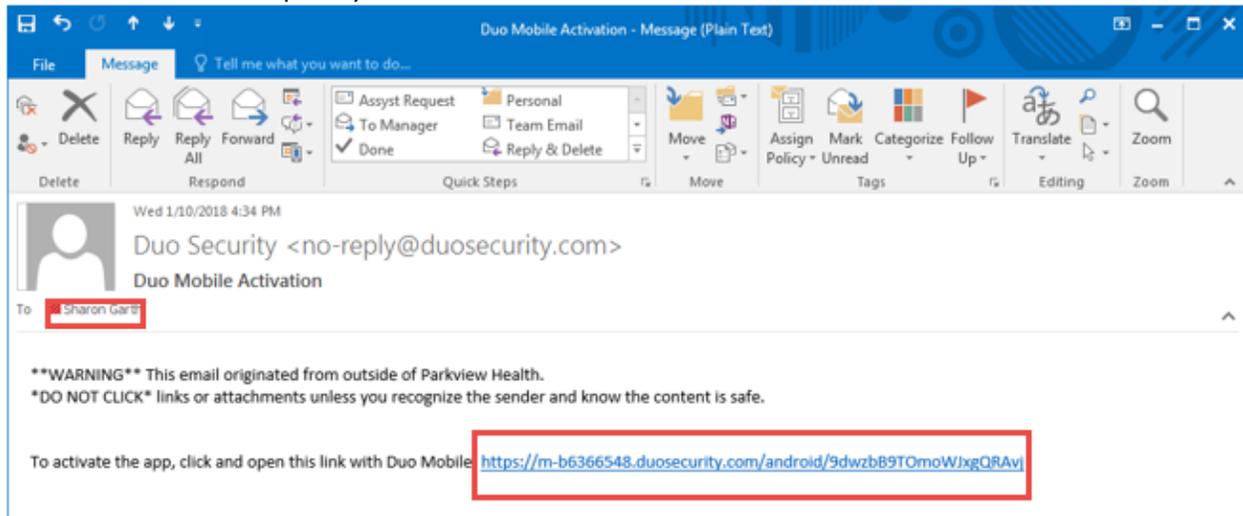
7. Open the camera on your phone and scan the Barcode from the screen. (NOTE: You must enable your camera for use within the Duo App OR select the link on the screen to have an activation link emailed to you instead of scanning the Barcode.)



8. If you use the link, enter your Parkview email address and click Send Email.

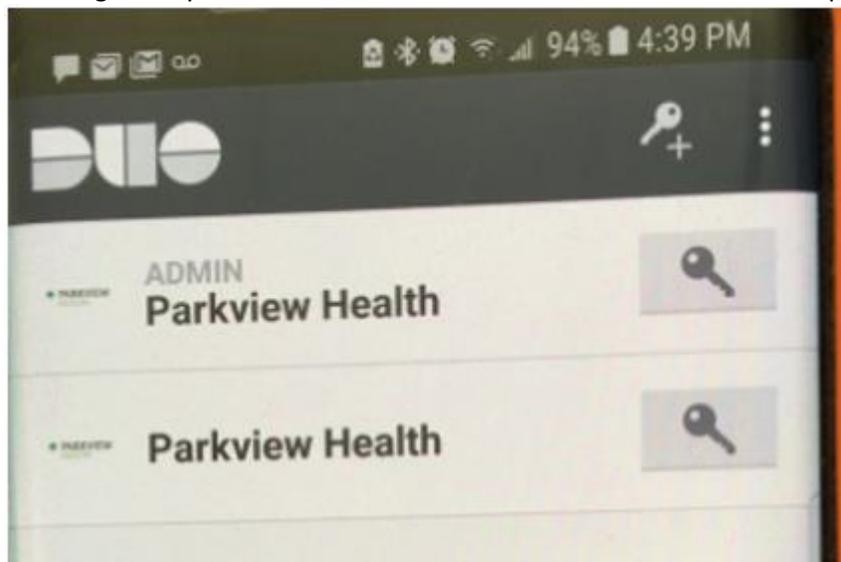


9. When you use the link, you will receive the following email to your Parkview email account. Click the link in the email to complete your activation.



10. You will receive a message that your account was created and see Parkview Health displaying on

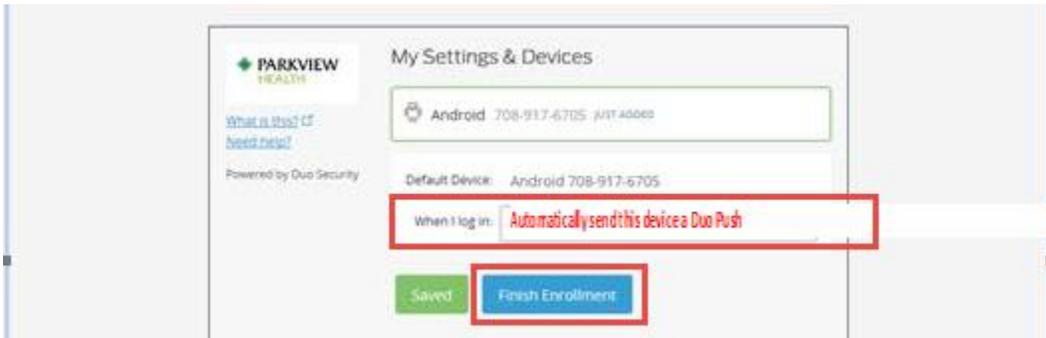
your mobile device.



11. Back on your workstation, Click Continue from the screen you used in step 8 shown above.



12. Select the arrow in the **When I log in** field. Choose an authenticate method: “Ask me to Choose and Authentication method”, “Automatically send this device Duo Push”, or “Automatically call this device” then Click Finish Enrollment.



13. Success. You will receive this screen when you have successfully enrolled.

