

Using the Self-Service Portal

As of Aug. 8, 2022

Overview:

Before performing any of the following steps, first confirm that that you have completed the registration process for the self-service portal.

If you **have not yet registered**, you may do so on Crossroads > My Tools > My Access.

Once you have completed registration for the self-service portal, you may use this service to:

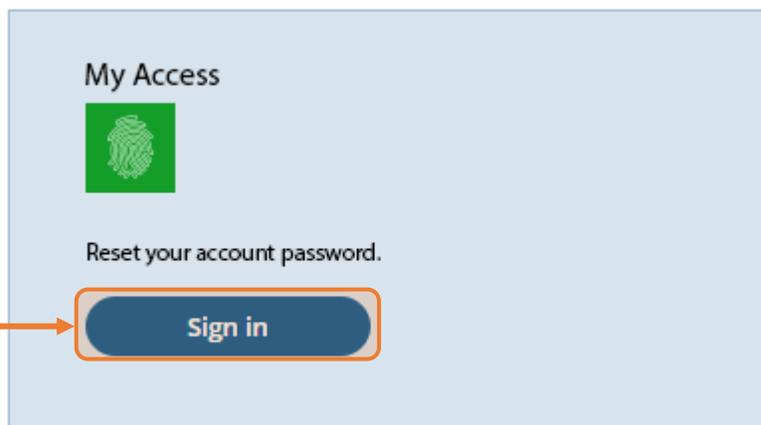
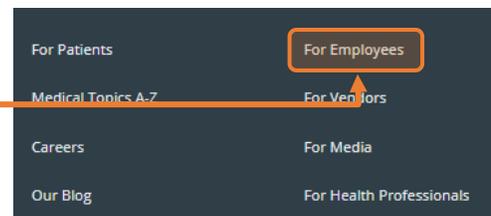
1. Reset your password
2. Recall your username, or
3. Unlock your account

How to Access the Self-Service Password Reset Portal

Caregivers can access the password reset portal on [peacehealth.org](https://www.peacehealth.org) through either method below:

Method 1) "Employees" Page

1. Navigate to <https://www.peacehealth.org>
2. Scroll to the bottom of the page and click "For Employees"
3. Find the blue box for "My Access"
4. Click "Sign In"



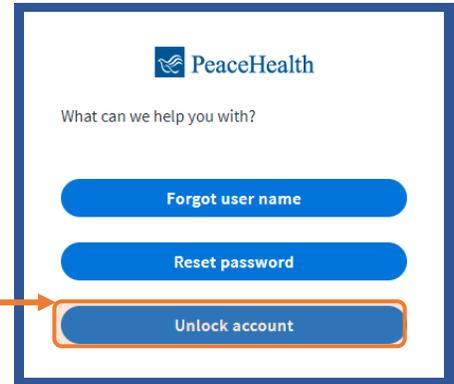
5. Proceed to the next step in this document depending on your need:
 - a. [Locked Out of Account](#)
 - b. [Password Resets](#)
 - c. [Forgot Username](#)

Using the Self-Service Portal:

Locked Out of Account

Caregivers can unlock their account through the self-service portal as follows:

1. Navigate to the [self-service portal](#)
2. Click **“Unlock Account”**
3. Type in your user name
4. Click **“Continue”**
5. Select a verification method
 - a. *Answering security questions or receiving a text may be easiest if locked out of your account*
6. Click **“Continue”**
7. Successfully complete the verification method
8. You should receive an email indicating your account has been unlocked and can now attempt to log in using your username and password.
 - a. *NOTE: You can retrieve your user name or password through the self-service portal if unknown by following the other instructions in this document*

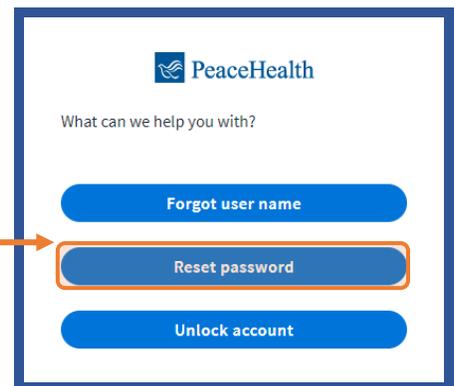


*If you receive an email indicating that your account has been unlocked and you **DID NOT** initiate a self-service unlock, contact the Service Desk immediately at **800-452-1425**.*

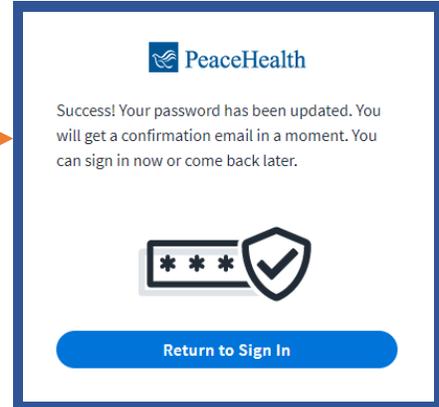
Password Resets

Caregivers can reset their password through the self-service portal as follows:

1. Navigate to the [self-service portal](#)
2. Click **“Reset password”**
3. Type in your user name
4. Click **“Continue”**
5. Select a verification method
 - a. *Answering security questions or receiving a text may be easiest if locked out of your account*
6. Click **“Continue”**
7. Successfully complete the verification method
8. You may now create a new password. Please ensure it meets the password requirements before continuing



9. Click **“Change password”**
10. You should see a window indicating that you have successfully changed your password and can now attempt to log in as normal



Forgot Username

Caregivers can retrieve a forgotten user name as follows:

1. Navigate to the [self-service portal](#)
2. Click **“Forgot user name”**
3. Type in your registered email address
4. Click **“Send email”**
5. You will receive an email shortly with your user name at your alternate email address
6. If you still cannot access your email address, please contact the Service Desk

