

Password Self Service

Identity Management

ACCESS THE PORTAL

To access Password Self Service, you must have:

- A unique ID (Employee ID, Contractor ID, ZID, Client ID)
- Self Service/LDAP password (for Change Password or Change Security Question)
- Email address on file
- Challenge question and answers set

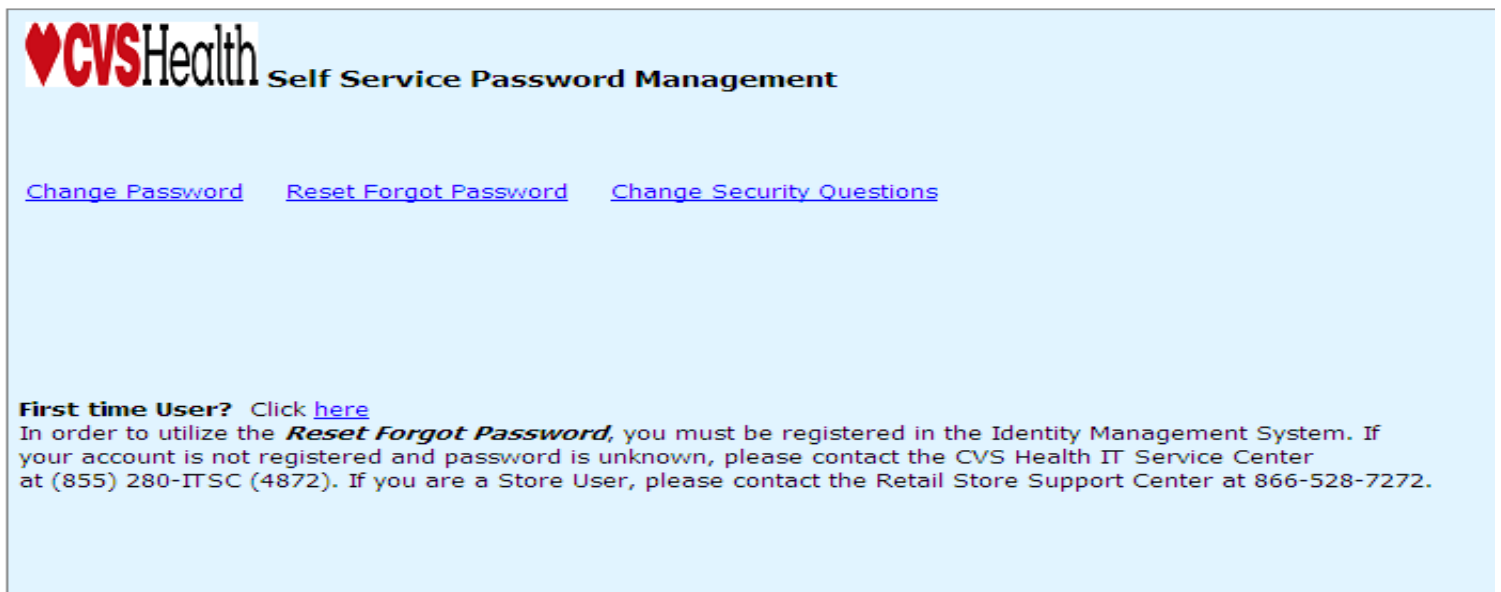
The system allows password resets passwords associated with:

- Your Windows NT ID
- Your Employee ID, Contractor ID, etc.
- RxClain/AS400
- PeopleSafe/QL

THE LANDING PAGE

To access the Self-Service Portal, enter the following URL into the address bar on your Internet page:

<https://eidmss.cvscaremark.com/sspr/sspr/home>



The screenshot shows the CVS Health Self Service Password Management landing page. At the top left is the CVS Health logo. To its right is the text "Self Service Password Management". Below this, there are three blue underlined links: "Change Password", "Reset Forgot Password", and "Change Security Questions". At the bottom left, there is a section titled "First time User?" with a blue underlined link "Click here". Below this link is a paragraph of text: "In order to utilize the **Reset Forgot Password**, you must be registered in the Identity Management System. If your account is not registered and password is unknown, please contact the CVS Health IT Service Center at (855) 280-ITSC (4872). If you are a Store User, please contact the Retail Store Support Center at 866-528-7272."

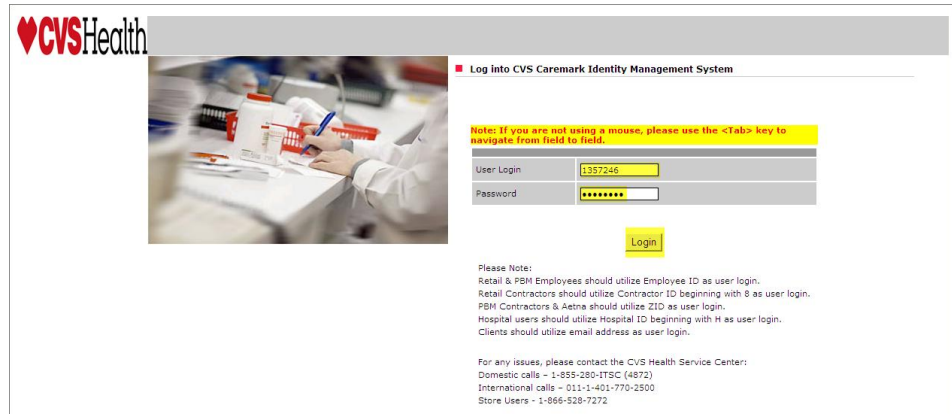
Select the action you want to perform from the landing page:

- ✓ Register for Password Reset
- ✓ Change Password
- ✓ Reset Password
- ✓ Change Security Question

FIRST TIME USERS

First time users with an unknown Self Service/LDAP password must contact the CVS Health Service Center at (855) 280-ITSC, Store Users, please contact the Store Service Center at 866-528-7272.

First Time Users with known passwords should click on the link for **First Time Users** on the landing page. The *SiteMinder* page opens.



CVS Health

Log into CVS Caremark Identity Management System

Note: If you are not using a mouse, please use the <Tab> key to navigate from field to field.


User Login: 1357246

Password: *****

Login

Please Note:
Retail & PBM Employees should utilize Employee ID as user login.
Retail Contractors should utilize Contractor ID beginning with 8 as user login.
PBM Contractors & Aetna should utilize ZID as user login.
Hospital users should utilize Hospital ID beginning with H as user login.
Clients should utilize email address as user login.

For any issues, please contact the CVS Health Service Center:
Domestic calls - 1-855-280-ITSC (4872)
International calls - 011-1-401-770-2500
Store Users - 1-866-528-7272

1. Enter User Login and Password
2. Click the **Login** button 
3. Enter the email address
4. Click the **Save** button
5. Select security questions from the drop-down list

Select questions and answers that are easy for you to remember and difficult for others to guess.

6. Enter answers in the corresponding boxes

Note: Challenge questions are case sensitive

7. Click the **Save** button

A message displays to indicate the change was submitted.

CHANGE PASSWORD

1. From the landing page, select the **Change Password** link.

The *SiteMinder* page opens.

2. Enter your User Login and Self Service/LDAP password
3. Click the **Login** button

The *Password Management* screen displays.

4. Enter your current password
5. Enter your new password, in each of the corresponding fields

The *Password Synchronization* section displays on the screen.

6. Select the corresponding applications that should have a synchronized password for your account
7. For additional information on the list, click the **Need Help?** Link
8. Click the **Submit** button
9. On the confirmation window, click **OK** to confirm the password change

A message displays to indicate the change was submitted and provides links to next steps.

10. Select the appropriate link (CVS issued device or mobile device) and follow the specific directions for your device.

Note: If Change Password fails, a notification will be received via email.

FORGOTTEN PASSWORD

1. From the landing page, select the **Reset Forgotten Password** link.

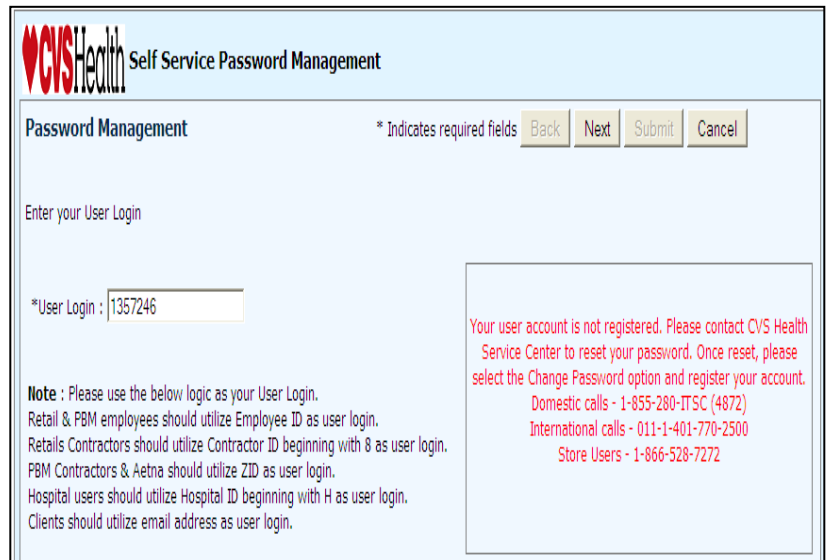
If no email address is on file, or challenge questions are not set, the *Password Management* screen displays.

2. Enter your user login, and click **Next**.

The *Challenge Questions* screen displays.

3. Answer the questions and click the **Next** button

The *Password Management* screen displays.

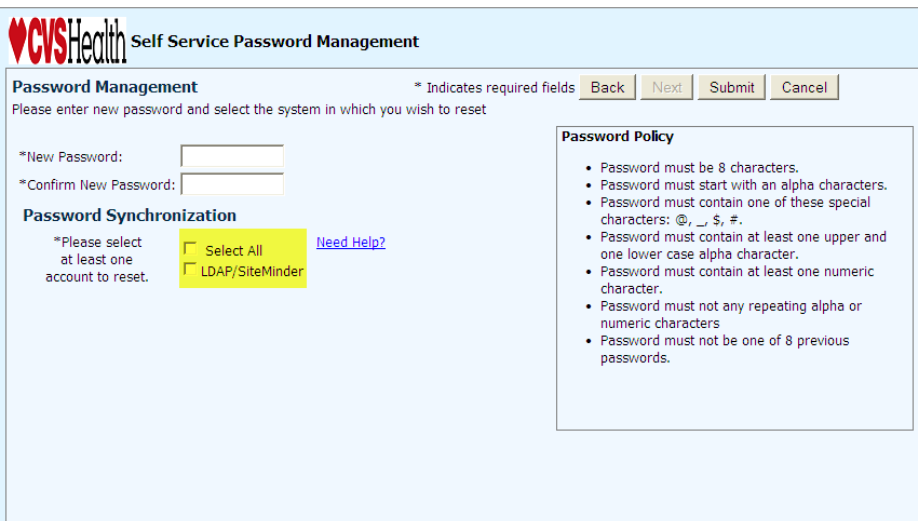


4. Enter your new password, in each of the corresponding fields

The *Password Synchronization* section displays on the screen.

5. Select the corresponding applications that should have a synchronized password for your account

6. For additional information on the list, click the **Need Help?** Link



7. Click the **Submit** button

8. On the confirmation window, click **OK** to confirm the password change

A message displays indicating the change was submitted and provides links to next step.

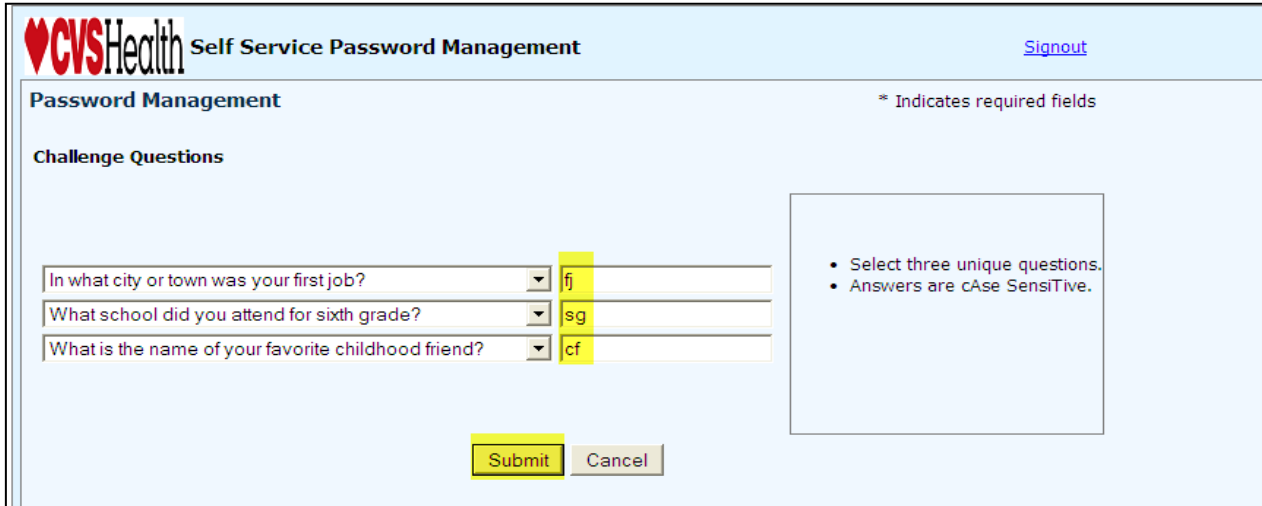
9. Select the appropriate link (CVS laptop/desktop or mobile device) and follow the specific directions for your device.

Note: If Change Password fails, a notification will be received via email.

CHANGE CHALLENGE QUESTIONS

1. From the landing page, select the **Change Security Questions** link.

The *Challenge Question* screen displays.



The screenshot shows the 'Self Service Password Management' interface. At the top left is the CVS Health logo, and at the top right is a 'Signout' link. The main heading is 'Password Management', with a note '* Indicates required fields'. Below this is the 'Challenge Questions' section. It contains three rows, each with a question in a drop-down menu and a text input field. The questions are: 'In what city or town was your first job?' (with 'fj' in the input), 'What school did you attend for sixth grade?' (with 'sg' in the input), and 'What is the name of your favorite childhood friend?' (with 'cf' in the input). To the right of these fields is a box containing instructions: '• Select three unique questions.' and '• Answers are cAsE Sensitive.'. At the bottom center are 'Submit' and 'Cancel' buttons.

2. Select your new challenge questions by clicking the drop-down arrow in each corresponding field
3. Enter the answer for each question
4. Click the **Submit** button
5. A confirmation screen displays and an email is sent to your account.

RELATED DOCUMENTS

- [Password Self Service Frequently Asked Questions \(FAQs\)](#)
- [List of the systems and applications that use Password Self Service](#)