

[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)

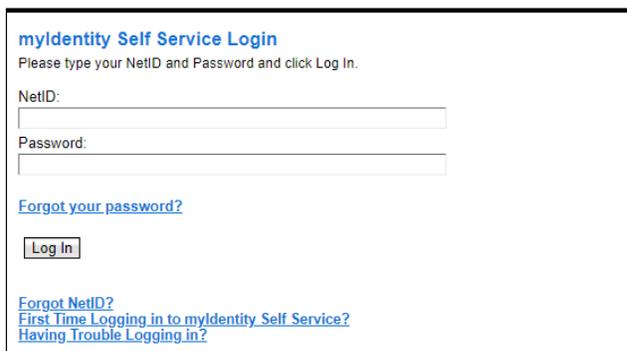
[Dr. Chat Bot](#) requires your **UR Active Directory** credentials to log in. It is **NOT possible to recover** your UR Active Directory password, but you can verify your UR Active Directory Username and change your UR Active Directory password using the instructions below.

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?](#)

[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.

[Doctor Chat Bot Login Instructions](#)

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

 UNIVERSITY of ROCHESTER | **myIdentity Self Service**

Welcome, Jacobs-perkins, Douglas

My Password

[Change Password\(s\)](#)
Use this link to change your passwords.

[Change Forgotten Password Information](#)
Use this link if you need to change the information required to log in when you have forgotten your password.

My Access

[Request Account](#)
Request a new account.

[View Account](#)
View your existing accounts.

[Delete Account](#)
Delete one of your existing accounts.

[Request Access](#)
Request access to items such as accounts and applications.

[View Access](#)
View your access to items such as accounts and applications.

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

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Welcome, Jacobs-perkins, Douglas

[Home](#) > Change password

Change Password

Select the account(s) below for password change.

If you have configured any device to save your password, such as a smart phone or tablet to access your email or VPN, you may need to update those devices to use your new password.

▼ **1. Select my accounts that will be affected by this password change.**

Select	User ID	Account Type	Description
<input checked="" type="checkbox"/>	djacobsp	UR Active Directory	Used for UR_Connected wireless, UR Office 365 email, and other UR AD authenticated services
<input type="checkbox"/>	djacobsp	NetID Service	Used for HRMS, Blackboard, Gmail, MyPath, University VPN, UR Financials, and other NetID authenticated services

Page 1 of 1 Total: 2 Displayed: 2 Selected: 1

Search for accounts
Cannot find the account you are looking for? [Search](#) for more accounts.

2. For security purposes, enter your current NetID password.
Current NetID password:

▶ **3. Review the criteria for my new password:**

4. Change my password(s) for the account(s) selected above.
*New password:

*New password (confirm):