



Password Reset Guide

Updating Your Password

- 1) Visit <https://identity.weill.cornell.edu>
- 2) Under Account Management select one of the following:
 - a) **Change Password**
If you know your existing password and wish to change it. Duo is required.
 - b) **Forgot Password**
If you forgot your password and need to change it. A personal email address is required.

REMEMBER!

Your password must **ONLY** be used by you. Never give your password to anyone. WCMC ITS staff members or your supervisor will never ask you for your password.

ITS may require you to change your password if it has been compromised.

If you believe your CWID password has been compromised, change your password and contact the ITS Support Line at 212-746-4878 so that the incident can be properly investigated.

Some systems may take some time to require you to use your new Password.



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Updating your password on an ITS-managed Windows computer while not connected to the WCMC network:

- 1) Login to your Windows computer (you may have to use old password first)
- 2) Connect to **AnyConnect VPN** with your new password
- 3) Using CTRL+ALT+DEL, lock the workstation while leaving VPN connected
- 4) Unlock the workstation using the new password

Things to do immediately after your password change:

While connected to WCMC, logout and login to your Windows computer with your new password.

Update your registered smartphones and tablets by logging in at <https://mydevice.med.cornell.edu> with your new password.

Login to your email at <https://o365.med.cornell.edu>

Reconnect to WCMC Wi-Fi. You may have to enter your new password.

Open Microsoft Office apps like Outlook, Word, PowerPoint.

Update keychain or saved passwords on your Mac or web browser.

If you use multiple computers, you may need to re-login to services, such as OneDrive, with your new password.



Password Reset Guide

Updating mobile device passwords:

- 1) Go to <http://mydevice.med.cornell.edu>
- 2) Log in with your CWID and new password.

provides easy access to your email, applications and content.



Instant Access

Receive instant access to your corporate email, calendar and contacts.



Apps

Utilize your favorite corporate apps whenever and wherever you want.



Secure Content

Easily access corporate documents, presentations and more.

Your session has timed out. Please Sign In.

Username

Password

SIGN IN WITH PASSWORD

- 3) After you log in your new password will be pushed to all your registered devices.



iPhone 7
Company Owned

Active
25 m 10 s ago

Version: iOS 12.1
Carrier: AT&T
IMEI: 915807 11787
Manufacturer: Apple
Registration Date: 2018-06-01 02:23:44 PM EDT

Lock Unlock Locate Retire More

Need to register an



Send registration instru-
message and email to reg:

Send Invite

On your mobile de
<http://mydevice.med/>

Note: If you use Microsoft Outlook app for email access you may be prompted to enter your new password.



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What systems will be updated?

Changing your WCM password resets your password for Weill Cornell Medicine services and NYP applications (if applicable) including:

- Windows login
- Wi-Fi access (WCMC)
- MobileIron
- WCM Web Login Services
- Epic
- Microsoft Office 365
- Weill Business Gateway (WBG)
- Weill Research Gateway (WRG)
- POPS/VIVO
- Drupal
- LEARN
- myHelpdesk/ServiceNow

Still having issues?

Contact Information Technologies and Services

Email: support@med.cornell.edu

Phone: 24/7 Support: 212-746-4878

In Person: **SMARTDesk** Library Commons at 1300 York Ave.
Monday through Friday from 9 a.m. to 6 p.m.
Saturdays from 10 a.m. to 6 p.m.
Sundays from 12 p.m. to 8 p.m.

Online: **myHelpdesk** portal at
myhelpdesk.med.cornell.edu