SOP FOR CUSTOMER ACTIONS USING SAILPOINT (ID.HSC)

1. [How does a customer update their password in ID.HSC?](#)

2. [How does a customer reset their lost password in ID.HSC?](#)

3. [How does a customer update their recovery questions in ID.HSC?](#)

4. [How does a customer update their account data in ID.HSC?](#)

Note: When accessing the HSCID.Health.unm.edu site from off site, you will be require to click through the portal, to access the page.

Note: When you log in for the first time. You will be required to select your security questions.
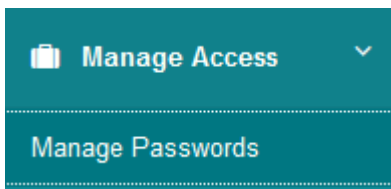
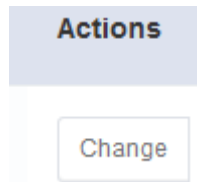# Customer Update Passwords in HSC.ID

Browse to: HSCID.health.unm.edu.

Select the "hamburger " in the top left.

Manage Access

Manage Passwords

Select "Manage Access", then pick Manage Passwords.

Actions

Change

Select Change on the right.

Enter your current password, and your new password, then submit the change.

Current Password	New Password	Confirm Password	
			Submit

If you need to know the restrictions. Click the question Mark icon.

Password Constraints ❓

- Password must have at least 2 letter(s)
- Cannot reuse any of your last 10 passwords.
- Password must have at least 1 lowercase letter(s)
- Password must have at least 8 character(s)
- Password must have at least 3 character types
- Password must have at least 1 special character(s)
- Password must have at least 1 digit(s)
- Password cannot contain more than 3 instance(s) of repeated characters
- Password must have at least 1 uppercase letter(s)

Customer Reset Lost Password

To use this, the customer must have set their recovery questions previously.

Browse to: HSCID.health.unm.edu.

Forgot Password?

Enter the user name, then select "Forgot Password".

Question 1	--Select question--
Answer	

Answer all of the presented questions.
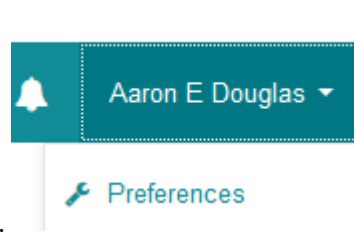
Enter a new password.

Enter New Password

Confirm Password

Submit the request.

Cancel   Submit

Customer Update Recovery Questions

Browse to: HSCID.health.unm.edu.

Select your name in the top right, then "Preferences".

On the left, select "Edit Authentication Questions".

Update your questions and answers.

Save the change.

Customer Update Account Data

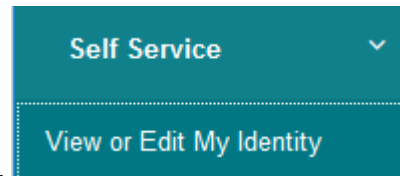You may update two account data elements in HSC.ID as a customer.

Contact Phone Number. Preferred first name.

Browse to: HSCID.health.unm.edu.

Select the "hamburger " in the top left.

Select "Self Service", then "View or Edit My Identity".

You will be presented with a form.

Change the data elements you would like to update, and submit the change.

These changes may take up to 24 hours to reflect.