

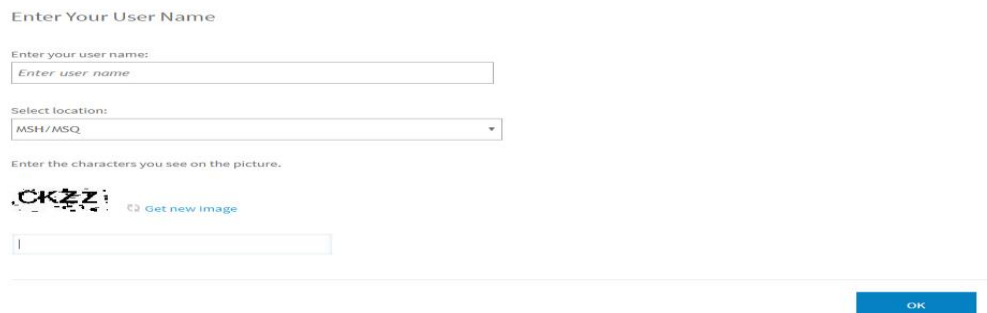
# VPN Remote Access to Databases and Password Instructions

Your VPN account gives you offsite access to the Levy Library resources which include databases, e-books, e-journals, mobile apps & other tools. The VPN login is also used to access MSMC-Green Wi-Fi at all our facilities.

You will need to follow all steps below to setup your VPN account. **The first time you receive your password it will need to be reset.**

## Password Reset:

1. Go to <https://passwordreset.mountsinai.org>
  - a. Enter your User ID (called Hospital AD on the IT document forwarded to you).
  - b. Make sure the drop down box says MSH/MSQ
  - c. Enter the letters shown, then click OK.



The screenshot shows a web form for password reset. At the top, it says "Enter Your User Name". Below this is a text input field labeled "Enter your user name:" with placeholder text "Enter user name". Underneath is a dropdown menu labeled "Select location:" with "MSH/MSQ" selected. Below the dropdown is a CAPTCHA image showing the letters "CKZZ" with a "Get new image" link. A text input field for the CAPTCHA is shown below the image. At the bottom right of the form is a blue "OK" button.

2. Select the Questions and Answers Profile
  - a. Choose security questions and answers
  - b. Enter a 4 digit pin
  - c. Click OK or Next
3. Select FORGOT My Password (NOT reset)
  - a. Answer your security questions
  - b. Next screen should ask you for a new password – at least 8 characters, including 1 uppercase and 1 number (**DO NOT include symbols**)  
**Note:** if security questions entered incorrectly a few attempts account will be locked. **Help Desk will need to be called to reset password 212-241-4357.** We do not have access to reset these, but can assist setting them up.

Call the **Help Desk at 212-241-4357, Option 2** if you still are having trouble resetting your password. Contact me if you have any questions [Kurt.Villcheck@mountsinai.org](mailto:Kurt.Villcheck@mountsinai.org)

## **LIBRARY OFFSITE VPN ACCESS**

### **Library Resources Login:**

1. **Log in** to Intranet at <https://libguides.mssm.edu/login> with your User ID, new password.