

# How to use self-service password reset



If you access your ScionHealth applications infrequently, you may have forgotten your domain user password – this is the password you use to log in to Workspace to check your last paystub or benefits, for example. A fast and easy way to help you avoid making a call to the service desk and be able to again access your applications is to use the Self-Service Password Reset feature in the Okta portal. To the right are step-by-step instructions on how to use this convenient feature to quickly restore your access.

It is important to note that you **MUST** log in to your ScionHealth Workspace at least once every 30 days or your account will be disabled. If this happens, you will have to call the Customer Service number **(833-571-HELP)** to have your domain user account re-enabled AND reset your password.

Use the steps below to reset your domain-user password to be able to log in to Workspace and access your ScionHealth applications.

\*Note: If you didn't provide a personal cell phone number and personal email address when you registered in Okta, Self-Service Password Reset may not work.

1.

Open your browser and go to [ishealth.okta.com](https://ishealth.okta.com). You should see the Okta "Sign In" screen.

Click on the "Need help signing in?" link at the bottom of the screen.

2.

Click on the "Forgot password" link.

3.

Enter your ScionHealth email address and select how you want to receive your reset link – via SMS (text), Voice Call, or E-mail.