



Password Portal Registration

Before using the Password Reset Server, you must first complete the enrollment process.

To begin the enrollment process, visit the Password Reset Portal link:
(<https://pwportal.radnet.com>)

Locate the **“Register/Log into my account”** field and type in your current login information.

Register my account
(for first time users only)
I want to register my account. I have been provided with my User ID and temporary password.

Log into my account
I want to log in to manage my account. I know my User ID and password.

Email or Username *

Password or Temporary Password *

SUBMIT

When logging into the Password Portal for the first time, you will be prompted to answer a list of security questions provided by the system administrator. Setting these questions is part of the enrollment process and will be used to recover your account if you are ever unable to login.

Security Questions

Your enrollment questions have been selected for you by your Administrator:

- Email Question (Receive reset code by email)
- Phone Call Question (Receive reset code by phone)
- SMS Question (Receive reset code to SMS device)
- Image Question (Memorize images for reset)
- What is the name of the street on which you grew up?
- What was the make of your first car?
- Who is your favorite author?
- What is the name of the hospital where you were born?
- What is the first name of your closest childhood friend?
- What is the name of the city where your mother was born?
- Where did you spend your childhood vacations?
- What is the last name of your first boss?



Now, let's try one of your account's new security settings.

Select a question to answer.

- Email Question (Receive reset code by email)
- Phone Call Question (Receive reset code by phone)
- SMS Question (Receive reset code to SMS device)
- Image Question (Memorize images for reset)

CONTINUE

Now, let's try one of your account's new security settings.

What is the name of the city where your mother was born?

CHANGE ANSWER

CONTINUE

After answering all of the recovery questions you will be redirected to the recovery home screen. From this menu you can manage and test your responses to all security questions answered during the enrollment process.

Last successful password reset:
2018-10-22 04:37 PM (10.120.201.128)

Last failed password reset:
2018-10-22 04:24 PM (10.120.201.128)

Your Security Questions

Favorite Author Who is your favorite author?	CHANGE ANSWER	TEST
First Car What was the make of your first car?	CHANGE ANSWER	TEST
Childhood Vacations Where did you spend your childhood vacations?	CHANGE ANSWER	TEST
First Boss What is the last name of your first boss?	CHANGE ANSWER	TEST
Hospital Name What is the name of the hospital where you were born?	CHANGE ANSWER	TEST
Neighborhood Street What is the name of the street on which you grew up?	CHANGE ANSWER	TEST
Childhood Friend What is the first name of your closest childhood friend?	CHANGE ANSWER	TEST
Mother Birth City What is the name of the city where your mother was born?	CHANGE ANSWER	TEST
First Pet What is the name of your first pet?	CHANGE ANSWER	TEST
Email Question <i>Required</i> Email Question (Receive reset code by email)	CHANGE ANSWER	TEST
Phone Call Question <i>Required</i> Phone Call Question (Receive reset code by phone)	CHANGE ANSWER	TEST
SMS Question <i>Required</i> SMS Question (Receive reset code to SMS device)	CHANGE ANSWER	TEST
Image Question <i>Required</i> Image Question (Memorize images for reset)	CHANGE ANSWER	TEST

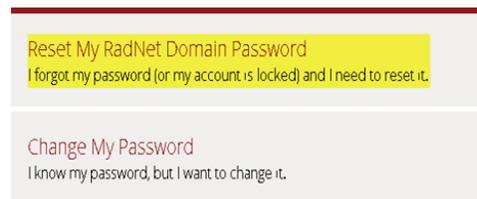
You will need to get 4 of 13 questions correct when resetting your password.

(Clicking “TEST” will prompt you to answer the security question, while clicking “CHANGE ANSWER” will allow you to change your response.)



How to Reset Your Password

In the event that your account is locked and you are unable to login with your login credentials, you now have the ability to unlock your account and reset your RadNet Password. To do this, you must navigate to the Password Portal home page (<https://pwportal.radnet.com>) and select the option **“Reset My RadNet Domain Password”**.



From here you will be required to enter either your **FULL** RadNet email address (example: john.olivera@radnet.com) or Username used to login.

Reset my password

Email or Username *



After typing in your RadNet email address or username you will be taken to the page below where you are able to select from four possible recovery methods (Email Question, Phone Call, SMS, or Image).

Password Reset: Confirm

Select a question to answer.

- Email Question (Receive reset code by email)
- Phone Call Question (Receive reset code by phone)
- SMS Question (Receive reset code to SMS device)
- Image Question (Memorize images for reset)





Now that you have selected a recovery method, you should now receive a PIN code which can be typed into the blank field on the **“Password Reset: Confirm”** page. (Note: If you chose Image Recovery you will not receive a PIN code)

Password Reset: Confirm

An email has been sent to the account you entered during enrollment. Please enter the pincode.

Pincode

CONTINUE

Once the PIN code (or image question) has been entered, you will have to answer the recovery questions that you set up during enrollment.

Password Reset: Confirm

Must be at least 3 characters.

What is the last name of your first boss?

If completed correctly you will be asked to create and confirm a new password.

Reset Password

 Your identity has been confirmed!

New Password

Confirm New Password

[Offline Reset?](#)

CONTINUE

If entered incorrectly you will receive a **“Your identity could not be confirmed!”** message

Reset my Password

 Your identity could not be confirmed!

You may Retry for a limited number of attempts. Contact RadNet's IT Service Desk at 443-436-1122 for assistance.

Five incorrect attempts will prevent you from resetting your password for thirty minutes. Once the allotted time has passed you will be able to try again.



Changing Your RadNet Password

If you know your password but would like to change it you must select the “Change My Password” option from the Password Reset Server home page.

Change My Password

I know my password, but I want to change it.

After selecting “**Change My Password**” you will be asked to enter in your **FULL** RadNet Email or Login Username along with your current password.

Change Password

Domain *

Radnet ▾

Email or Username *

Current Password *

On the next page you will be prompted to type in a new password which will be used to replace your previous password.

Change Password

New Password *

Confirm New Password *

(Please Note: Passwords must meet the standard security requirements in order for the change to take effect. Passwords must be a minimum of ten characters, containing at least one uppercase and one lowercase letter, one number and cannot contain your name or previous five passwords.)