## **Self-Service Portal: Registration Guide**

## **Overview:**

Before using the self-service portal, all caregivers must complete the registration process. Once complete, you may then use the self-service portal to:

- Recover your username,
- Reset your password; or,
- Unlock your account

If you cannot access your PeaceHealth email or experience other issues not detailed in this document, please contact the PeaceHealth Service Desk at **1-800-452-1425** for assistance.

## How Do I Register?

PeaceHealth caregivers may register for the self-service portal by following these steps:

- 1. Navigate to <a href="https://peacehealth.identitynow.com">https://peacehealth.identitynow.com</a>
- 2. Sign in with your user name and password
- 3. Fill all empty fields on the next page. You will need to provide:
  - An alternate phone and email address
    - i. Note: These should be **different** from your PeaceHealth phone and email
      - address, and are used if you need to recover your PeaceHealth credentials.
  - b. Security questions and answers
    - i. Note: Please provide **a total of 6 questions and answers**. Try to select questions that bad actors cannot learn publicly or through your social media accounts.

		1. Enter your alternate contact details Alternate Phone Alternate Email	
2. Choose and answer security questions			
		Select a question	Your answer
		Select a question	Your answer
		Select a question	Your answer
		Select a question	• Your answer
		Select a question	• Your answer
		Register	

- 4. Click register-
- 5. If successful, you will be redirected to the Self-Service Portal dashboard.
- 6. You have now completed the registration process and may close the window.

For instructions on how to use the self-service portal, please see: Tip Sheet - Using the Self-Service Portal

