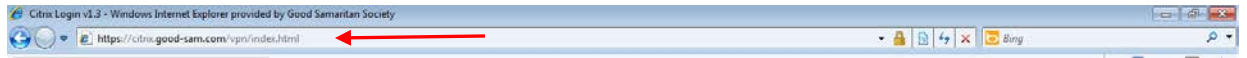


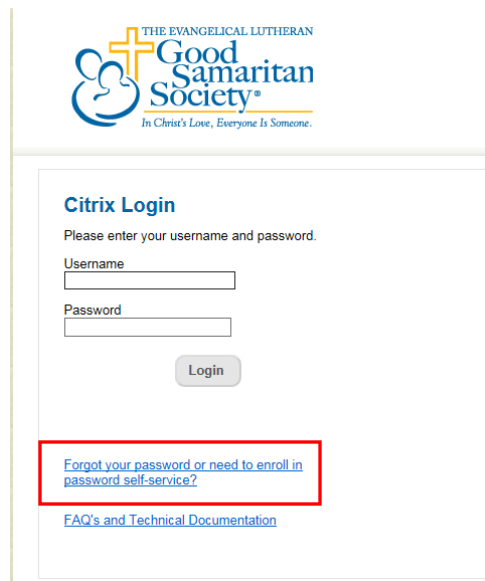
Remote Access – Password Reset

1. Open your web browser and enter the following in the address field: **citrix.good-sam.com**

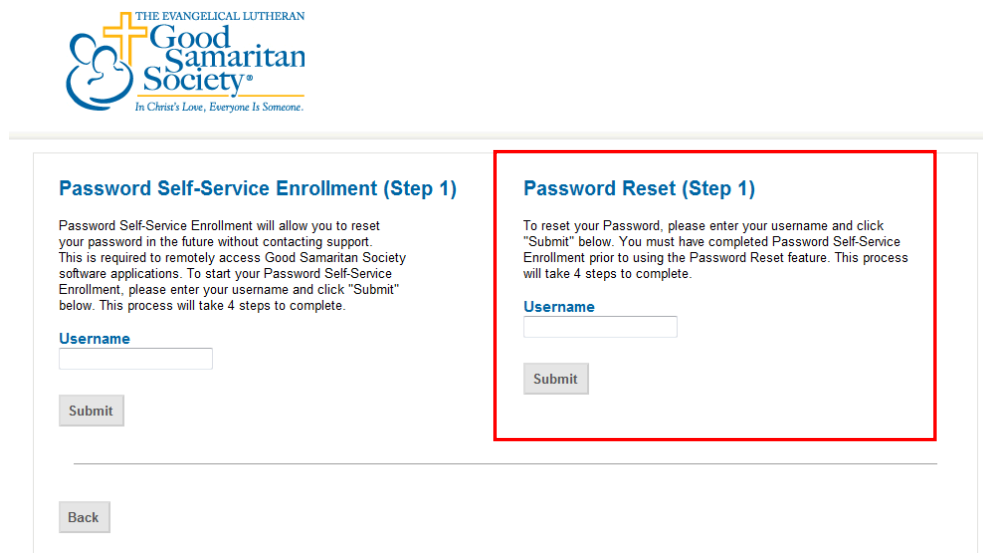
TIP: Do NOT enter the address in the search field (such as Google, Bing, etc)



2. On the Good Samaritan Society Citrix Login page, click the link titled **“Forgot your password or need to enroll in password self-service?”**



3. **Step 1:** Enter your username in the **Password Reset** box and click **Submit**.



Remote Access – Password Reset

4. **Step 2:** One of the following screens will display.
- If you have already enrolled in Password Self-Service, the Password Reset (Step 2) page displays notifying you that an email was sent to your email account. Your email address will display in the message. **Go to #5/Step 3.**

Password Reset (Step 2)

You have selected to Reset your Password.

An email from password-reset@good-sam.com has been sent to the following email address XXXXXXXXXX@XXXXXXXXXX.com. You must open that email and follow the instructions in order to complete your password reset. The link provided in the email message will expire after 24 hours.

You may close this web browser session.

If you need assistance or have questions, please contact the Good Samaritan Society, Center for Solutions support desk at (877) 447-7237.

- If you have **not** enrolled in Password Self-Service, the following message will display stating you are not currently enrolled. Password Self-Service is where security questions/answers are created which allow you to reset your password if you forget it. Click the [HERE](#) link.

Please enroll in Password Self Service

Your account is not currently enrolled in Password Self-Service. Please click [HERE](#) to learn more and enroll in Password Self-Service.

Enter your username in the **Password Self-Service Enrollment** box and click **Submit**.

Password Self-Service Enrollment (Step 1)

Password Self-Service Enrollment will allow you to reset your password in the future without contacting support. This is required to remotely access Good Samaritan Society software applications. To start your Password Self-Service Enrollment, please enter your username and click "Submit" below. This process will take 4 steps to complete.

Username

The **Password Self-Service Enrollment (Step 2)** page displays notifying you that an email was sent to your email account. Your email address in the message will display in the message. **Go to #5/Step 3.**

Password Self-Service Enrollment (Step 2)

You have selected to enroll in Password Self-Service.

An email from password-self-service-enrollment@good-sam.com has been sent to the following email address XXXXXXXXXX@XXXXXXXXXX.com. You must open that email and follow the instructions in order to complete your enrollment in password self-service. The link provided in the email message will expire after 24 hours.

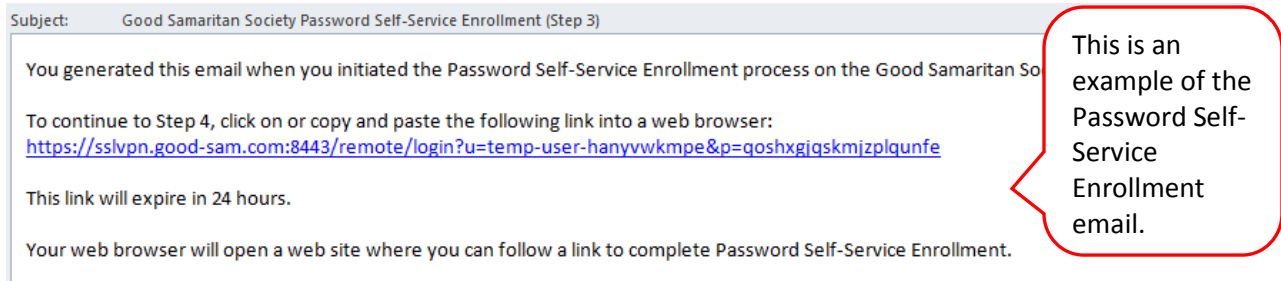
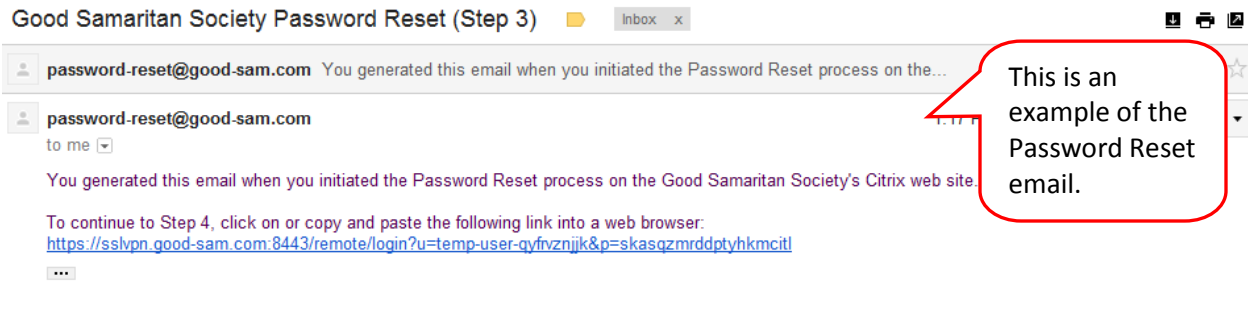
You may close this web browser session.

If you need assistance or have questions, please contact the Good Samaritan Society, Center for Solutions support desk at (877) 447-7237.

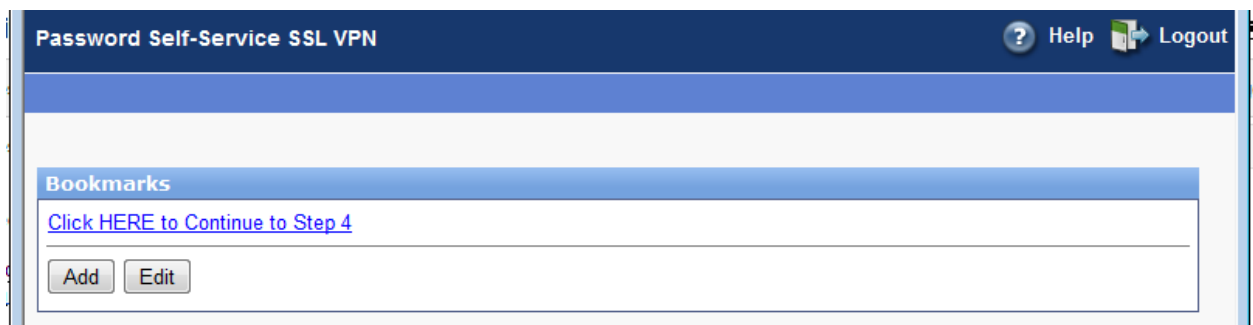
Remote Access – Password Reset

- Step 3:** Using the same computer, access your email account and open the email from password self-service. **Then click on the link in the email.**

TIP: Your email account will **not** be a Good Samaritan email address! It is the business email address that you provided the nursing center for remote access.



- The link in the email will lead you to the screen shown below. Click on the link **"Click HERE to Continue to Step 4"**.



Remote Access – Password Reset

7. **Step 4:** The Good Samaritan Society Password Self-Service Portal screen will display.

THE EVANGELICAL LUTHERAN
Good Samaritan Society®
In Christ's Love, Everyone Is Someone.

Password Self-Service Portal

This self-service portal allows you to change your password or reset your password if you have forgotten it. In order to reset your own password you must first enroll.

If you have difficulties with any of these options, please call the Center For Solutions at 1-877-447-7237.

- Change Password**
I know my current password and would like to change it.
- I Forgot My Password**
I have already enrolled and I forgot my password.
- Enroll (create security questions)**
I know my current password and I need to enroll so I can reset my own password in the future.

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If you are resetting your password, select **I Forgot My Password**.

OR

If you are enrolling in Password Self-Service, select **Enroll**. Then follow the steps on the screen to create your security questions and answers. When you are done, start over with the instructions in this document to reset your password.

8. Enter your username and click **Next**.

I Forgot My Password

Use this feature to reset a forgotten password. If you know your password and would like to change it, then use the **Change** feature instead.

Enter your username and then click Next to continue.

Username

Domain **ad.good-sam.com**

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9. You will be presented with your first security question. Enter the answer and click **Next** to move to the second question. Follow the same process until you have answered all three questions.

I Forgot My Password

Answer the question below to confirm your identity. Your answer must match the answer you gave when you enrolled. You may need to answer additional questions before your password is reset.

Do not leave your computer until your password is reset. If you must leave your computer, click Cancel first.

Username **cbuse5**


Domain **GOODSAM**

Question 1 **What is your father's year of birth?**

Answer

Remote Access – Password Reset

10. When you have successfully answered your three security questions, you will be able to create a new password. Remember to follow the password rules presented on the screen. Click the **Next** button when done.



I Forgot My Password

1. Passwords **must** be 6-8 characters long and cannot contain special characters or upper case letters.
2. Passwords **must** start with a letter. Your password cannot begin with a number.
3. Passwords **must** contain one or more numbers. If you want the new password to end with a number, it must contain another number that is not at the beginning.

Valid Password Examples: **y2kbug, dog6cat8, tiger12, cts2003**

Invalid Password Examples: **jim45** (not 6-8 characters), **susan5** (ends in only one number), **lizard@8** (contains a special character), **4hippo6** (begins with a number), **K1te57** (contains an upper case letter)

Passwords are confidential. Do not use your name, children's names, or phone numbers in your password.


Do not leave your computer until your password is reset. If you must leave your computer, click Cancel first.

Enter your new password in the fields below.

Username	cbuse5
Domain	GOODSAM

New Password	<input type="password"/>
Confirm New Password	<input type="password"/>

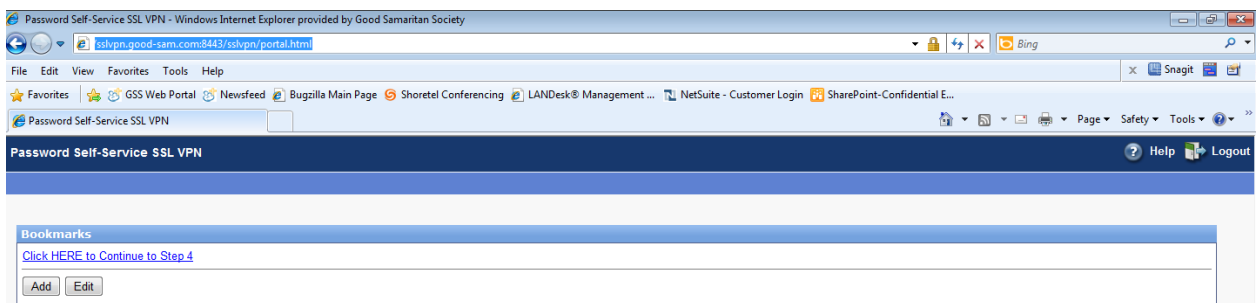
11. Click **OK** to close the Success message.



Success

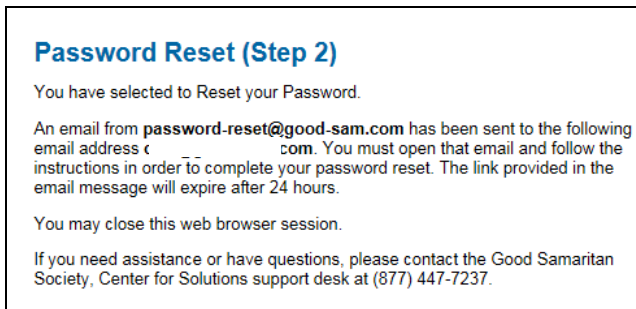
Your password has been reset. You may now logon with your new password.

12. Click the **red X** in the upper right corner to close this screen.

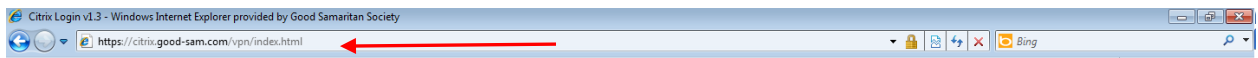


Remote Access – Password Reset

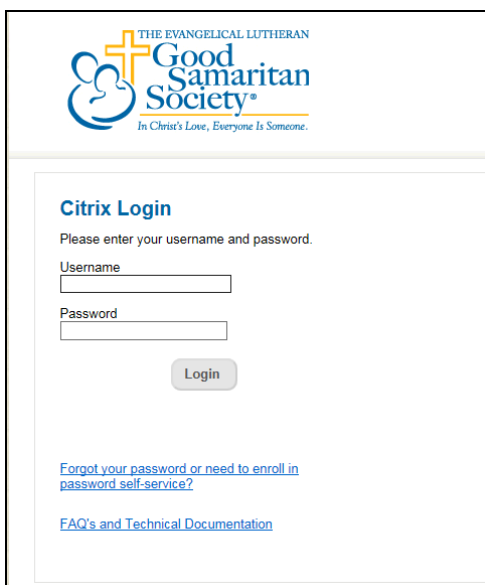
13. Close the Step 2 screen.



14. Open your web browser and enter the following in the address field: **citrix.good-sam.com**



15. Login to Citrix using your username and the new password you just created.



If you are unable to reset your password, please contact the Security Point of Contact at the nursing center as they have the ability to reset your password.