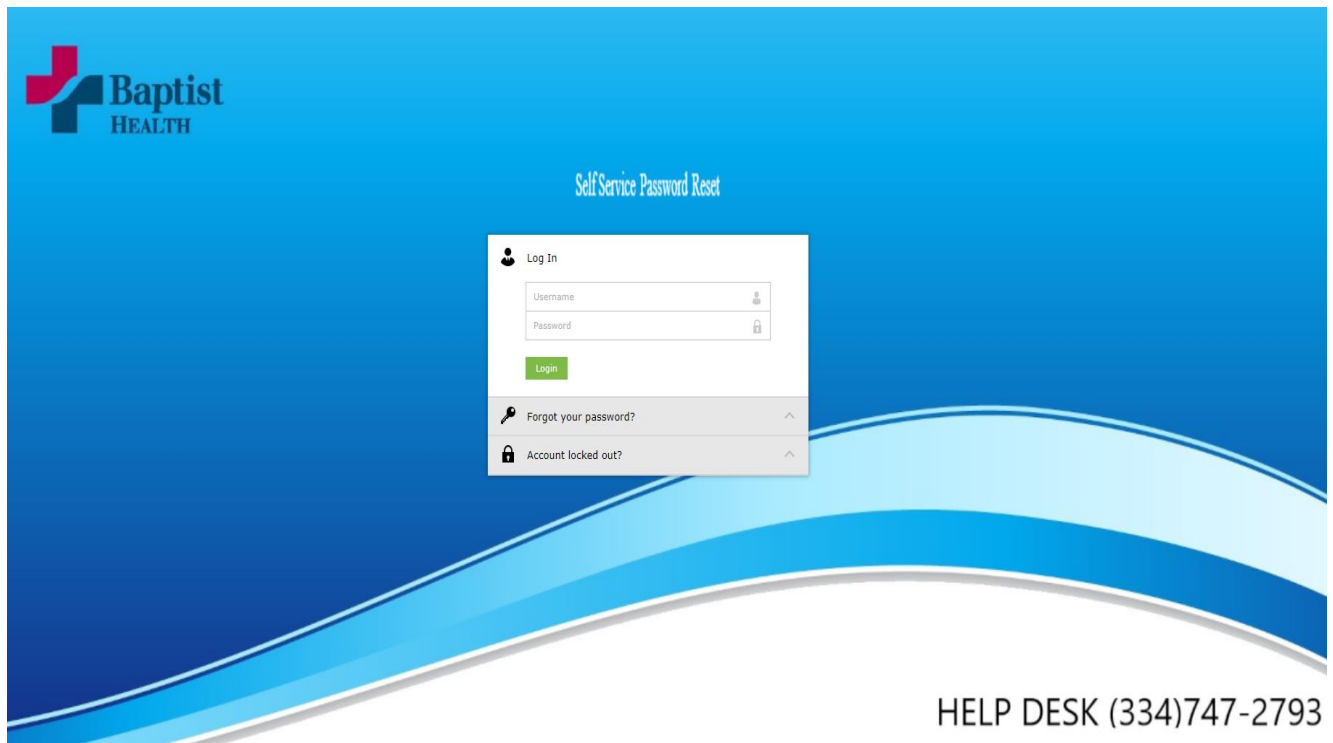


Self Service Account Management Portal

Please use the links below to navigate to your request:

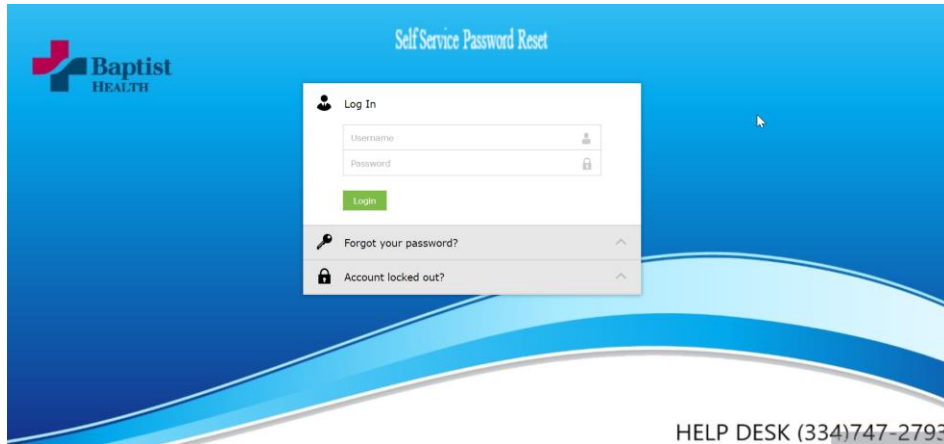
- [I need to enroll into Self Service Account Management Portal from a Baptist device at work](#)
- [I need to enroll into Self Service Account Management Portal from a Baptist device remotely](#)
- [I need to update my Self Service Account Management Portal Mandatory SSPR ID \(Used by the Help-Desk for verification\)](#)
- **I need to reset my Password**
 - [Reset Password from a WORKSTATION OR LAPTOP \(non-VIRTUAL DESKTOP WITH BADGE TAP LOGIN\)](#)
 - [Reset Password from a VIRTUAL DESKTOP WITH BADGE TAP LOGIN Tap in Device](#)
 - [Reset Password from a Web Browser](#)
- [I need to reset my Password from a Baptist device remotely](#)
- **I need to Unlock my Account**
 - [Unlock Account from WORKSTATION OR LAPTOP](#)
 - [Unlock Account from VIRTUAL DESKTOP WITH BADGE TAP LOGIN Tap in Device](#)
 - [Unlock Account from Web Browser](#)
- [I need to change my Picture](#)
- [I need to change my Phone number](#)



Internal SELF SERVICE ACCOUNT MANAGEMENT Enrollment

Internal Enrollment:

- Enrollment link: <https://go.baptistfirst.org>



- Log in with your Baptist credentials
- Provide Answers to the required security questions and select Next to complete enrollment

Please enroll for the forced verification methods enabled for your account.

Security Questions

Question :

Question :

Question :

Hide Answer(s)

- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters
- Please use only letters (a-z), numbers and symbols for answers.

Step 1 of 1

For those who do not have restrictions on Cellphone use during work hours we encourage you to enroll with Google Authenticator and use as your primary means of authentication.

- Log in with your Baptist credentials
- Provide Answers to the required security questions and select Next
- Navigate to the Enrollment Tab at the top of the window and then select Google Authenticator

Enrolled Verification Methods

You'll be asked to verify your identity using any of the methods listed below. [Learn more](#)

⚙️ Manage

Security Questions & Answer
View my security questions ✎
Today 10:22 AM

Set Up Backup Verification Methods

These methods will help you prove your identity in case you face issues with other verification methods.

Google Authenticator
You can use the code generated by the Google Authenticator app to prove your identity during SelfService and Logon actions.
[Set Up](#)

- Follow your Mobile Phone Store requirements to download Google Authenticator and complete the steps below.

Please enroll for the forced verification methods enabled for your account.

Google Authenticator

1. Install Google Authenticator.
2. Open the app, and tap + to add an account.
3. Using the app, scan the QR code image given below.



[Can't scan the QR code?](#)

4. Enter the code generated by your authenticator app

Step 1 of 1

Next

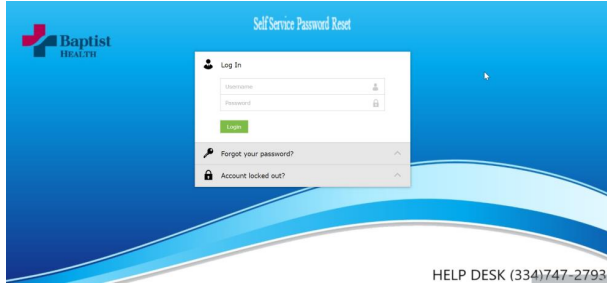
[Back to the top](#)

External SELF SERVICE ACCOUNT MANAGEMENT Enrollment

External Enrollment:

(Note you will be required to prove two forms of authentication (Security Questions and Google Authenticator))

- Follow your Mobile Phone Store requirements to download Google Authenticator
- Enrollment link: <https://go.baptistfirst.org>



- Log in with your Baptist credentials
- Provide Answers to the required security questions and select Next

Please enroll for the forced verification methods enabled for your account.

Security Questions

Question : -- Please Select a Question --
Answer Confirm Answer

Question : -- Please Select a Question --
Answer Confirm Answer

Question : -- Please Select a Question --
Answer Confirm Answer

Hide Answer(s)

- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters
- Please use only letters (a-z), numbers and symbols for answers.


Step 1 of 2

- Next configure Google Authenticator and select next to complete enrollment

Please enroll for the forced verification methods enabled for your account.

Google Authenticator

1. Install Google Authenticator.
2. Open the app, and tap + to add an account.
3. Using the app, scan the QR code image given below.



[Can't scan the QR code?](#)

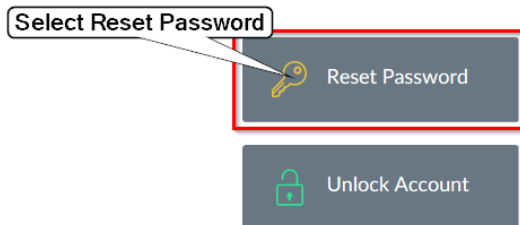
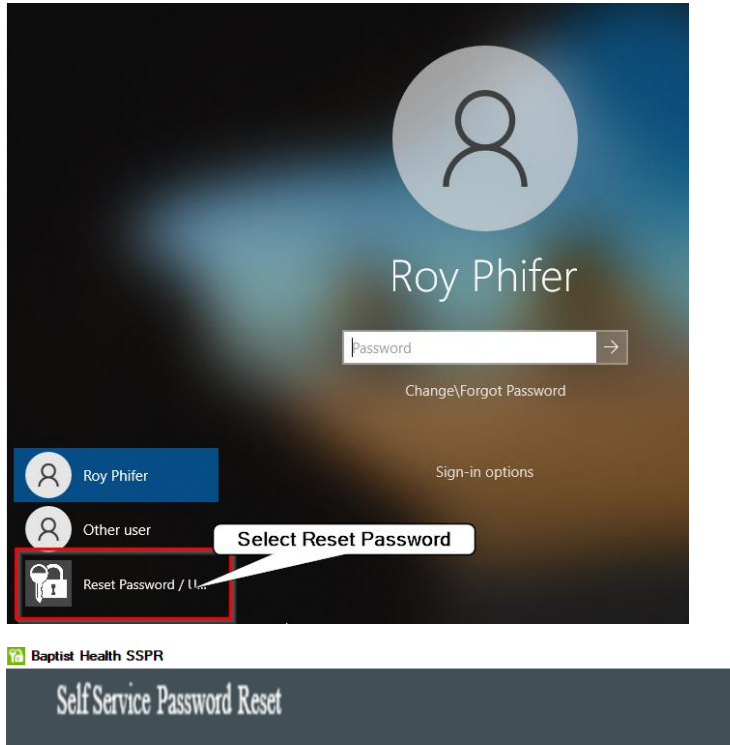
4. Enter the code generated by your authenticator app

Step 1 of 1

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Internal Password Reset

Reset your Password from a WORKSTATION OR LAPTOP (non-VIRTUAL DESKTOP WITH BADGE TAP LOGIN)



- Follow the instructions and select “Continue”

Forgot your password?
To reset your password, start by entering your domain username.

* Enter Username (Example : jsmith)

- Select the option you provided for authentication and follow the instructions

Select one of the option below to prove your identity
This process helps us verify that it is indeed you who is requesting access

Google Authenticator
 Security Questions

- You will then be presented with the Reset Password page. Follow the instructions and select Reset Password.

Reset Password

* New Password

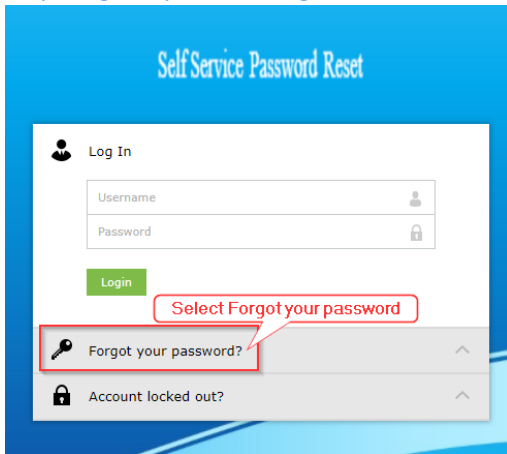
* Confirm New Password

- Minimum length = 12 characters
- Minimum age = 1 day
- Maximum age = 180 days
- Must contain at least 1 upper-case character (A-Z)
- Must contain at least 1 lower-case character (a-z)
- Must contain at least one 1 number (0-9)
- Must contain at least one 1 special character (^~!@#\$\$%^&*()-_+=
{ } [] \ : ; " ' < , > . ? /)
- Must NOT contain more than 3 repeating characters (AAA, bbb, 111, etc.)
Must NOT contain more than 3 consecutive characters (abc, xyz, 123, 567, etc.)
- Must NOT re-use any of the previous 10 passwords
- Must NOT include username, first name, or last name
- Must NOT contain a known, publicly breached password
Must NOT contain any words or patterns found in the "Excluded Word List"
- found on Engage

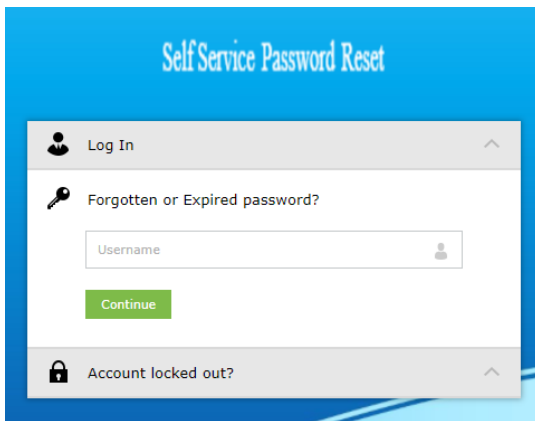
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Reset Password from a Web Browser

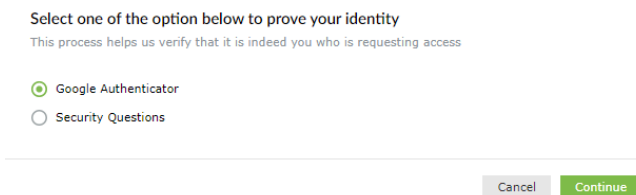
- <https://go.baptistfirst.org>



- Type in your Username



- Select the option you provided for authentication and follow the instructions



- You will then be presented with the Reset Password page. Follow the instructions and select Reset Password.

Reset Password

* New Password

* Confirm New Password

- Minimum length = 12 characters
- Minimum age = 1 day
- Maximum age = 180 days
- Must contain at least 1 upper-case character (A-Z)
- Must contain at least 1 lower-case character (a-z)
- Must contain at least one 1 number (0-9)
- Must contain at least one 1 special character (``~!@#$%^&*()-_+=`
`{[}]\|:;'"<,>.&?)`)
- Must NOT contain more than 3 repeating characters (AAA, bbb, 111, etc.)
- Must NOT contain more than 3 consecutive characters (abc, xyz, 123, 567, etc.)
- Must NOT re-use any of the previous 10 passwords
- Must NOT include username, first name, or last name
- Must NOT contain a known, publicly breached password
- Must NOT contain any words or patterns found in the "Excluded Word List" found on Engage

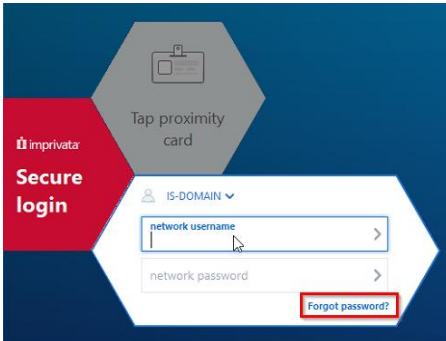
Cancel

Reset Password

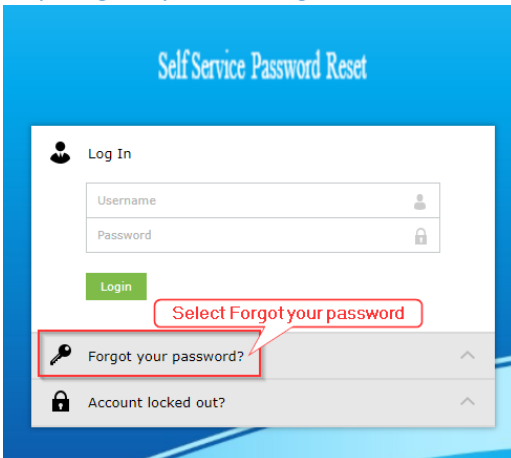
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Reset Password from a VIRTUAL DESKTOP WITH BADGE TAP LOGIN Tap in Device

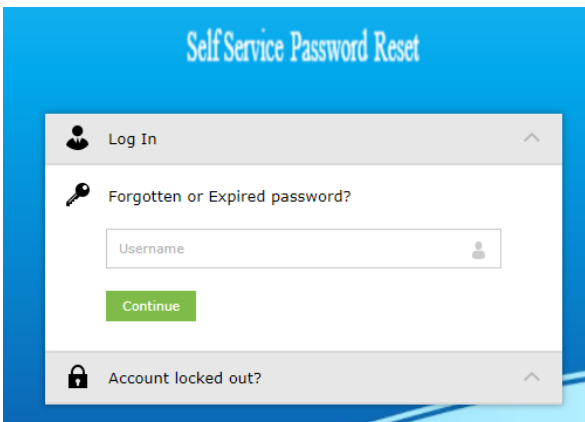
- Select Forgot password?



- <https://go.baptistfirst.org>



- Type in your Username and Captcha Code



- Select the option you provided for authentication and follow the instructions

Select one of the option below to prove your identity
This process helps us verify that it is indeed you who is requesting access

- Google Authenticator
- Security Questions

Cancel Continue

- You will then be presented with the Reset Password page. Follow the instructions and select Reset Password.

Reset Password

* New Password

* Confirm New Password

- Minimum length = 12 characters
- Minimum age = 1 day
- Maximum age = 180 days
- Must contain at least 1 upper-case character (A-Z)
- Must contain at least 1 lower-case character (a-z)
- Must contain at least one 1 number (0-9)
- Must contain at least one 1 special character (`~!@#\$\$%^&*()-_+=
{[]}\:;'"<,>.&?)
- Must NOT contain more than 3 repeating characters (AAA, bbb, 111, etc.)
- Must NOT contain more than 3 consecutive characters (abc, xyz, 123, 567, etc.)
- Must NOT re-use any of the previous 10 passwords
- Must NOT include username, first name, or last name
- Must NOT contain a known, publicly breached password
- Must NOT contain any words or patterns found in the "Excluded Word List" found on Engage

Cancel

Reset Password

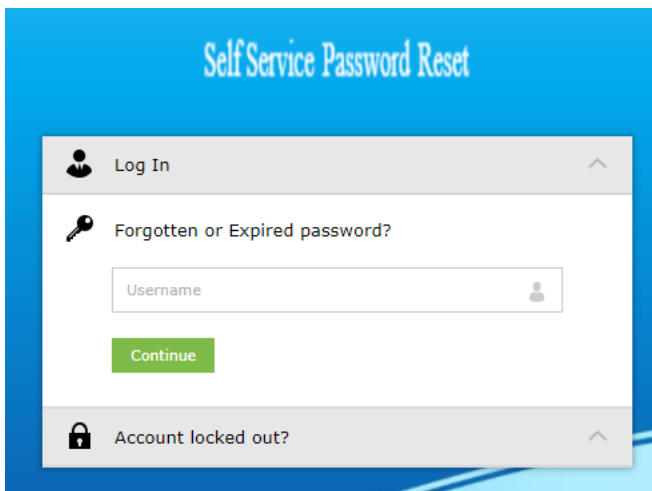
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External Password Reset

- <https://go.baptistfirst.org>



- Type in your Username and select Continue



- Enter your Code from your Google Authenticator App and select Continue

Please check your Google Authenticator App

Enter the code that appears on your app

Cancel

Continue

- You will then be presented with the Reset Password page. Follow the instructions and select Reset Password.

Reset Password

* New Password

* Confirm New Password

- Minimum length = 12 characters
- Minimum age = 1 day
- Maximum age = 180 days
- Must contain at least 1 upper-case character (A-Z)
- Must contain at least 1 lower-case character (a-z)
- Must contain at least one 1 number (0-9)
- Must contain at least one 1 special character (``~!@#$%^&*()-_+=`
`{[]}\|:;'"<,>.?)`)
- Must NOT contain more than 3 repeating characters (AAA, bbb, 111, etc.)
- Must NOT contain more than 3 consecutive characters (abc, xyz, 123, 567, etc.)
- Must NOT re-use any of the previous 10 passwords
- Must NOT include username, first name, or last name
- Must NOT contain a known, publicly breached password
- Must NOT contain any words or patterns found in the "Excluded Word List" found on Engage

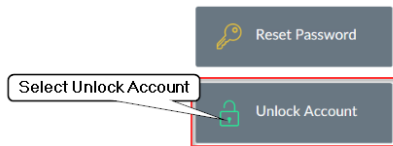
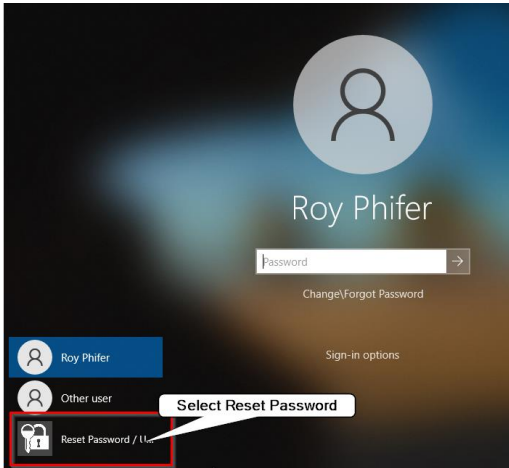
Cancel

Reset Password

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Unlock an Account from a WORKSTATION OR LAPTOP

Unlock your Account from a WORKSTATION OR LAPTOP (non-VIRTUAL DESKTOP WITH BADGE TAP LOGIN)



- Follow the instructions and select Continue

Account locked out?
To unlock your account, start by entering your domain username.

* Enter Username (Example : Jsmith)

- Select the option you provided for authentication and follow the instructions

Select one of the option below to prove your identity
This process helps us verify that it is indeed you who is requesting access

Google Authenticator
 Security Questions

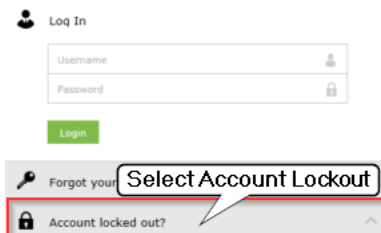
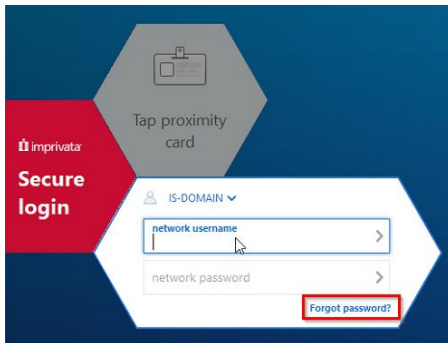
- Select Unlock Account

Unlock Account
Your identity has been verified successfully. Please proceed with the self service action.

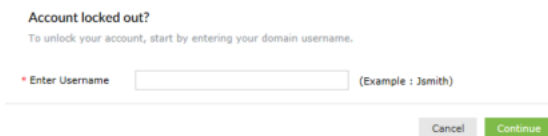
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Unlock an Account from a VIRTUAL DESKTOP WITH BADGE TAP LOGIN

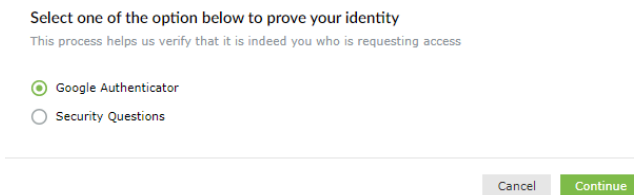
- Select Forgot password?



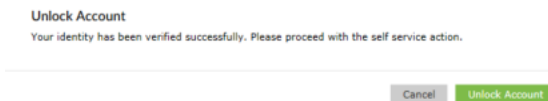
- Enter username and select Continue



- Select the option you provided for authentication and follow the instructions



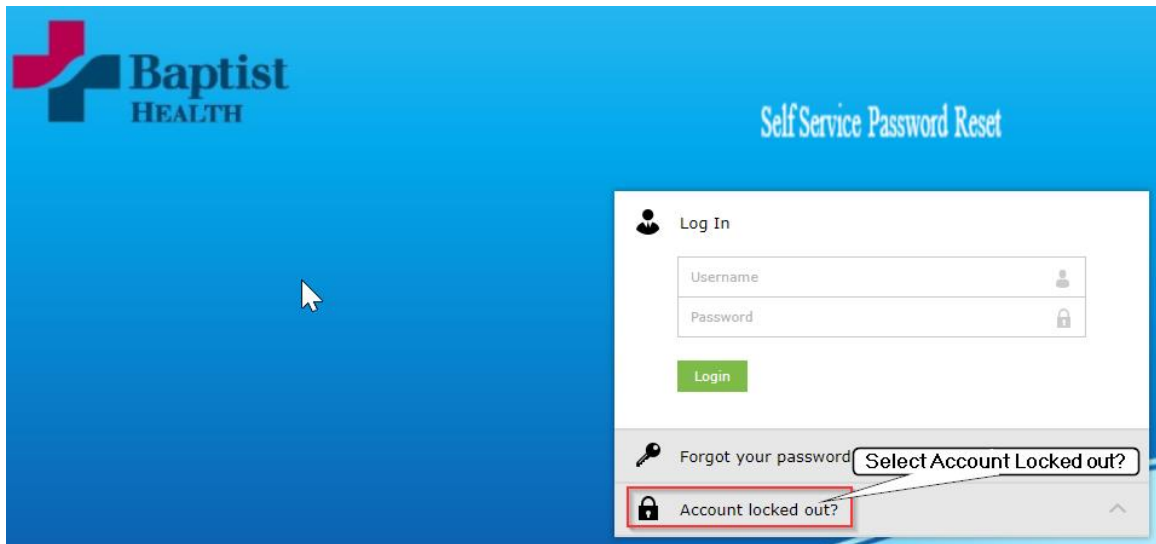
- Select Unlock Account



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Unlock an Account from a Web Browser

- <https://go.baptistfirst.org>



- Enter username and select Continue

Account locked out?
To unlock your account, start by entering your domain username.

Enter Username (Example : Jsmith)

Select the option you provided for authentication and follow the [instructions](#)

Select one of the option below to prove your identity
This process helps us verify that it is indeed you who is requesting access

Google Authenticator
 Security Questions

- Select Unlock Account

Unlock Account
Your identity has been verified successfully. Please proceed with the self service action.

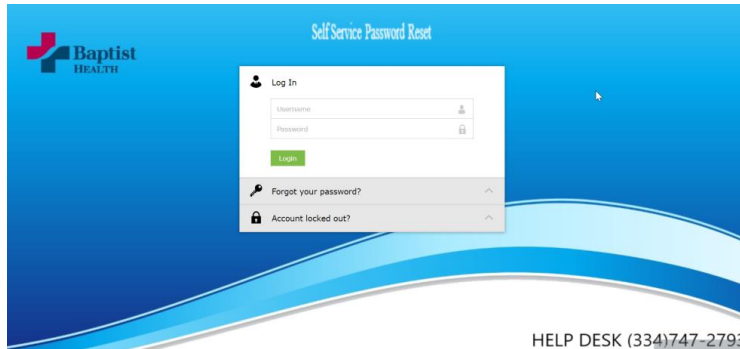
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Add\Change Picture

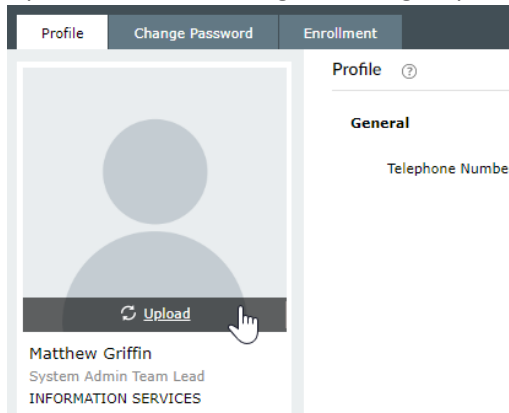
***Note: Pictures must be business appropriate**

***Note the picture must be under 500 X 500 pixels the system may also auto crop**

- From a browser <https://go.baptistfirst.org>
- Log in with your Baptist credentials and select login

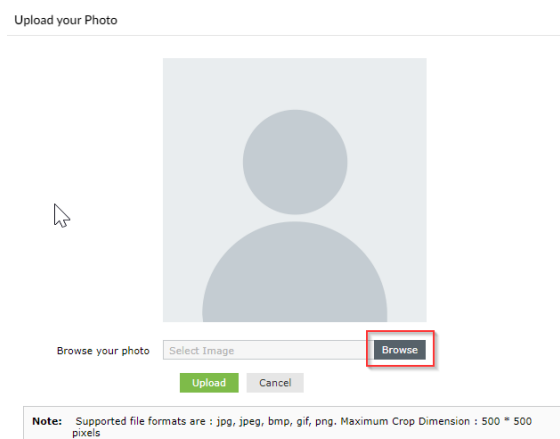


- Once logged in navigate to the Profile Tab, hover over the picture section top left and select Upload to add or Change to change a picture



- Browse to the location you have saved your picture and select Upload

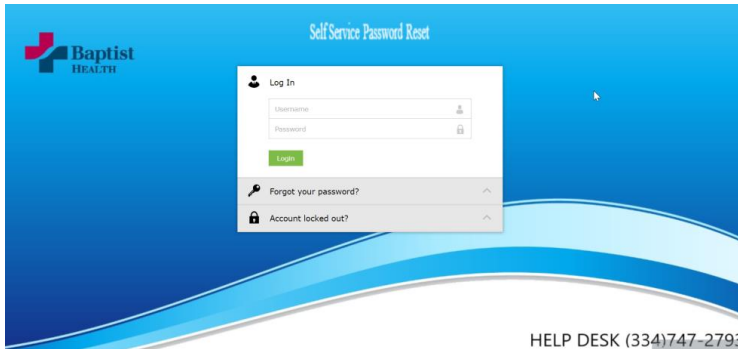
***Note the picture must be under 500 X 500 pixels the system may also auto crop**



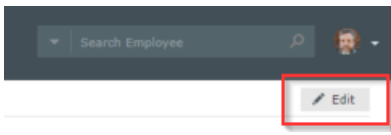
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Add\Change Phone

- From a browser <https://go.baptistfirst.org>
- Log in with your Baptist credentials and select login



- Once logged in navigate to the Profile Tab, select Edit in the upper right corner



- Add or Change Phone Number and select Update
**Note: Number must be in 1XXXXXXXXX format*

Edit Profile ?

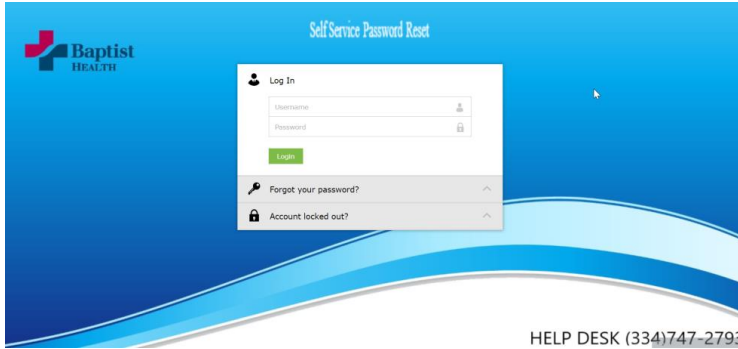
General

Telephone Number

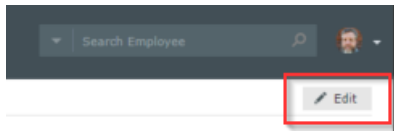
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Update SSPR ID (Used by the Help-Desk for Verification)

- From a browser <https://go.baptistfirst.org>
- Log in with your Baptist credentials and select login



- Once logged in navigate to the Profile Tab, select Edit in the upper right corner



- Add or Change *SSPR ID (Mobile Number) and select Update
**Note: Number must be in XXXXXXXXXX format*

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