

GHS Self-Service

**Presenting an exciting new feature from Information Services.
Go-Live on June 5th, GHS Self-Service will make its online debut!**

What exactly is GHS Self-Service?

- GHS Self-Service is a suite of easy to use Network Password/Network Account management tools that will give you the ability to help yourself without having to contact the IS Service Center for assistance

What can I do with this new tool?

- This new tool will allow you to:
 1. Unlock your Network Account
 2. Create a new Network Password, in the event you Forget Your Password
 3. Proactively change your Network Password at any time
- Simply provide your Network ID, Employee ID, DOB and Last 5 of SSN to perform Password and Account actions
- Also assists with New Employee Account Activation and Registration (Instructions given during New Employee Orientation)

Who will be able to use this new tool?

- At this time, it is available only to GHS employees using a GHS network, or working remotely through VPN
 - o Future releases will expand to include all of our contractors and business partners as well

What passwords can be reset via this new tool?

- Passwords that are connected to your Network ID; for example:
 - o Computer login, Epic, Citrix, Webmail, eNet, Mobile Phone Email, etc.

What passwords can NOT be reset via this new tool?

- Passwords that are NOT connected to your network ID; for example:
 - o Healthstream, One Community, etc.

When would I need unlock my account?

- When you enter your password incorrectly 5 times within 10 minutes, your account will lock out
- If you change your password on a computer but forget to change it on your mobile device (phone, tablet), your account will lock out

For questions or concerns, or if you would like additional information, please contact the IS Service Center at 455-8000.

Coming Soon For All GHS Employees
Exciting New Features Available on June 5th, 2017!

GHS Self-Service Assistant for Network Password & Account Management



GREENVILLE
HEALTH SYSTEM

GHS Self-Service

 **Forgot Network Password**

Use this link to help you recover your forgotten password for Citrix, Webmail and applications that you use a GHS Network ID to login.

[Forgot Network Password](#)

 **Unlock Network Account**

Use this link to unlock your Network ID. Accounts are locked after 5 failed password attempts.

[Unlock Network Account](#)

 **Change Network Password**

Use this link to periodically change your password for Citrix, Webmail and applications that you use a GHS Network ID to login.

[Change Network Password](#)

 **New User Registration**

New employees and vendors only! Register here to activate a new GHS Network ID.

[New User Registration](#)



Home

Forgot Password

Unlock Account

Change Password

Account Status

Validate

User ID

Employee ID

Enter your Employee ID

Birthdate

MM/DD/YYYY

Last 5 SSN

Enter the last 5 digits c

I'm not a robot



reCAPTCHA
Privacy - Terms

 Validate Me