

MD Anderson Cancer Center

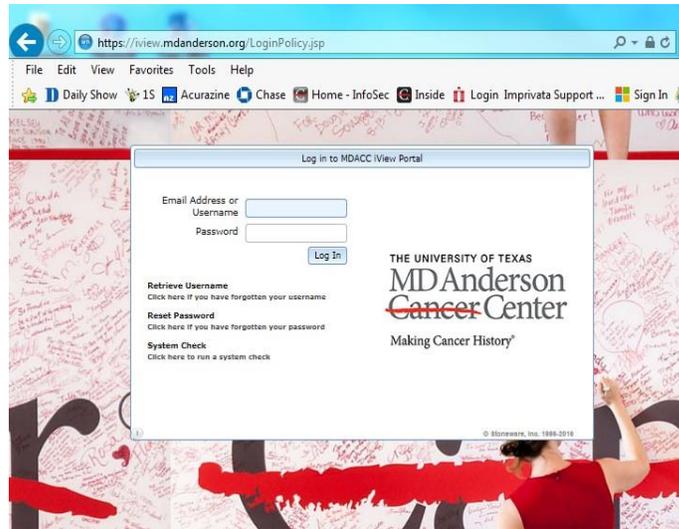
[iView Password Reset Instructions and Q&A](#)

**If you remember your current password, start on this page.
If you do not, go to page 3 of this document.**

Step 1.

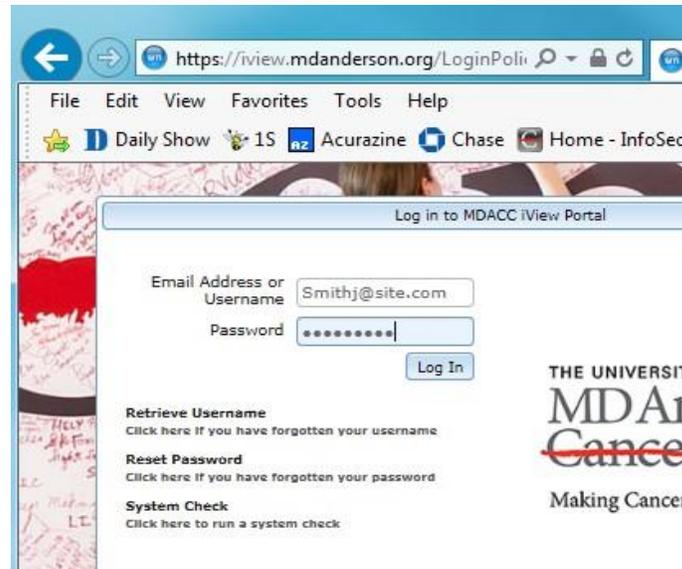
<https://iview.mdanderson.org>

Please click the link above or copy and paste it in your browser.



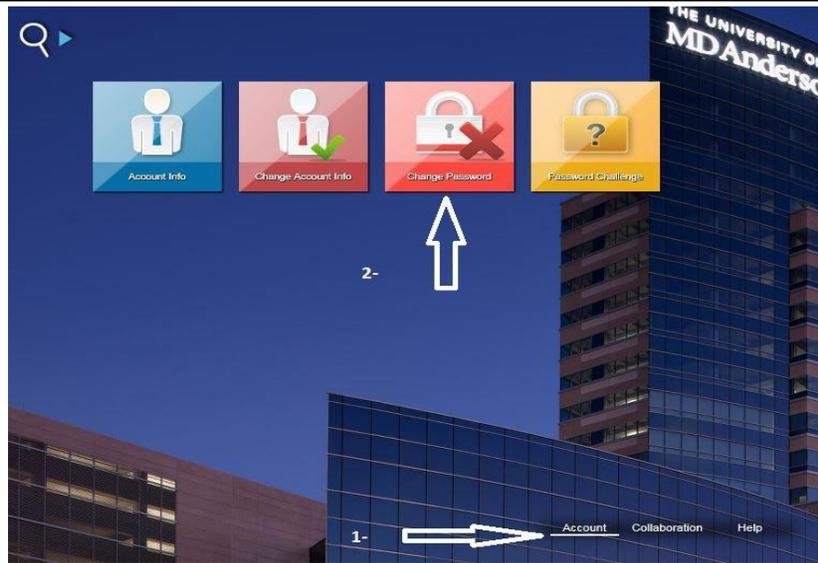
Step 2.

Sign in with your email address and current password.



Step 3.

Click on 'Account' at the bottom of the page and then Click 'Change Password' button.



Step 4.

Provide current password and new password twice, and click on 'Change Password' button.

Step 5.

If the 'Directory service was unavailable to change the password' prompt appears, try again with correct current password and matching new password.

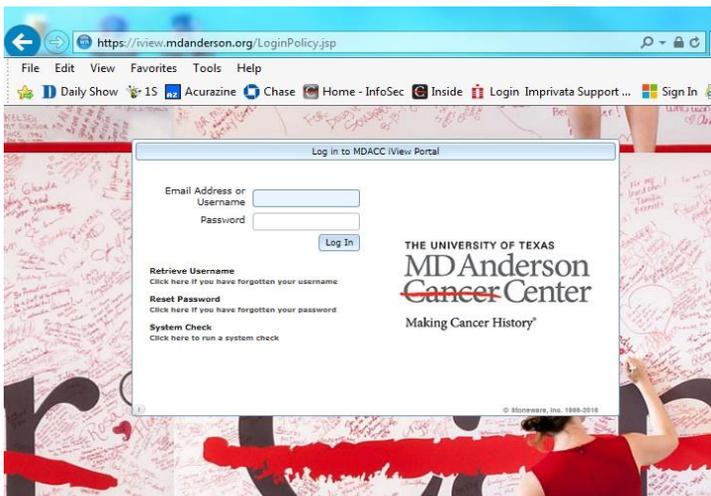
New password requirements: -
- At least two numeric
- At least one upper case letter
- At least one lower case letter
- Must be 8 or more characters - Must not contain email, first, last, or preferred name.

If you do not remember your current password, please use the following instructions.

Step 1.

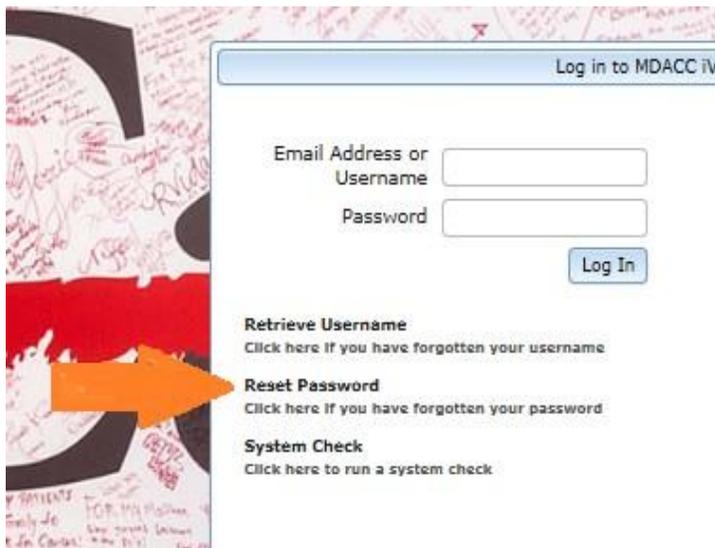
<https://iview.mdanderson.org>

Please click the link above or copy and paste it in your browser.



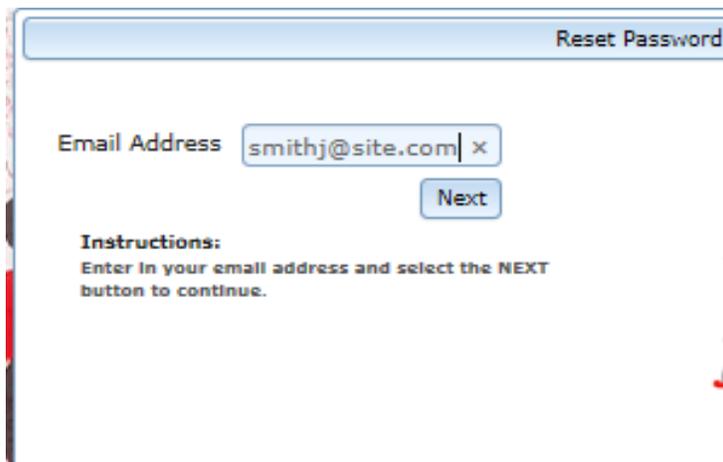
Step 2.

Click the link for having forgotten the password.



Step 3.

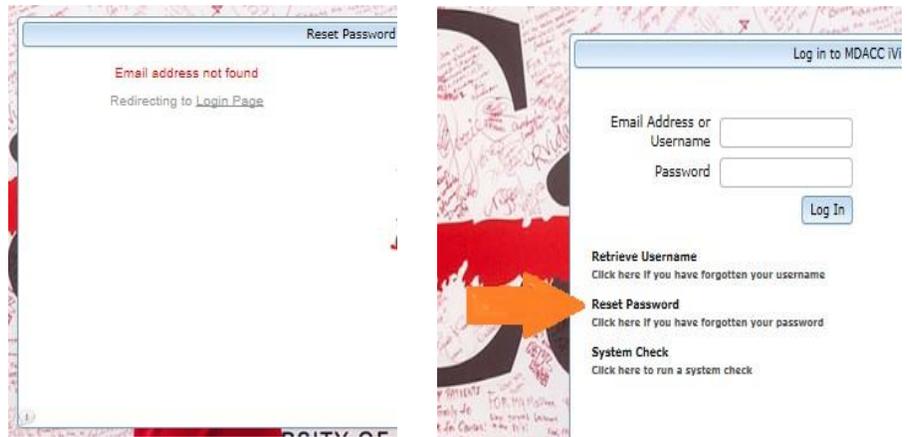
Provide your email address and click the 'Next' button.



Step 4.

If incorrect email is entered, "Email address not found" will be displayed and you will be redirected back to the login page.

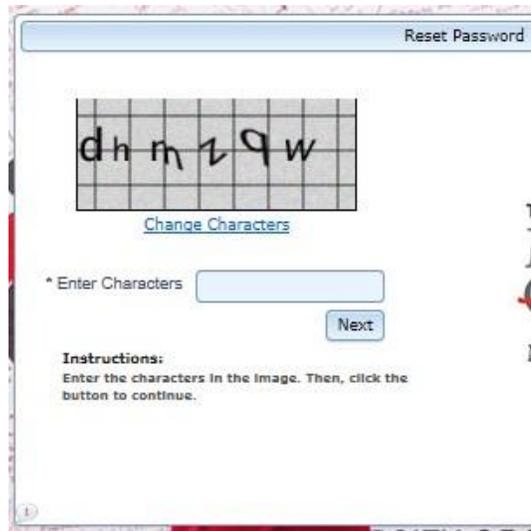
Click on the reset password again and enter the email address that was used to register for iView account.



Step 5.

Answer the CAPTCHA prompt and click 'Next' button.

If the image of characters is too hard to read, click the 'Change Characters' link for a different image.



Step 6.

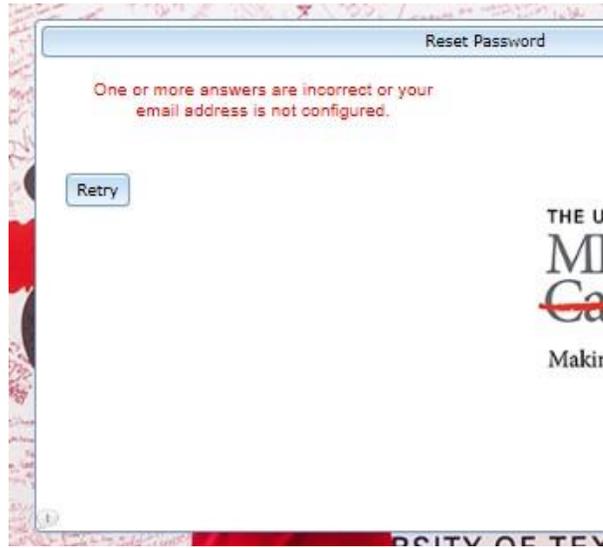
If remembered, answer all of the challenge questions correctly, and click 'Next' button.



Step 7.

If one or more answers are incorrect, click the 'Retry' button to get another chance to answer the questions.

If you do not know all the answers, put in any answers and click the 'Next' button.

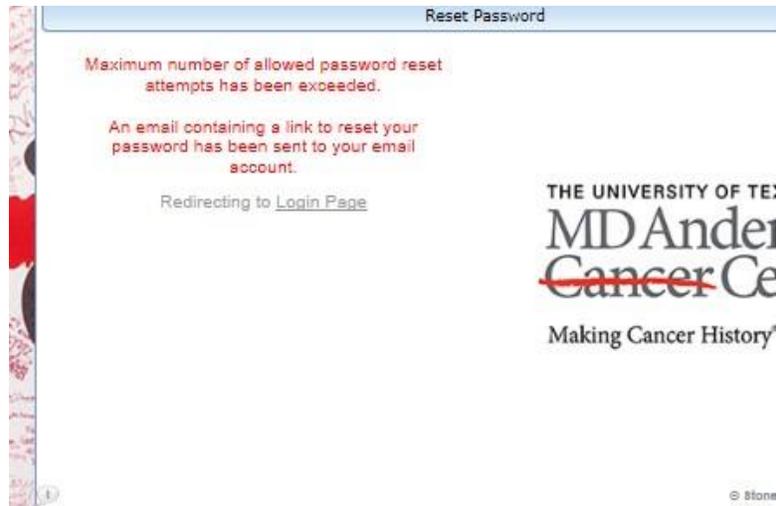


Step 8.

The system will move forward with sending you an email.

The email will contain a special link to set a new password.

The email will be sent to the email address that was provided during registration for your iView account.

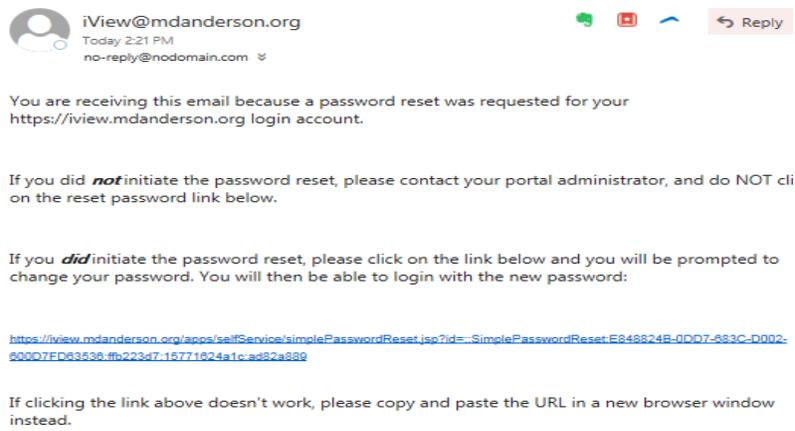


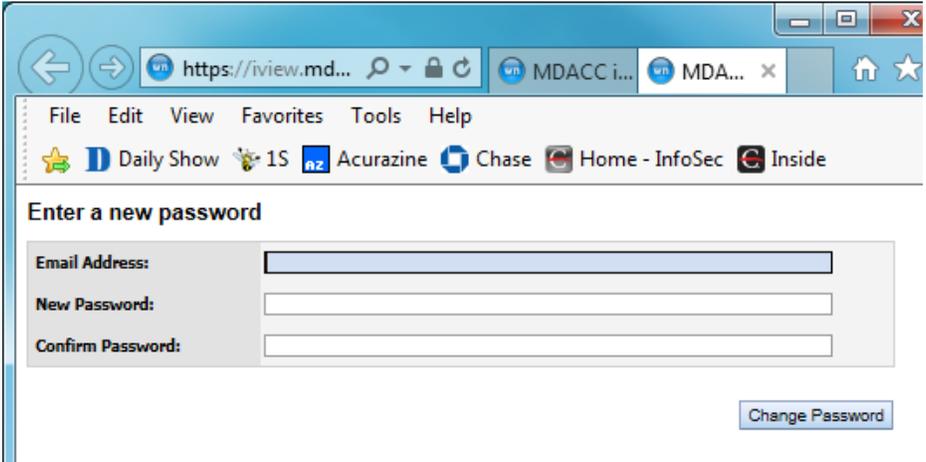
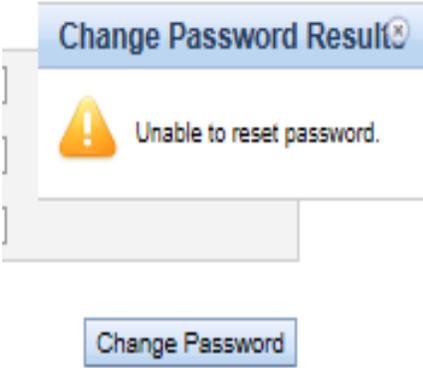
Step 9.

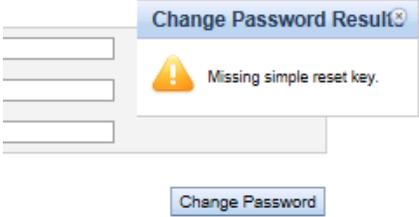
You will receive an email that look similar to this example.

Click the link mentioned in the email to be directed to a web page.

MD Anderson Cancer Center collaboration: Password Reset Link



<p>Step 10.</p> <p>The newly opened page will allow you to set a new password.</p> <p>Enter your email address.</p> <p>Pick a new password and enter it twice.</p>	
<p>Step 11.</p> <p>If this prompt comes up, please note the password requirements below and try again.</p> <p>Requirements:</p> <ul style="list-style-type: none"> - At least two numeric - At least one upper case letter - At least one lower case letter - Must be 8 or more characters - - Must not contain email, first, last, or preferred name. 	

<h2 style="color: red;">Questions and Answers</h2>	
<p>What do I do if I get this prompt? “Invalid simple reset key.”</p> 	<p>If more than one password reset email is received, the link in the oldest email no longer works. So, find the email that is the latest and use the reset link in that email instead.</p>
<p>What do I do if I get this Prompt? “The password link has expired”</p> 	<p>The password link is only valid for 1 hour. If you do not use the link within the hour of receiving the password reset email, you will need to request the password reset link again.</p>