

**Netsmart Self-Service is a web-based solution that allows for management of accounts that are required for an employee to access Netsmart.**

## Creating a Netsmart Self-Service Account

**Netsmart Self-Service** is a web-based solution that allows for management of accounts that is required for an employee to access the **Netsmart F5 VPN**.

**STEP 1:** From the **HC&H intranet** page, locate and select **Netsmart Self-Service**.

- Use quick links or Clinical Systems to locate Netsmart Self-Service.

**STEP 2:** On the welcome screen, select **Self Serv**.

**STEP 3:** In the Self-Service window, enter your **network username** in the **Username** field.

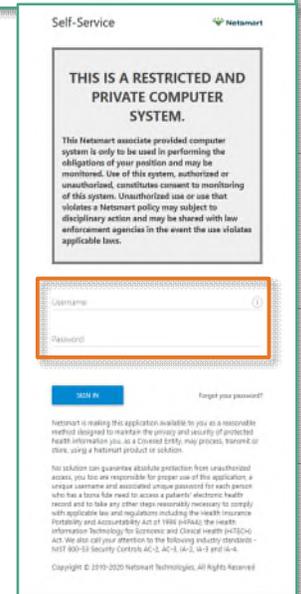
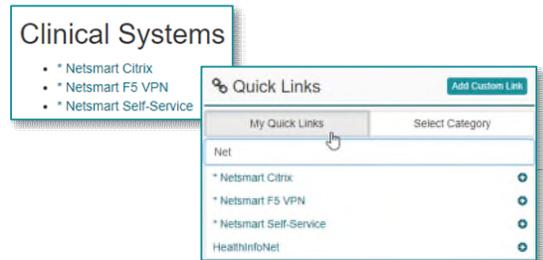
**STEP 4:** Enter the **provided password** in the **Password** field and sign in.

**STEP 5:** When prompted, **create a new password** and select **Change**.

**STEP 6:** When prompted, complete the steps to **enroll in Self-Service Password Reset** by selecting **Enroll Now**.

- Enabling this allows users to reset their password for Netsmart Self-Service independently, after verifying their identity.

**STEP 7:** Your Netsmart Self-Service account has been created, close the browser.



## Updating a Netsmart Self-Service Account

When a Netsmart Self-Service password is about to expire, users that access Host from the laptop are prompted that their password is expired.

**STEP 1:** From the **HC&H intranet** page, locate and select **Netsmart Self-Service**.

- Use quick links or Clinical Systems to locate Netsmart Self-Service.

**STEP 2:** On the welcome screen, select **Self Serv**.

**STEP 3:** In the Self-Service window, enter your **network username** in the **Username** field.



**STEP 4:** Enter the **provided password** in the **Password** field and sign in.

**STEP 5:** From main page, navigate to the left and tap **Change Password**.

**STEP 6:** Follow the prompts and requirements as necessary and tap **OK**.

Home

Search

Change password

Export vCard

Change Password

**Password policy restrictions:**

- Cannot repeat any of the previous 12 passwords
- Must be at least 10 characters
- Must contain at least three of the following four character groups
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Numerals (0 through 9)
  - Non-alphabetic characters (such as !, \$, #, &)

Old password

New password

Confirm new password

GENERATE SPELL OUT PASSWORD POLICY

OK CANCEL