UPMC | **IDENTITY MANAGEMENT SYSTEM**

Quick Guide – Unlocking Your UPMC Network (NTID) Account

Overview

The Identity Management System (IMS) Self-Service Support tools enable UPMC employees to perform specific support-related utilities. For each utility, IMS:

- Identifies the user
- Validates the user's identity
- Authenticates the user's identity through a second independent validation
- Runs the requested utility

The Unlock UPMC Network (NTID) Account utility enables UPMC employees and non-employees to answer specific questions of identification to unlock their NTID accounts. This utility can be used for any NTID account that was locked through repeated attempts to enter an incorrect user ID/password.
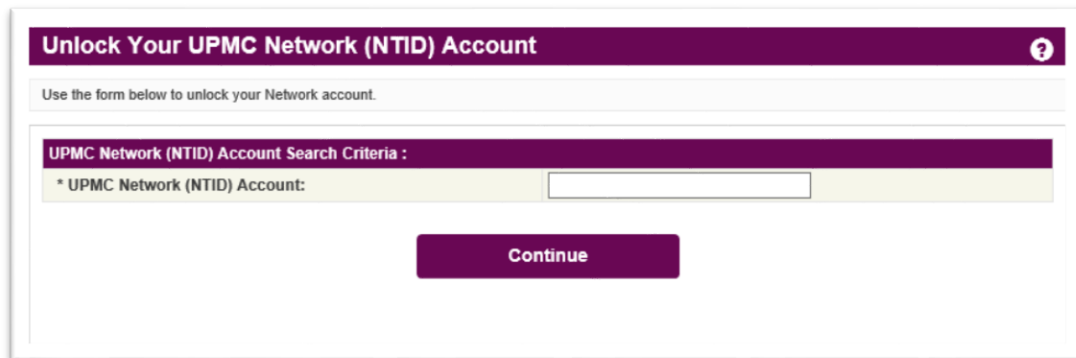
> **Note**: If your NTID account is locked because you forgot your password, follow the instructions in the document "*Quick Guide – Resetting Your UMPC Network Account (NTID) Password*" to reset it.

You must be registered in IMS to use this utility.

Unlocking Your NTID Password

To unlock your UPMC Network (NTID) password, perform the following:

1. Open **Internet Explorer** and go the IMS website (https://ims.upmc.com). *If your account is locked, you must perform this operation from an unlocked machine, such as a co-worker's or your supervisor's.*

2. Click **Password Utility Tools** at the top of the page. This will access the UPMC Password/Account Maintenance Tools window.

3. Choose **Unlock > UPMC Network Account.**

4. Enter your **UPMC Network account ID (NTID)** and click **Continue**.

Note: *Only a valid UPMC Network (NTID) Account name will be accepted to run the utility. If you are unsure about the spelling of your NTID Account name, contact the ISD Help Desk at 412-647-HELP (4357).*

5. Enter your **date of birth** using the drop-down menu. The utility requires a **valid** date of birth. Select the authorization method you wish to use and then click **Choose Auth. Method**.

a. If you selected the **Challenge/Response** option, IMS displays your secret challenge question. Answer the question and click **Authenticate**.

Note: *The IMS database is case-sensitive. If you enter an incorrect response three times in a row, IMS locks your account and you must contact the Help Desk for further assistance at 412-647-HELP (4357).*

b. If you selected the **SSN/Passport/Visa/Driver's License/Beacon ID** method of authentication, click the radio button next to the authorization information you wish to use, enter the appropriate number, and then click **Authenticate**.

6. After you successfully validate yourself to IMS through your valid authentication data, IMS displays a confirmation and redirects you to the IMS Logon screen.

Additional Help

For additional assistance, please contact the Help Desk at 412-647-HELP (4357).

Document Information

Subject: Unlock UPMC Network (NTID) Account utility.

Title: Quick Guide – Unlocking Your UPMC Network (NTID) Account

Date/Revision: 04/17/2017; Rev: 4.0

Audience: UPMC Employees who have a Network (NTID) Account.