



ANTELOPE VALLEY
HOSPITAL
A facility of Antelope Valley Healthcare District



Self-Service Center

Employee Self-Service Quick Reference Guide I Forgot My Self-Service Password

I Forgot My Self-Service Password

- This process resets your Self-Service password. Use this process if you have forgotten your Self-Service password. The Self-Service system will automatically generate and email you a new password when you use this process.
 - In order to use the **Forgot Password?** functionality, **you must have the following:**
 - 1) An email address associated with your Self-Service USER ID (you should have set this up when you signed into Self-Service for the first time),
 - 2) A forgot password hint question and response for validation (you should have set this up when you signed into Self-Service for the first time),
 - 3) Permission in your Self-Service User Profile to have the new password emailed to you (this part has already been set up for you by IT).

If you entered an incorrect password more than 3 times in Self-Service, your Self-Service account is locked as a security measure. You cannot unlock a locked Self-Service Account using 'Forgot Password'. You must call IT to unlock a locked Self-Service Account.



**ANTELOPE VALLEY
HOSPITAL**
A facility of Antelope Valley Healthcare District



Self-Service Center

Employee Self-Service Quick Reference Guide I Forgot My Self-Service Password

Resetting Your Self-Service Password

- Open an internet browser session.
- If on an AVH-computer and the AVH Portal does not appear, enter <http://portal> in the URL address field. If not on the AVH Intranet, go to avhospital.org and go to the **Employee** page.
- Click on the **Self-Service** logo.



- The Sign-on page appears (see the next page for a picture of the Sign-on page).
- Click on the **Forgot Password?** link.



**ANTELOPE VALLEY
HOSPITAL**
A facility of Antelope Valley Healthcare District



Self-Service Center

Employee Self-Service Quick Reference Guide I Forgot My Self-Service Password

ORACLE
PEOPLESOFT ENTERPRISE

User ID:
Password:
Sign In

[Forgot Password?](#)

Select a Language:

English	Español
Dansk	Deutsch
Français	Français du Canada
Italiano	Magyar
Nederlands	Norsk
Polski	Português
Suomi	Svenska
Čeština	日本語
한국어	Русский
ไทย	简体中文
繁體中文	العربية
UK English	



**ANTELOPE VALLEY
HOSPITAL**
A facility of Antelope Valley Healthcare District



Self-Service Center

Employee Self-Service Quick Reference Guide I Forgot My Self-Service Password

- Enter your **User ID** (your employee ID preceded with a '0') and the click on the **Continue** button.

Forgot My Password

If you have forgotten your password, or your password has expired, you can have a new password emailed to you.

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID: ←

←

- **If you receive the following error, you cannot use 'Forgot Password.' You must call the IT Help Desk to reset your Self-Service password.**

Message

A new password can not be sent to user. (48,224)

The user has not setup or does not have 1) a system email address 2) a hint question and response for validation or 3) permission to have the password emailed. Please contact the security administrator.



**ANTELOPE VALLEY
HOSPITAL**
A facility of Antelope Valley Healthcare District



Self-Service Center

Employee Self-Service Quick Reference Guide I Forgot My Self-Service Password

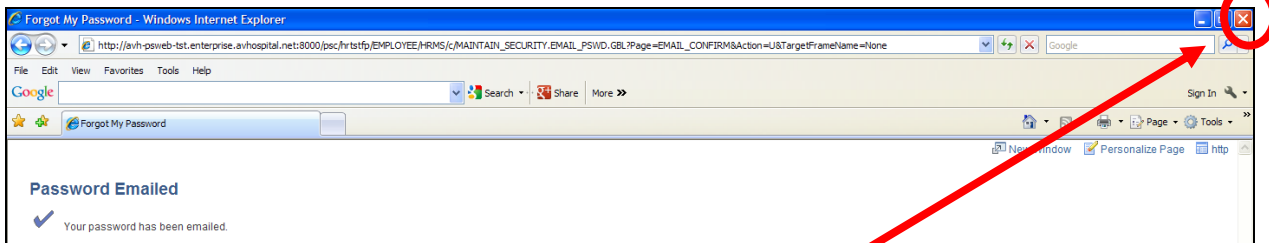
- If you did not receive an error message, answer the prompted question. Remember, answers are **NOT** case-sensitive.

Please answer the following question below for user validation.

Question: City in which you were Born

Response:

- Click once on the **Email New Password** button. Your new Self-Service password will be emailed to your designated email address within a few minutes.



- Click on the 'X' to close the internet browser window.
- Once you receive your new Self-Service password, open a new Internet Explorer session and click on the **Self-Service** logo on the **AVH Portal** to sign into Self-Service using your new password.
 - Delete any **USER ID** that may appear in the Self-Service sign on screen and enter your **USER ID** and new **Password**.



ANTELOPE VALLEY
HOSPITAL
A facility of Antelope Valley Healthcare District



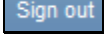

Self-Service Center

Employee Self-Service Quick Reference Guide I Forgot My Self-Service Password

Remember

**Never share your user ID and password with anyone. Sharing your user ID and password could be grounds for termination of employment.

Sign Out of Self-Service

- Go to the top right corner of **Self-Service** and click on **Sign Out** 
 - **Important:** To prevent others from viewing confidential information when using a shared or a public computer, **close your internet browser window AFTER** you sign out of **Self-Service**. To close your internet browser window, click .

Who Do I Contact With Self-Service Questions?

Please provide detailed information when you contact one of the following email addresses with Self-Service questions. Also provide a primary and secondary means of contacting you.

- Contact payroll@avhospital.org with Payroll Self-Service questions.
- Contact hrselfservice@avhospital.org with HR Self-Service questions.
- Contact the IT Help Desk with computer-related questions for AVH-owned equipment and Self-Service and User ID and password questions.