[Doctor Chat Bot](#) Login Instructions

Logging in to [Dr. Chat Bot](#):

- *Username* is the *prefix* to your **UR** email address, *NOT* the entire email address
  - Example: if your UR email address is [ChrisPBacon@ur.rochester.edu](#), your Username is *ChrisPBacon* (same Username as **UR Active Directory**)
- *Password* is the one associated with your UR Active Directory (same as Outlook)
- These are **NOT** the same credential as your LLE Active Directory accounts (e.g., cpbac@lle.rochester.edu)

[Dr. Chat Bot](#) requires your **UR Active Directory** credentials to log in. It is *NOT possible to recover* your UR Active Directory password, but you can verify your UR Active Directory Username and change your UR Active Directory password using the instructions below.

If you need LLE IT support, send an email to [helpdesk@lle.rochester.edu](#), subject: "Active Directory login".

Note: If you change your UR Active Directory password, you will also need to enter the new password in your email clients (smart phone and computers), and the WiFi connections on your wireless devices

If you do not know your username or password, you can access and change them as follows:

1. Open "[UR myIdentity Self Service Login](#)" [https://myidentity.rochester.edu/itim/self/jsp/logon/login.jsp](#)
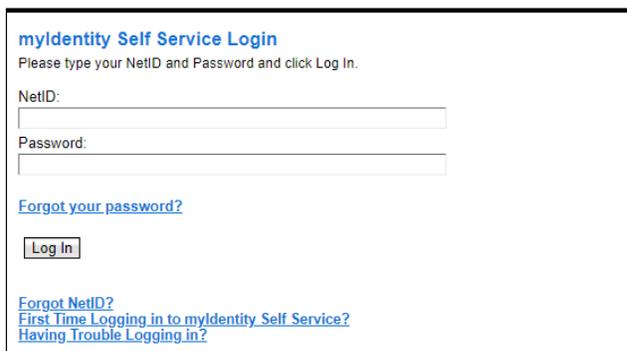
myIdentity Self Service Login
Please type your NetID and Password and click Log In.

NetID:

Password:

Forgot your password?

[Log In]

Forgot NetID?
First Time Logging in to myIdentity Self Service?
Having Trouble Logging in?

   a. Log in using your NetID and password (Same as used for logging into HRMS database). Your NetID is typically 8 characters, formed as a combination of letters from your first/last names. It is NOT an email address.

2. Once you successfully log in, select "Change Password(s)"

3. When the form below opens,
   a. Find the "User ID" associated with your **UR Active Directory** "Account Type" (in the figure below, djacobsp)
4. If you do not remember your password for your UR Active Directory, you can change it. Fill in Lines 1-4 as follows:
   a. Line 1 - Check the box for the "UR Active Directory" account type,
   b. Line 2 – Re-enter your NetID password
   c. Line 3 & 4 – Enter the new password you want to use for your Active Directory
   d. Press "OK" to complete the change
5. Be sure to update your email client(s) to use the new password