



User Access: Accounts, Logging On/Off, Passwords, Help

Requesting a New Account or Changing Access to Your Current Account

1. Complete an EHRP Security Authorization form according to the instructions (links to the [Security Authorization Form](#) and [Security Authorization Form Instructions](#) can be found on the following EHRP website: <http://ehrp.nih.gov/EHRP.html>)
 - a. If it is for a new account, check the "New User Profile" box.
 - b. If it is for a modification to an existing account, check the "Modify User Profile" box and enter the current User ID.
2. Send original completed form to the address at the top left of the form, attn: the EHRP Security Administrator.
3. The user will be notified by email of their new User ID and password schema.

Logging On/Off the System

1. To log on, enter the following URL to connect to EHRP: <https://www.ehrp.psc.gov/>
 - a. Save the link as a favorite by clicking Favorites/Add in your browser.
 - b. Create a shortcut on your desktop by clicking File/Send/Shortcut to Desktop.
 - c. Enter your User ID, consisting of the following 8 positions:
 - 1) Position 1 – The “#” symbol
 - 2) Position 2 – The first letter of your first name
 - 3) Position 3 – Your middle initial (use “X” if you don’t have one)
 - 4) Position 4 – The first letter of your last name
 - 5) Position 5-6 – The month of your Date of Birth (enter leading zeros)
 - 6) Position 7-8 – The day of your Date of Birth (enter leading zeros)
 - d. Enter your Password
 - 1) Your initial password is the first 4 letters of your last name (“X”s will be padded to the right if your last name is shorter than 4 letters), followed by the last 4 digits of your SSN.
 - 2) The letters must be entered in upper case.
 - e. Click the SIGN IN button.
2. Helpful hints:
 - a. **User ID and password are case-sensitive.**
 - b. If you have problems logging on, check to see if your Caps Lock and Num Lock lights are on or off.
 - c. Make sure that your password contains a minimum of 8 characters and at least 1 digit.
 - d. Do not attempt to logon to the system more than 3 unsuccessful times. The User ID will be locked after 3 unsuccessful attempts and you will need to call NIH Help Desk (6-EHRP) to request that it be unlocked.
 - e. **Your password will expire every 90 days.** Make sure that you change your password before it expires. You will be warned 10 days prior to the expiration date.
3. To log out of EHRP:
 - a. Click on the SIGN OUT button in the upper right hand corner of the screen. It is important that you click on the SIGN OUT button instead of closing all open windows.



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Changing Your Password

1. Go to **Home > PeopleTools > Maintain Security > Use > My Profile**
 - a. You **must change your password** the first time you access the system.
 - b. Make sure you are on the 'General Profile Information' tab
 - c. Click on the 'Change Password' link
2. Enter your Current Password
3. Enter your New Password. Password Requirements and Protections are the following:
 - a. Password must contain a minimum of 8 non-blank characters
 - b. Password must contain at least one each of alpha and numeric characters
 - c. **Passwords are case sensitive**
 - d. **Passwords are set to expire every 90 days**
 - e. Password will automatically disable after 3-failed log on attempts (Call NIH Help Desk at 6-EHRP to request that it be unlocked if this happens.)
4. Enter your New Password again to confirm
5. Select 'OK'
6. Click on 'SAVE' 

What to Do if You Forget Your Password

1. **Contact NIH Help Desk:**
 - Phone: 6-EHRP (301-496-3477)
 - Email: helpdesk@nih.gov
 - Website: (<http://support.nih.gov>)

Removing a User Account

1. **Contact TASC (301-496-EHRP) to inform them that a user needs to be removed.** Be prepared to provide the following information:
 - a. User name
 - b. IC
 - c. EHRP User ID (if it is known).
2. NIH Help Desk will contact the EHRP Security Administrator to remove the user.