

# Self-Service Password Reset (SSPR)

## Overview

This document describes the procedure you can use to reset your hybrid domain/Microsoft 365 (M365) account password.

Your hybrid domain/M365 account is your main account that you use to log into most resources, including computers; Microsoft 365 applications such as E-Mail (Outlook), SharePoint, and Teams; and websites or other applications such as Meditech Expanse, Help Desk, Optilink, Remote Application Server, etc.

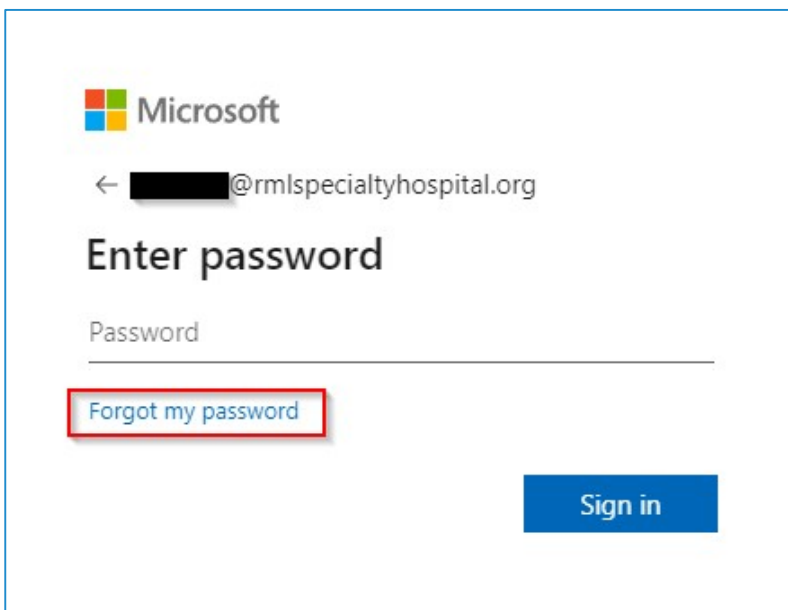
It is your responsibility to remember the password for your account and understand what it is used for. If you do forget your password, you have the option to reset it yourself by following this guide. It is expected that you always try to reset your password yourself before reaching out to support for a password reset.

## Prerequisites

Before you can use Self-Service Password Reset (SSPR), you must complete your **Security Info**. You can find this link and instructions on <https://www.rmlspecialtyhospital.org/employees/>. You must know your current password to complete it.

## Reset Your Password Using Self-Service Password Reset (SSPR)

1. From any Microsoft 365 sign-in page, click on the “forgot password” link or from “Reset your Password” on <https://www.rmlspecialtyhospital.org/employees/>. You can do this from any device that has an internet connection.



The screenshot shows a Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the email address [redacted]@rmlspecialtyhospital.org. The main heading is "Enter password". Below this is a password input field with the placeholder text "Password". A link labeled "Forgot my password" is highlighted with a red rectangular box. At the bottom right is a blue "Sign in" button.

2. Enter your RML email and the displayed CAPTCHA image.


## Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. \*

3. Select "I forgot my password".

## Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.  
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

4. Select a recovery method for verification and provide the correct response verify your account.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Enter your verification code

Next

5. Enter and confirm a new password.

Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

\* Confirm new password:

Finish Cancel

6. You should be able to access M365 resources immediately. Please allow a few minutes for your new password to synchronize before using it to access other resources.

Get back into your account

Your password has been reset

We've reset your password successfully, but you'll have to wait a few minutes before the changes are committed to the cloud. After these changes are committed, you'll be able to use your new password wherever you sign in with a work or school account.

7. You will also receive an email notifying you that your password was reset.

## Password reset notification

The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.

- User ID: [REDACTED]@rmlspecialtyhospital.org

**If you are not sure you or your administrator performed this password reset, then you should contact your administrator immediately.**

Remember: Make sure you update all of your devices (phones, tablets, and PCs) with your new password!

Sincerely,  
RML HEALTH PROVIDERS LTD PARTNERSHIP

---

Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399

This message was sent from an unmonitored email address. Please do not reply to this message.

[Privacy](#) | [Legal](#)

