ACCOUNT GUIDELINES
FOR STUDENTS & NON-EMPLOYEES

After you receive your master account user ID from your instructor or Intermountain sponsor you should immediately set up your password. A delay in setting up your password may cause a delay in computer access. Your instructor or Intermountain sponsor will help you log into an available computer. Then follow the steps below.

Step 1: Activate

Open up Internet Explorer and type the word Activate.

Step 2: Password

PASSWORD CRITERIA

- Must be 12 characters or more
- Must include at least 1 number, but cannot start with that number
- Must include at least 1 special characters (!, @, #, etc)
- Must not contain a word found in the dictionary (that includes most names)
SUBMIT THE REQUEST

TIPS

- You may see a message that says the new password can take up to 30 mins to be activated. Please be patient with this as a lot of times it does take the full 30 mins to start working. It may take up to 2 hrs. depending on where you are located and at what time you first activated your password.
- It is best to do this prior to your first day of rotations, orientation, etc.
- If you are a past student or past employee, it may say “account already active”. You will need to change your password. You have 2 options:
  
  o Option 1: Call Frontline Support at ext73456 or outside of the hospital 801-387-3456 and ask them to reset your password.
  o Option 2: Use Reset Forgotten Password. This will only work if you remember your security questions.

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SETTING UP YOUR PASSWORD AT HOME

If you are away from an Intermountain facility, you can do this from any URL. Just google “IHC Password” and click on “Change Password - Intermountain Healthcare”. You can follow the instructions on page 1 of this document from this point on.
TROUBLE SHOOTING TIPS FOR COMPUTER LOG IN ISSUES

- If after you have successfully created/changed your password and you cannot log into the computer or iCentra, please be patient. It can take up to two (2) hrs. for it to start working.
- Please do the following first before calling the Student Coordinator.
  1. Call frontline support at ext73456 and select 1 for non iCentra issues *(even if this is for iCentra, you can call this number. You will get better service by calling it than the Cerner Help Desk)*
  2. State your name, your user id, and your position, i.e. Student nurse, and where you are located in the facility (i.e. IMC, nurse station 3a). Be sure to give them a valid phone number where you can be reached or a message can be left.
  3. If you have already setup a password, please do not allow the front line Help Desk to give you a new one. Ask them if they can see whether or not your new password has been activated in AccessWeb *(everyone on the help desk should be able to see your password status)*. If your password gets changed more than once, it will DELAY your computer account from working.

THIS IS IMPORTANT.

i. As mentioned earlier, it can take up to two hrs. for this to start working. It is better to shadow someone and try again later, or contact the Student Coordinator, instructor, etc.

ii. The Student Coordinator can tell you if your password is active and if you have a current active student account, and an iCentra account. At that point, the Student Coordinator can contact an iCentra DSA for further troubleshooting steps.

iii. Intermountain has decided that student access is important, but it should not be considered a HIGH priority, so your access issues will be handled, but not in an emergent situation. You, as a student, should never be put in an emergent situation with your access. Student access should never compromise the safety of our patients.