EXTERNAL USER PASSWORD SET-UP / ENROLLMENT INSTRUCTIONS

The following steps outline the process to set-up your password (passphrase) and to enter your security challenge questions.

Before you begin, make sure you have the notification of your login ID (User Name) and temporary password.

**Step 1 (OFF-SITE):** Use a PC with internet access. Have your login ID and temporary password available. On your PC, type in the browser search field: https://portal.crmchealth.org

Enter your “Username” and the temporary “Passphrase” from your notification sheet and click the “Logon” button.

**Step 2:** Enter your NEW passphrase in the first field. The passphrase requirements include:

- 15 characters
- 1 Capital letter, 1 number and 1 special character
- You cannot use any part of your name or your user name in your pass phrase
- Cannot contain any of these `< " \' ^ &`

Retype your new passphrase in the “Verify Passphrase” field and click the “Logon” button.
You will receive a message that you were successful in changing your password and are now ready to access CRMC systems.

Select “Password Self Service” option to continue.

**Step 3:** Enter your login ID and click the “Login” button. Then enter your current password and click the “Login” button.
Step 4: You will be welcomed to the portal page. Select the “Click here” button.

Step 5: Complete the three security questions and then select “Next”.

You will receive a notification that you have successfully enrolled in the password management system.

If you have any questions about the process, please call the Help Desk at 783-5888.

NEXT STEPS: Refer to the “DUO Enrollment” document for the process to complete your access to CRMC systems.