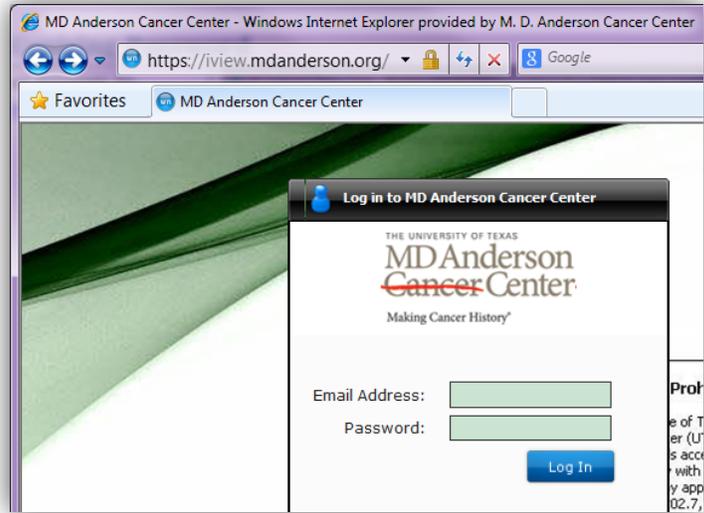# MD Anderson Cancer Center

iView Password Reset Instructions and Q&A

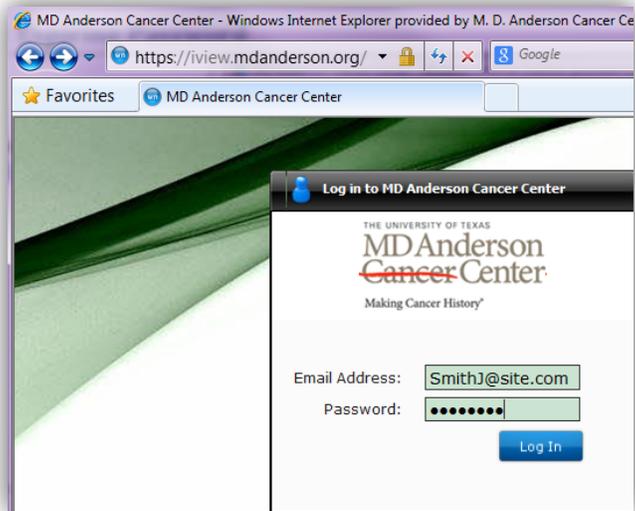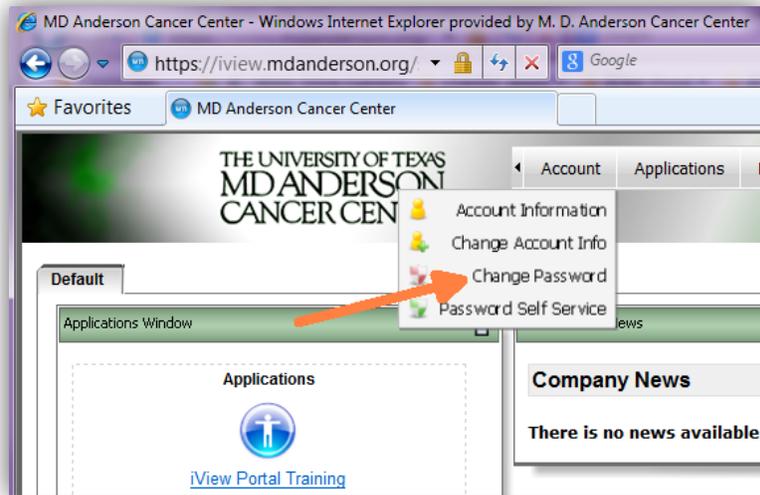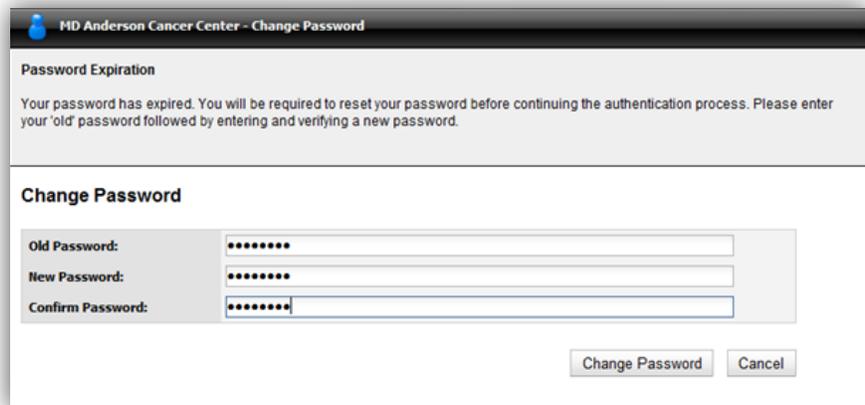|	
If you remember your current password, start on this page. **Else, go to page 3 of this document.**	
Step 1. Direct your browser to https://iview.mdanderson.org	
Step 2. Sign in with your email address and current password.	

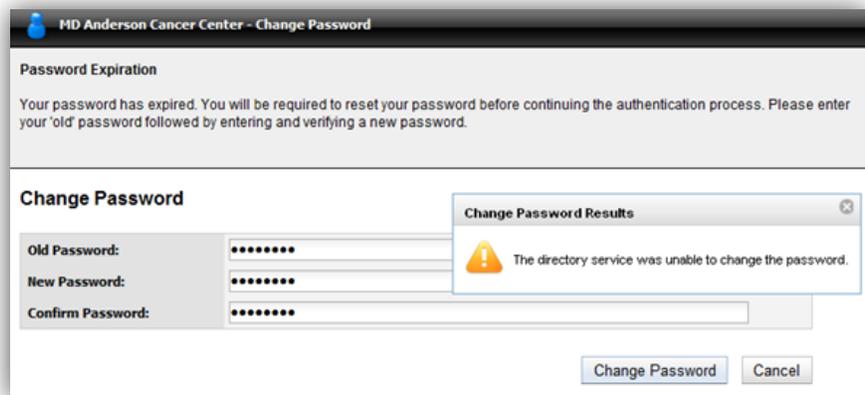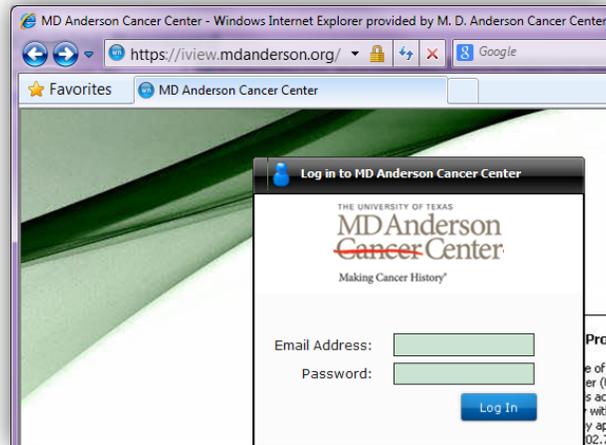|	
Step 3. Navigate to 'Menus', 'Account', and then click on the 'Change Password' link.	
Step 4. Provide current password and new password twice, and click on 'Change Password' button.	
Step 5. If this prompt comes up, try again with correct current password and matching new password. New password requirements: - 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, use instructions from this page onwards.
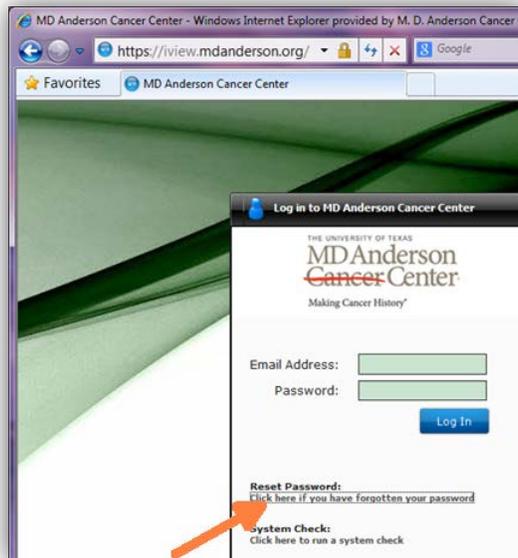
Step 1. Direct your browser to https://iview.mdanderson.org	
Step 2. Click the link for having forgotten the password.	
Step 3. Provide your email address and click the 'Next' button.	

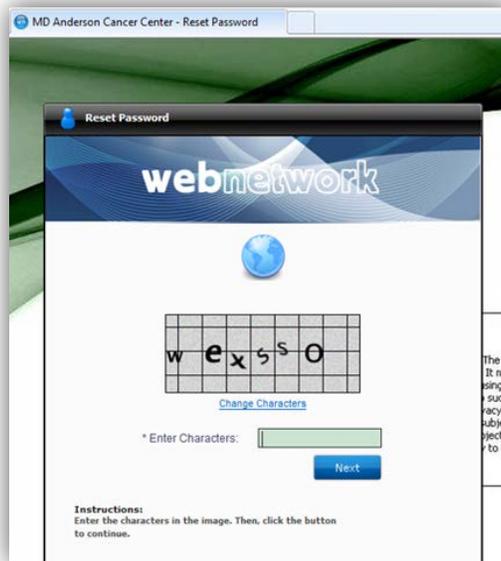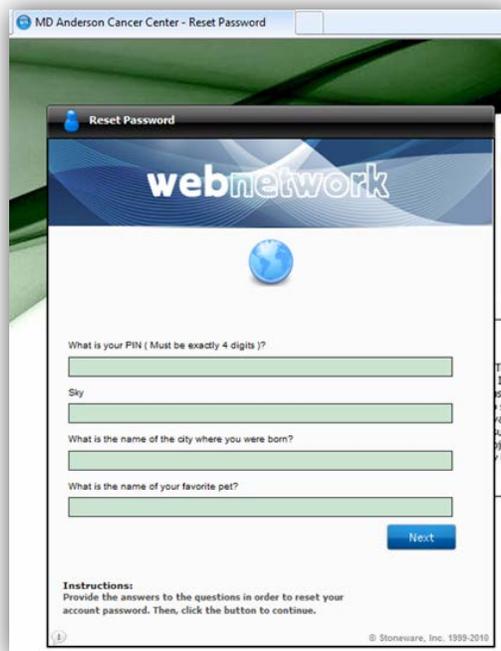|	
Step 4. If it prompts on invalid identity, click the 'back' function in your browser, and enter the email address again. This email is the one that was used to register for iView account.	
Step 5. Answer the CAPTCHA prompt and click 'Next' button. If the image of characters is too hard to read, click the 'Change Characters' link for a different image.	
Step 6. Answer all the challenge questions correctly if possible, and click 'Next' button.	

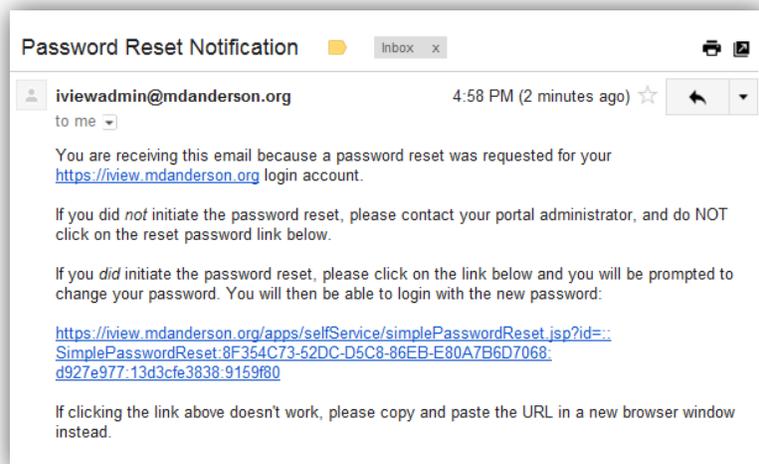|	
Step 7. If one or more answers are incorrect, click the 'Retry' button to get another chance to answer the questions. If you do not know all the answers, put in any answers and click the 'Next' button.	
Step 8. Eventually, the system will move forward with sending you an email. The email will contain 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 view. Click the second link mentioned in the email to be directed to a web page.	

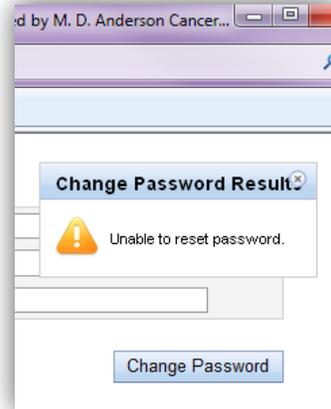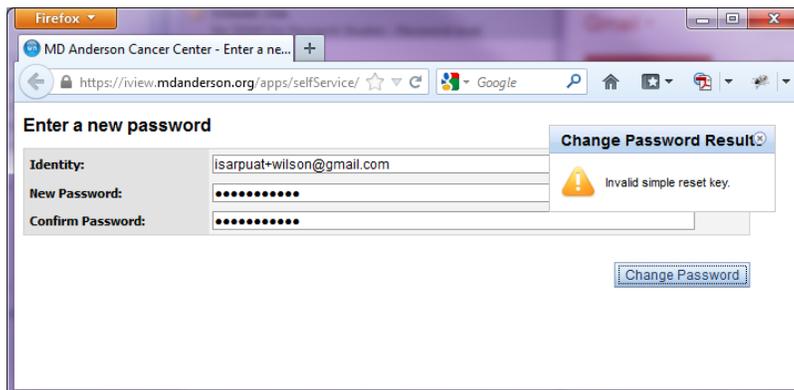|	
Step 10. The newly opened page will allow you to set a new password. For the 'Identity' field, enter your email address. Pick a new password and enter it twice.	
Step 11. If this prompt comes up, please note the password requirements below and try again. Requirements: - At least two numeric - At least 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.	

Questions and Answers	
What do I do if I get this prompt? "Invalid simple reset key." 	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.