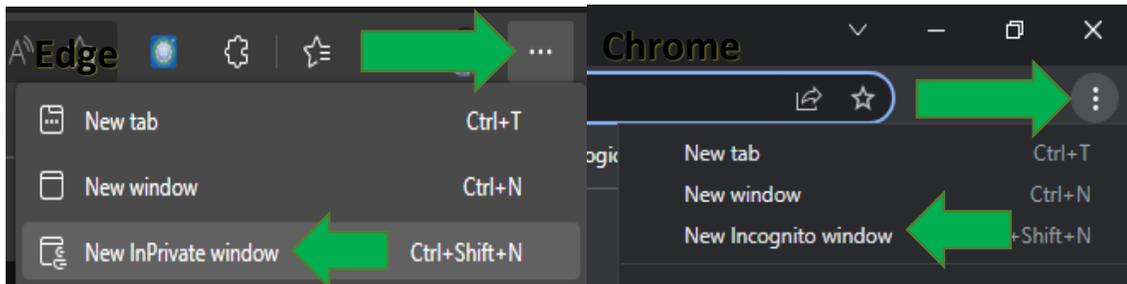
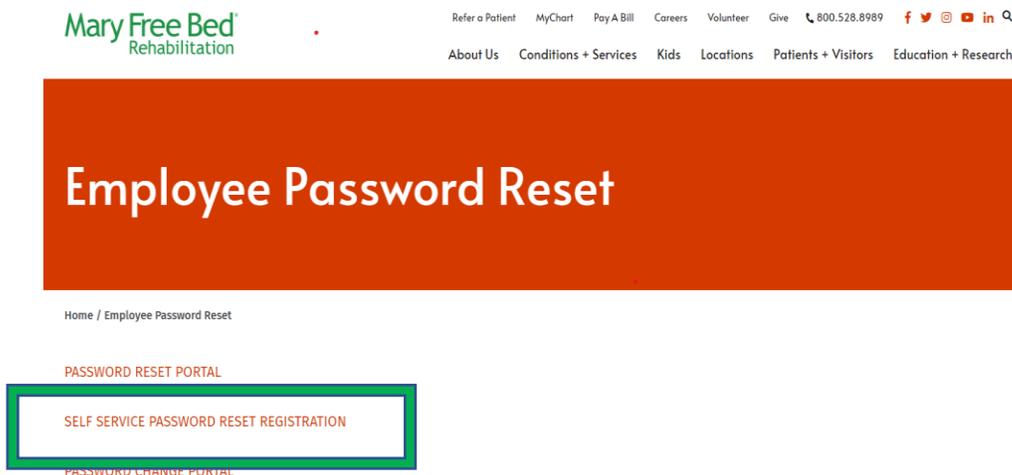


## Mary Free Bed Self-Service Password Reset

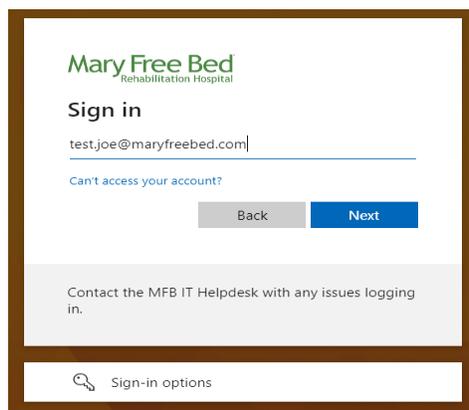
1. To access the password portal, open any internet browser (ex. Microsoft Edge, Google Chrome) and go to <https://maryfreebed.com/password>.
  - a. **SYSTEM STAFF:** Before going to this site, please find the menu button in the upper right corner (3 dots stacked or flat). Select New InPrivate/Incognito Window from the list. See below:



2. Once the page has loaded you will see the menu below.
  - a. If you have NOT enrolled, please begin with the middle option "Password Reset Registration" to begin enrolling.
  - b. If you have already enrolled, please go to step 6.



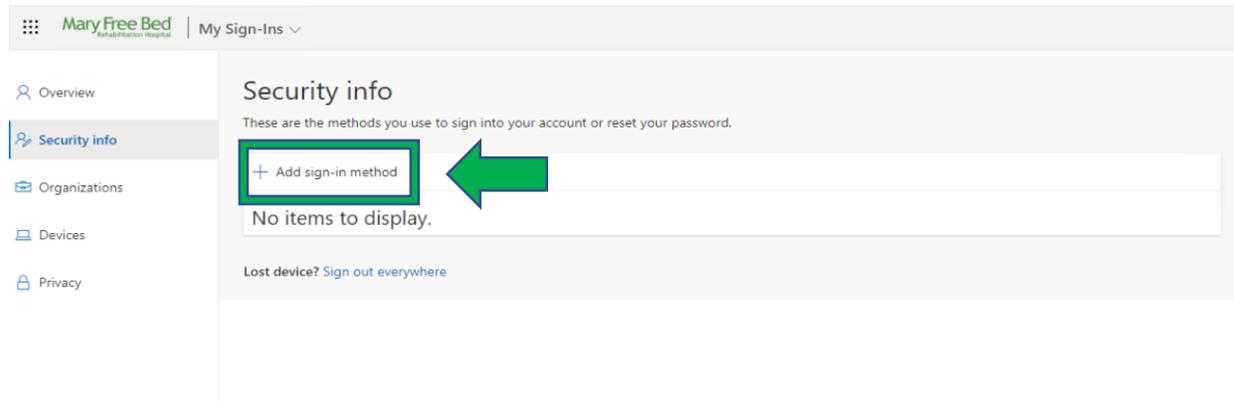
3. After selecting the middle option above, log into your Mary Free Bed account. This page will use an email address format for the username ([Firstname.Lastname@maryfreebed.com](mailto:Firstname.Lastname@maryfreebed.com)).



Contact the MFB IT Help Desk at 616-840-8020 or by emailing [support@maryfreebed.com](mailto:support@maryfreebed.com) for any IT assistance

4. Once logged in, you will see the following “Security Info” page. Select the + Add sign-in method. This allows you to pick options for your account to verify your identity, also known as Multi-Factor Authentication.

- Multi-factor Authentication is one more layer of security to prevent unauthorized logins. You may enroll one of two options for MFA:
  - i. A phone number that can receive calls or text message codes.
  - ii. Setup and enroll the Microsoft Authenticator app on your phone.



5. After enrolling at least one option you can use the password portal to reset or change your password at any time.

6. Once fully enrolled, you can use the two other options on the password portal homepage. You can get to password portal homepage any time buy going to <https://maryfreebed.com/password> (see step 1 and 1a if needed).

## Employee Password Reset

Home / Employee Password Reset

PASSWORD RESET PORTAL **a**

SELF SERVICE PASSWORD RESET REGISTRATION

PASSWORD CHANGE PORTAL **b**

- a. Password Reset Portal – use this option to reset your password when you do not remember what it is.
- b. Password Change Portal – use this option when you do know what your password is, but you need/want to change it to something else.