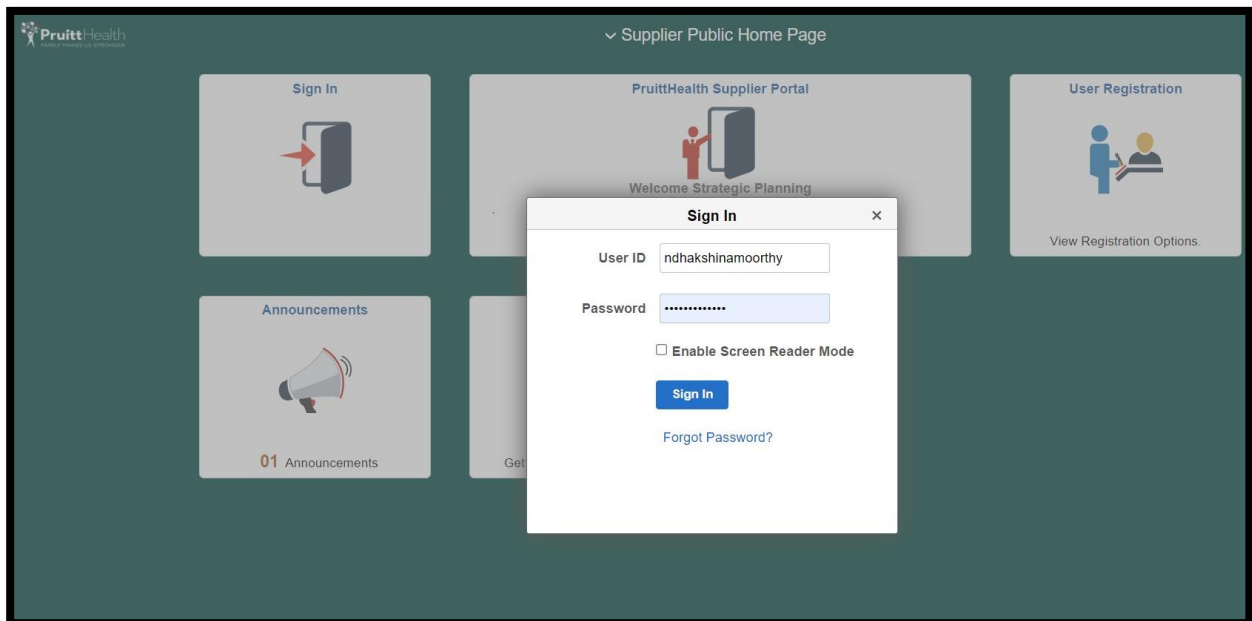


### Forgot Password - Security Question Setup *and* Password Reset

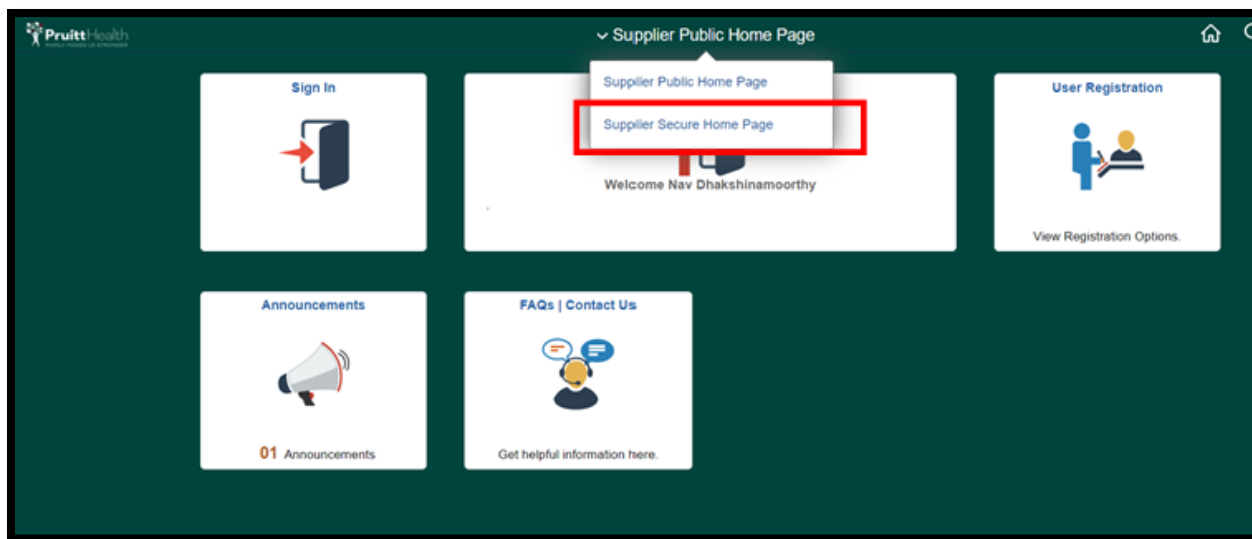
Before Suppliers can use the “Forgot Password” link to reset their password, the Security Questions/Password Hint setup should be completed first. Please follow this step-by-step guide to enable the setup in the eSupplier Portal public site at this link: <https://esupplier.pruitthealth.com/>

#### Setup for Forgot Password - Security Question

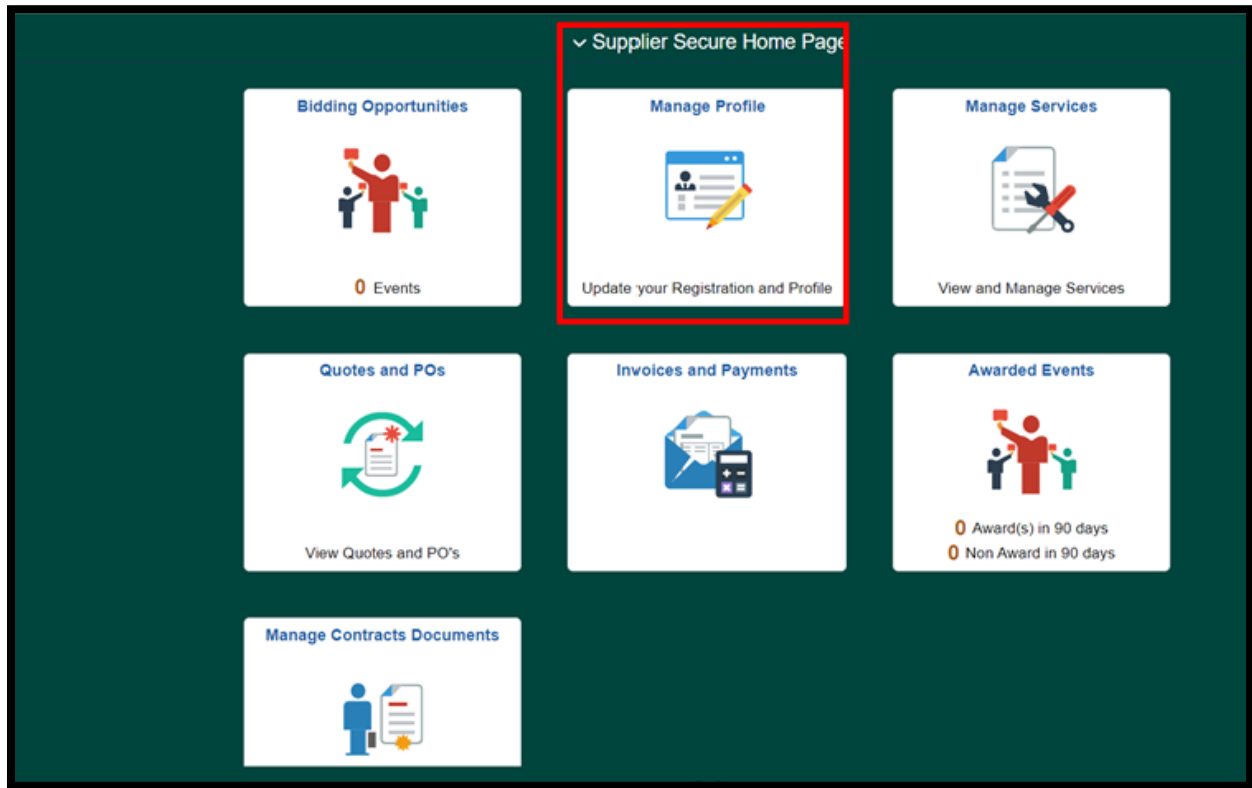
1. Log into PruittHealth eSupplier public portal site and click on the **Sign In** tile



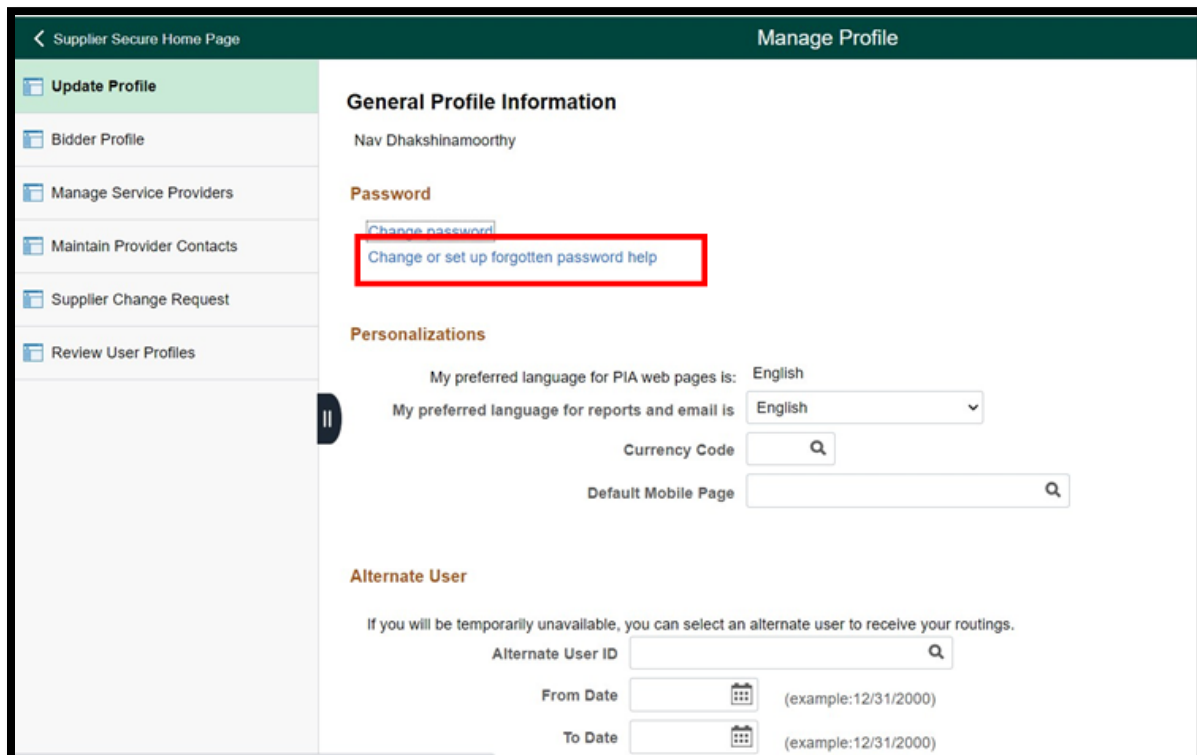
2. Click on **Supplier Secure Home Page**



3. Under **Supplier Secure Home Page**, click on the **Manage Profile** tile



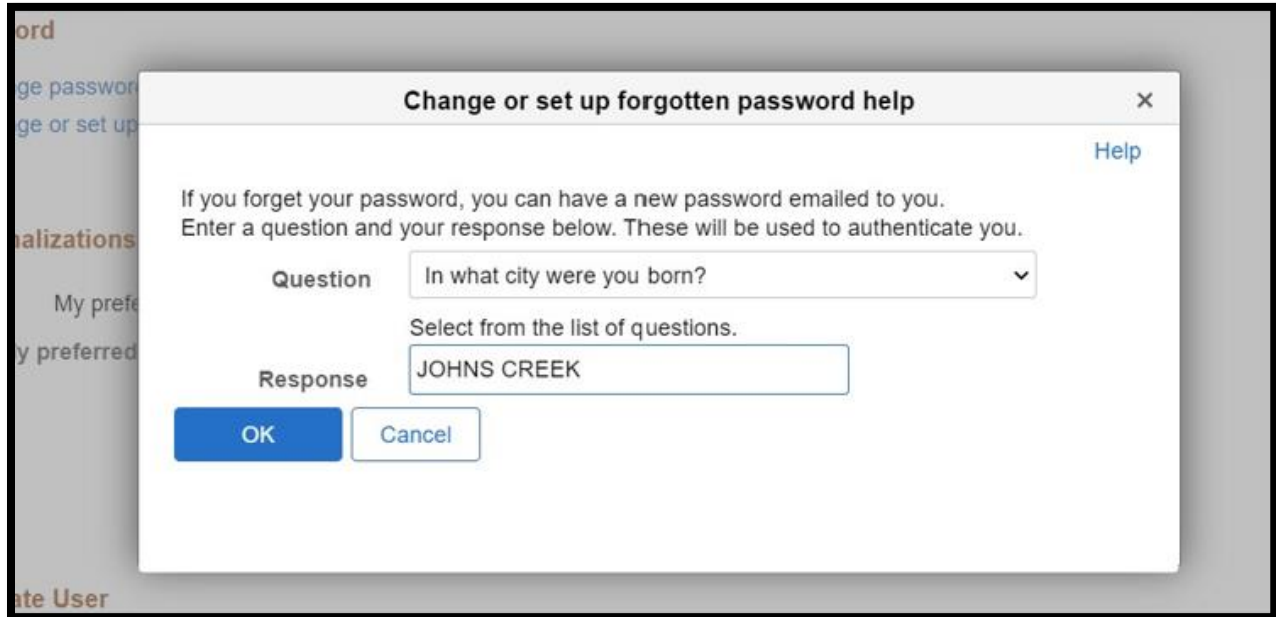
4. Click on **Change or set up forgotten password help**. Please note: Password can be reset using old password by choosing the **Change password** option



5. Choose from one of the pre-defined questions.



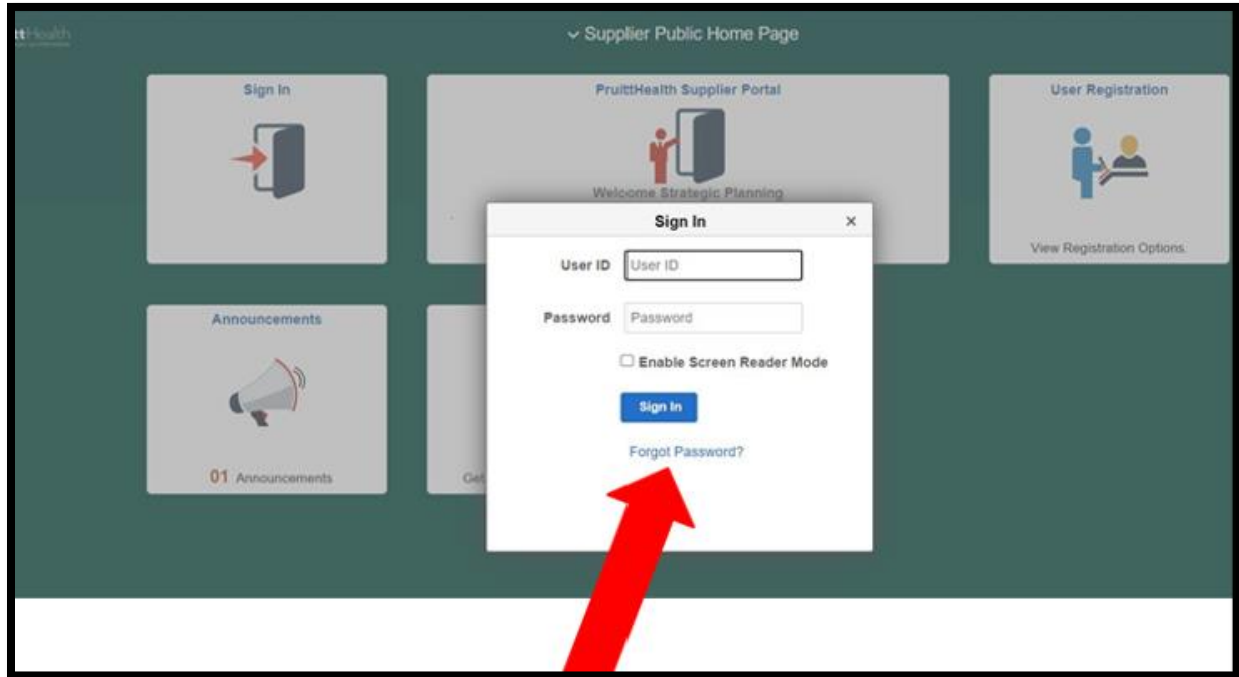
6. Provide your Response/Hint and click **OK**



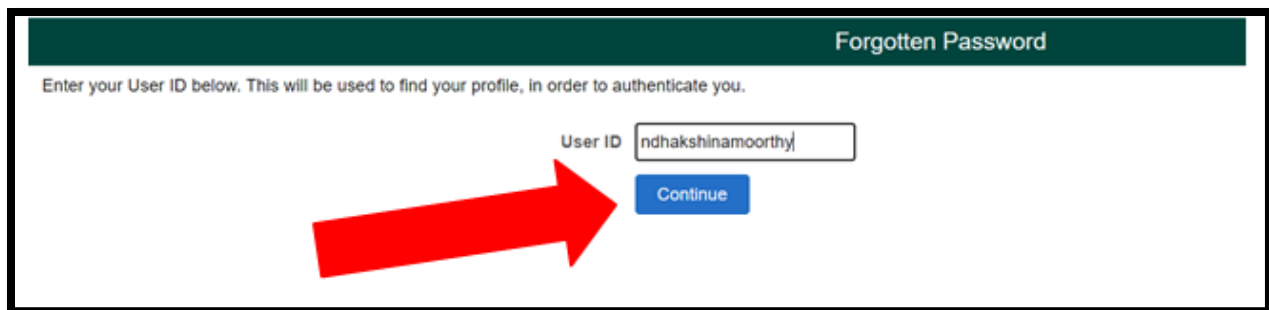
The above steps complete the setup for the Forgot Password - Security Question option.

### Resetting Password using the Forgot Password option

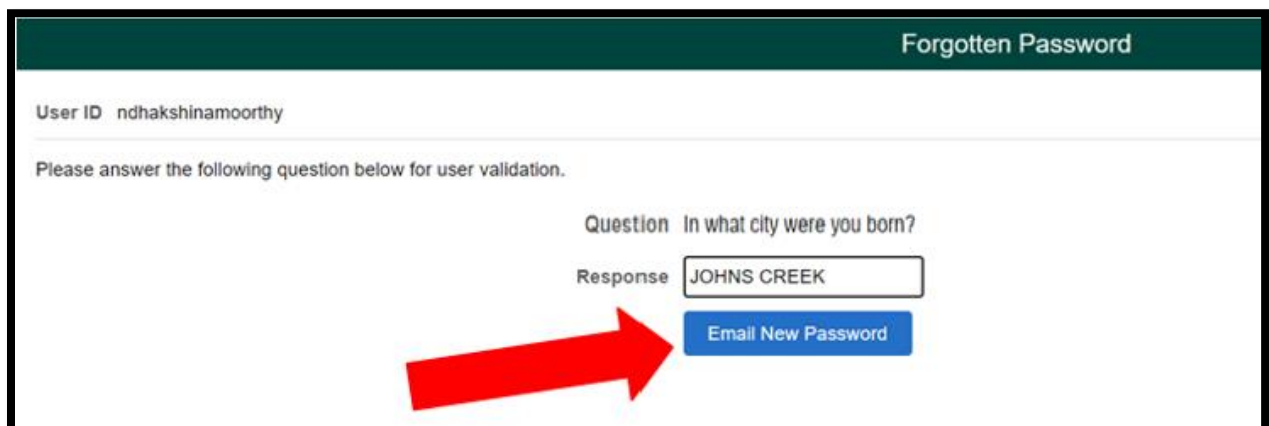
1. To reset your password: Log in to **Supplier Public Home Page** and click on the **Sign In** tile
2. Click on **Forgot Password?**



3. Provide your **User ID** and click **Continue**



4. Provide your correct answer as per the security question and click **Email New Password**



Forgotten Password


User ID ndhakshinamoorthy

Please answer the following question below for user validation.

Question In what city were you born?

Response

[Email New Password](#)



- You should see a confirmation message that the new password has been emailed. Please note that the password email will be sent to the email address that was registered with the system during the eSupplier User ID or Vendor Registration process.

Email Confirmation

Your new password has been emailed.

If you do not receive an email in your Primary Email Account please contact your Security Administrator or System Administrator to investigate the cause.

- If the question is answered correctly, you will receive an email like the one shown below, containing the new password. Please make sure to change the password after first login with new password using **Manage Profile → Change password**

User ID Password - Message (HTML)

File Message Help Tell me what you want to do

Ignore Delete Archive Reply Reply All Forward Sensitivity Move to? To Manager Rules Mark Categorize Follow Up Translate Read Aloud Zoom Report Phishing Share to Teams Insights Report Message

Delete Respond Sensitivity Quick Steps Move Actions Unread Tags Editing Speech Zoom Colense Teams Protection

**User ID Password**

fs920dev\_appsrv@pruithhealth.com

To Naveethan Dhakshinamoorthy

Expires 10/13/2021

You recently requested that your PruittHealth Self Service account password be reset. The new password for your account is: **1jly0xv6** Please login with this password to access your account and services. Upon logging in with this password, it is recommended that you change the password using manage profile-->Change password link

<This is system generated email. Please do not reply>

- If your security answer is not correct, you will get an email as shown below.

**User ID Password**

fs920dev\_appsrv@pruithhealth.com

To Naveethan Dhakshinamoorthy

Expires 10/9/2021

You recently requested that your PruittHealth Self Service account password be reset. Your password hint answer is not matching with our system records. Please try again with the correct password hint or contact your PruittHealth System Administrator for further assistance.

<This is system generated email. Please do not reply>

If you still are experiencing issues with accessing the system or password reset, please reach out to PruittHealth Accounts Payable team for further assistance.