Password Reset / Unlock Your Account:
To reset your password or unlock your account, you will first need to set up your security questions before you can proceed.

Step 1: Registration (**1 time only**)

• To register your Security Question, navigate to **https://mysignins.microsoft.com/security-info**

• When the window opens, click on ADD METHOD and Select Security Question

Step 2: Password Reset / Account Unlock

• The Link for Password Tool will be: **https://passwordreset.microsoftonline.com/**

Wi-Fi Access

Select MSMC-Green

Username: MSNYUHEALTH \Your Network username
Password: Your Hospital network password

If on an Android device, you will need to perform the following:

Certificate: Do Not Validate

Domain: mountsinai.org

Identity: your full email address or if it doesn't work, try user ID

VPN Access / VIP Access Registration

A Security code will be needed in order to access your email via web browser, Epic and other Sinai resources when offsite. This will require the use of a program called VIP Access to be downloaded to your smart phone or tablet.

Installing a token on your smartphone

Open up the internet browser on your smartphone and go to: **http://m.verisign.com.**
You will be presented with the option to select a device that is similar to the one you are using, just click on its picture to install the app by following the prompts.

Alternate Way: Go to either the **App Store (iphone)** or **Google Play Store (Android)** and download the application called **VIP Access**

Once you have installed the software or obtained a token, you will be required to register that credential as follows:

- If you are on the campus network, you can access the registration website by clicking this link: **https://register4vip.mountsinai.org**

    Your credentials to register will be as follows:

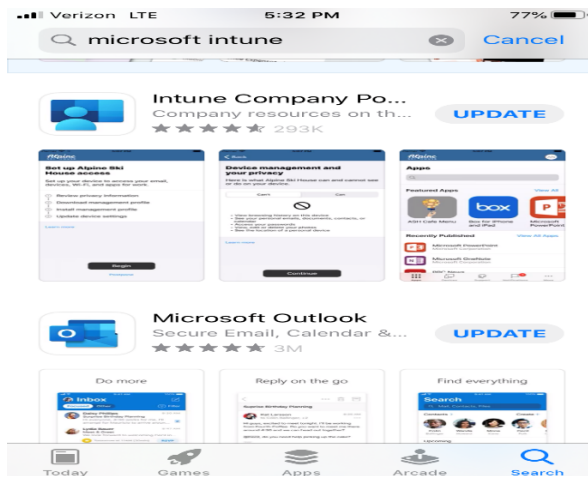   User Name: **Your Mount Sinai Email address**
    Your Password: **Your email password**

- If off campus, please contact the hospital helpdesk at **212-241-4357**, **option 3** to register your credentials.

If registering for **e-prescribe**, please contact the hospital helpdesk at **212-241-4357**, **option 4** for assistance.

Registering for Email on mobile device:

- You will need to sign two attestation forms located from within Sinai Central and then contact 212-241-4357, option 3 and ask to have active sync enabled for your account in order to receive corporate email on your phone.

- **You will need to download the following from your app store: Intune Company Portal**

Detailed Instructions for setting up Intune can be located at this website: https://mtsinai.sharepoint.com/sites/quicktips/O365%20User%20Guides/SitePages/Home.aspx

Email Web Access from a Computer
Your email account is an Office 365 account and can be accessed from any web browser via https://portal.office.com

When off campus, you will be required to input the 6 digit security code from the VIP Access program

Connecting to Mount Sinai Systems and internal websites from Outside of the Mount Sinai network:

Detailed Instructions can be found at this site:

http://itsecurity.mssm.edu/faq

Directions for accessing VPN and for how to use it with different Operating

Using RDP with Mac OS: https://itsecurity.mssm.edu/vpnrdpmac/
Using RDP with Windows 10: https://itsecurity.mssm.edu/vpn-rdp/

Support Services:

Hospital IT Service Desk (if you have a @mountsinai.org email address)

- ithelpdesk@mountsinai.org
- [IT Self Service Ticket Portal](#)
- (212) 241-4357 — The Mount Sinai Hospital and Mount Sinai Queens
- (212) 523-6486 — Mount Sinai Beth Israel, Mount Sinai Brooklyn, Mount Sinai St. Luke's and Mount Sinai West
- (212) 979-4273 — New York Eye and Ear Infirmary of Mount Sinai

School IT Service Desk (if you have a @mssm.edu email address)

- [Academic IT Support Center](#)
- ASCIT@mssm.edu
- (212) 241-7091 — Icahn School of Medicine at Mount Sinai (After hours leave a detailed message for next-day service from our technicians.)

Epic Support

- (212) 241-4357 – Option 4 from the menu