



What is the Password-Self Service System?

The RHS Password Self-Service system gives you the power to manage your RHS password using a website. While the IS Help Desk is open Monday-Friday 8 a.m. to 5 p.m., this system gives you round-the-clock control of your password. Once you are registered, you can return to the site to reset your account if it becomes locked from too many incorrect login attempts or to change your settings.

How to Register

- Go to <https://password.rhs.msu.edu> from any internet browser on a computer or mobile device.
- Type your username—also known as your NetID—into the first field.
- Type the letters and numbers you see in the displayed image into the second field.
- Click OK.
- On the *One Identity Password Manager* page, click the **My Questions and Answers Profile** link.
- Enter your RHS Windows password, when prompted, and click NEXT.
 - This is the password you use for RHS computers.
- Select two security questions and type in your answers. In the “Create your own question” field, type in a question and an answer that only you would know. Click **NEXT**.
- You are all done! You can return to the system at any time. Exit using the logout link in the upper right corner or click “Go to home page” to see all the functions available in the system.

ONE IDENTITY Password Manager

Enter Your User Name

Enter your user name (for example, domain\username or username@domain):

Enter user name

Enter the characters you see on the picture.

XNRL4 [Get new image](#)

OK

ONE IDENTITY Password Manager

Welcome, Melanie McNutt. If you are not Melanie McNutt, [click here](#).
Configure your Questions and Answers profile and manage your passwords by using the tasks below.

[My Questions and Answers Profile](#)
Configure your personal Questions and Answers profile that will allow you to reset your forgotten password and unlock your account in the future.

My Questions and Answers Profile (Melanie McNutt)

To proceed, enter your password.

Password:

Next

Select a question:

In what city or town was your first job?

Answer:

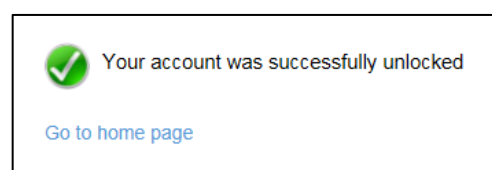
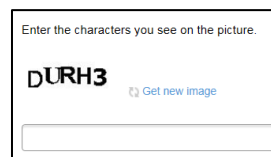
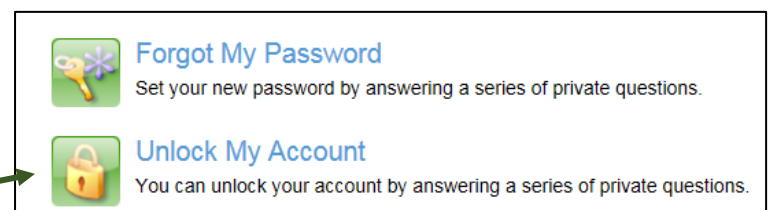
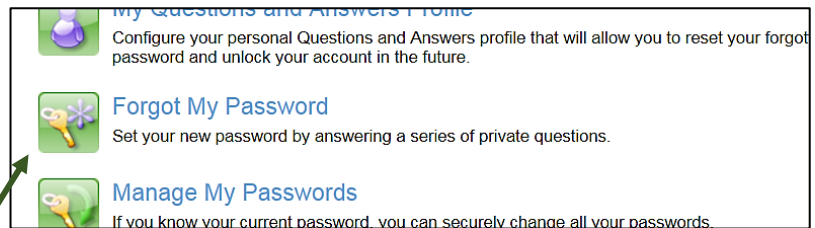


What to do if you forgot your password

- Access the RHS Password Self-service website password.rhs.msu.edu from a computer or mobile device.
- Alternately, if your RHS Windows 7 computer has a “forgot my password” link on the login page, you can also get to the system by clicking that link.
- For Windows 10 computers, click the **Sign in Options** link followed by the key icon, then click **Open the Password Self Service Site**.
- Type your username, then type the letters and numbers you see on the page and click **OK**.
- Click **Forgot My Password**.
- Type the characters you see on the screen and click **Next**.
- Answer your question and click **Next**.
- Enter a new password that meets requirements and is not one you have used in the past.
- Confirm the password, then click **NEXT**.
- If successful, you are done and can log in to RHS computers. Errors? Try choosing a different password.
- Remember to update your password on your phone or tablet as well.

How to unlock your account

- Visit password.rhs.msu.edu or click the “Forgot my password” link on an RHS computer.
- Enter your username, type the characters shown on the screen and click **Next**.
- Answer the security questions you set up during registration then click **Next**.
- A message will display if successful.
- You may now log on to RHS computers.





Managing your questions

- In a web browser, go to password.rhs.msu.edu or click the “Forgot my password” link on the log in page of an RHS computer.
- Enter your username and verification.
- To change the security questions you set up for yourself during registration, click on *My Questions and Answers Profile* from the home page.
- Enter the characters you see on the screen then click **Next**.
- Enter your RHS network password.
- You can now manage your questions and answers.
- Click Next to save your changes and a page will confirm you have successfully updated your questions.

Changing your password

- In a web browser, go to password.rhs.msu.edu or click the “Forgot my password” link on the log in page of an RHS computer.
- Type your name and find your listing.
- If you know your current password and would like to change it, click **Manage My Passwords** on the home page.
- Enter the characters you see on the screen then click Next.
- Type your current RHS password.
- Create a new password and enter it twice to verify your passwords match then click Next.
- You have now changed your password. It might take several minutes before this password becomes active on your RHS computer.
- Update your password on any mobile device used for syncing your RHS Outlook mail, calendar or contacts.



My Questions and Answers Profile

Configure your personal Questions and Answers profile that will allow you to reset your forgot password and unlock your account in the future.



Forgot My Password

Enter the characters you see on the picture.

KJ 4 NG

Get new image



Questions and Answers profile was successfully updated

[Go to home page](#)



Set your new password by answering a series of private questions.



Manage My Passwords

If you know your current password, you can securely change all your passwords.



My Notifications

Enter the characters you see on the picture.

C2H-7

Get new image