Michigan Medicine (Level-2) Password Reset

Before Changing Your Michigan Medicine (Level-2) Password

Overview

Take stock of any devices that may access UMHS resources, including mobile devices such as smart phones and tablets, smart watches, or personal/non-UMHS computers. Any device which connects to UMHS wireless networks or email will need to have your new password entered.

To avoid locking out your account, first disable or clear any saved passwords on these devices. After resetting your Michigan Medicine (Level-2) password, you will need to enter the new password on these devices.

Failure to clear out saved passwords and disable accounts using the following instructions may result in the account being locked due to repeated bad password attempts.

Once the account is locked, you will be unable to access any UMHS systems, including logging into a CoreImage computer, MiChart, UMHS Exchange/Outlook accounts, and any other service that uses your Michigan Medicine (Level-2) password.

If you can no longer authenticate with your Michigan Medicine (Level-2) password, you must call the Service Desk at 734-936-8000 and select option 3 to unlock your account.

Clearing Saved Passwords

Be sure to follow the instructions for each applicable situation!

- If you have Outlook configured on a non-CoreImage computer, first disable the account using Offline mode. For instructions to set Outlook to Offline, visit the Outlook - Work Offline for Michigan Medicine (Level-2) Password Reset page.

Changing your Michigan Medicine (Level-2) Password

After disabling any mobile devices and/or secondary computers, use the following instructions to change your Michigan Medicine (Level-2) password:

- If you are on the UMHS campus using a CoreImage computer
- If you are offsite or on a non-CoreImage computer
- If you have a CoreImage laptop that you take offsite