All Providers

Resetting Your HM Network Password

For security reasons, Houston Methodist requires that you update your network password every 365 days. If the system prompts you to update your password or you receive an email from a credible HM email address, here's how you can "safely" update your password.

- Visit the HM Password Reset page.
- If you're on-site or on VPN and have an HM-owned Windows PC (not a Mac), you can click **Ctrl+Alt+Delete** and select **Change a Password**.
- Call the IT Service Desk at 832.667.5600 and press **1**. Follow the prompts to receive a text message.

Important Tips

Your HM password applies to multiple systems, and it takes time for your new password to sync with all the systems you use. Here are some important tips:

- If possible, change your password at an HM location, on an HM device. This is the fastest, most reliable way. When doing this, limit the number of applications you have opened.
- If you change your password while on VPN, give it time to sync. Leave your computer on for a while, then restart it. The best time to do this is at the end of the day.
- If you have your password saved on web browsers or your mobile device, you must update them.
- You can use the HM **Password Reset** page if you have internet access, a current internet browser and multifactor authentication (MFA) registration. The process is the same for Windows, Mac, Google Chrome, etc.
- After you change your password, you may be prompted to re-enter your new password for apps or on mobile devices.
- Don't use the same password at work that you use on personal accounts (e.g., Facebook, Gmail, Amazon, etc.). By having unique passwords for all your accounts, you're keeping HM patient and employee data safe, if your login information is stolen.

For more information, including password requirements, review this knowledge base article.