



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



Self-Service Center

Employee Self-Service Quick Reference Guide Set Up Forgot Password for Self-Service

Set Up Your User ID for 'Forgot Password'

Use this process to set up your User ID to use the Self-Service 'Forgot Password' feature. You can use the 'Forgot Password' process to reset your Self-Service password instead of calling the IT Help Desk in case you forget your password.

- Sign into a computer.
- Click on the Internet Explorer logo. If you are on the AVH Intranet and AVH Portal does not appear, enter <http://portal> in the URL address field.
 - If you are accessing **Self-Service** externally, 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).
- Enter your **USER ID** and **Password**, and click on the **Sign In** button.



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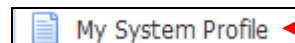
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- Click once on **Main Menu**.



- Click once on **My System Profile**.





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Password

[Change password](#)

[Change or set up forgotten password help](#)

- Click once on [Change or set up forgotten password help](#).
- Click on the down arrow and select a question from the question list, then answer the questions and then click on the **OK** button. **Answers are not case-sensitive.**

ORACLE

Favorites | Main Menu > My System Profile

Change or set up forgotten password help

If you forget your password, you can have a new password emailed to you. Enter a question and your response below. These will be used to authenticate you.

Question: ▼

Select from the list of questions.

Response:

- Scroll down the page to the **Email** section.



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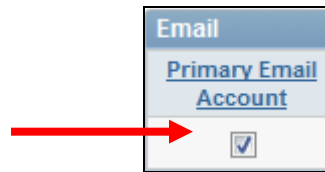
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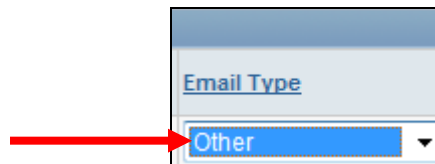
[Miscellaneous User Links](#)

Email			
Primary Email Account	Email Type	Email Address	
<input type="checkbox"/>			+ -

- Place a check mark in the **Primary Email Account** checkbox .



- Click on the down arrow and select the correct **Email Type**. You can select any **Email Type**.



- Enter the email address to send your new password email. This can be your AV hospital email address or your personal email address.





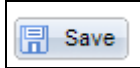
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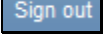

- Scroll down to the bottom of the page and click once on the **Save** button.
- This completes the set up to use the **Forgot Password** functionality.



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 .



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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 User ID and password questions.