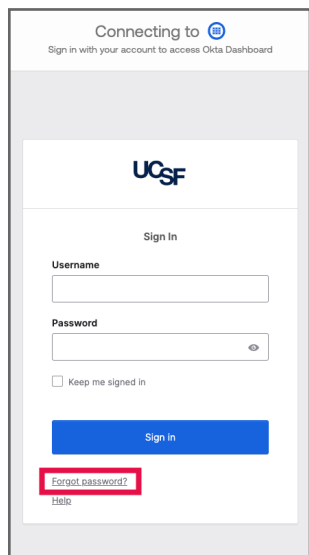


Introduction

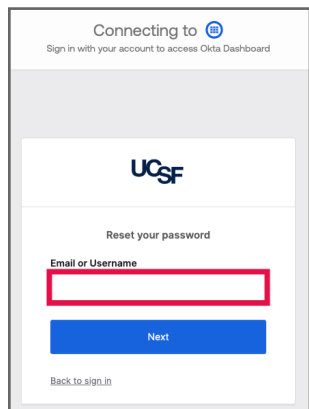
There may be instances where you have forgotten or simply need to change your UCSF email password. Let's review the process for updating your UCSF email password from start to finish.

Changing your Provider Password in Okta

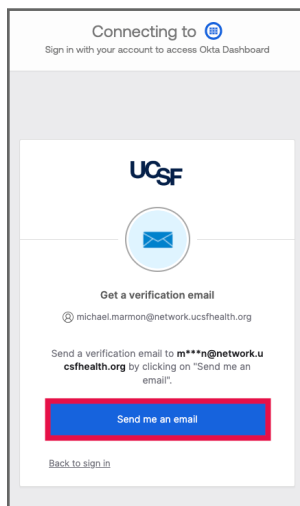
1. Navigate to <https://netlogin.ucsfhealth.org>.
2. Select the **Forgot password?** Link.



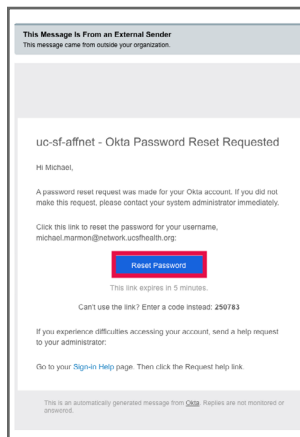
3. On the **Reset your password** screen, enter your **UCSF email address** before clicking the **Next** button.



4. On the **Get a verification email** screen, click the **Send me an email** button.

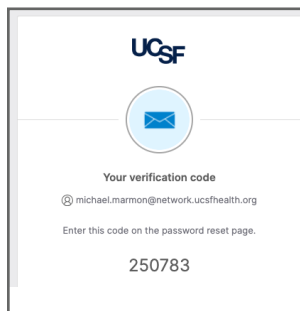


5. In your email, you will receive an email from **Okta** titled **Account password reset**. Select the **Reset Password** button to initiate the password change process.



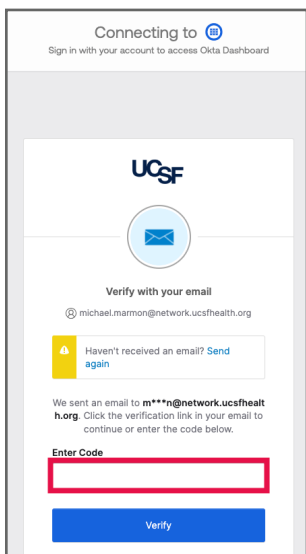
NOTE: The link within the email will expire within **5 minutes** of receiving the email.

6. From the **Your verification code** screen, copy (ctrl+c or cmd+c) the **six digit verification number**.

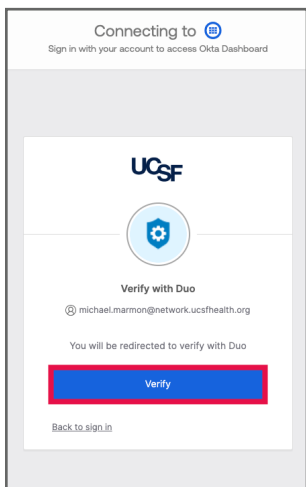


Changing your Provider Password in Okta (continued)

7. Return to the *Verify with your email* screen, select the **Enter with a Verification Code** link before pasting (ctrl+v or cmd+v) the copied verification code in the **Enter Code** field.

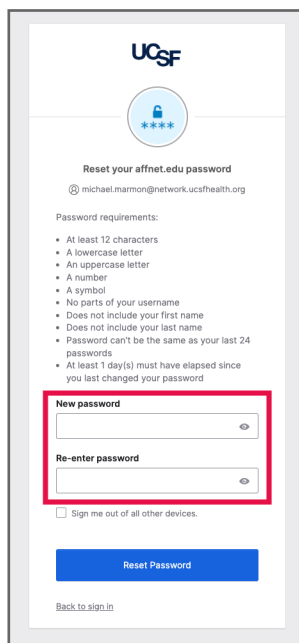


8. Click the **Verify** button.



NOTE: You may be prompted to verify your identity with **Duo Multifactor Authentication** using the **Duo mobile app**.

9. Enter a **new password** in the **New password** field.



10. Re-enter your *new password* in the **Re-enter password** field.

11. Click the **Reset Password** button.

12. Congratulations! You have successfully changed the password for your UCSF email address and will now be automatically taken to the application landing page!

