ACCOUNT GUIDELINES FOR STUDENTS AND NON-EMPLOYEES

After you receive your master account user id and password from your instructor you should go immediately to intermountain.net and type on the url (internet address line) the word password...

Or go to ihc.net and scroll down to "Log In Help" and then "Activate Pass Word"
Click on change password (see screenshot)

Enter the password that you have been provided by your instructor and fill in the appropriate blank.

Select a new password and enter it in the new password space, then re-enter it (see next screenshot).

Sign the electronic signature agreement.

When selecting a new password make sure that it is easy for you to remember.

It must be 8 characters long and include at least one number. An example is to select a word you can easily remember and add a number or use a number in place of one of the vowels. For instance, Oldtoad1 or OldT0ad1.

Do not include symbols or words from the dictionary. Proper names or places are great.
Submit the request

You may see a message that says the new password can take up to 30 mins to be activated. Please be patient with this as a lot of times it does take the full 30 mins to start working.

If you are a returning student and cannot remember your password or you did not change your password from the temporary one you received at initial training, you will need to reset your forgotten password...
You will need to enter your date of birth.
A few hints and tips...

Once you have successfully changed your password, it will stay in an active state for one year. After one year, it will go to an expired state. This is true for all users with a password, regardless of whether or not they are employed or a student.

Before the end of your semester, it would be wise to change your password. This will ensure that when you return in the fall, it will not have expired and will alleviate several problems at the beginning of the new semester.
If after you have successfully changed your password and you cannot log into tandem please do the following first before calling the Student Coordinator.

Call the support desk phone number listed in the above help screen.

State your name, your user id, and your position, i.e. Student nurse, and where you are located in the facility (i.e. IMC, nurse station 3a). Be sure to give them a valid phone number where you can be reached or a message can be left.

If you are calling after 5pm, the Front Line Support (3456) has authority to give you access to Tandem. Please call them first and not your instructor or the Student Coordinator. The Front Line support can get you access in a timely manner. Going to your Nurse Instructor or Student Coordinator is time consuming and will slow down your access.

Some reasons why access is not available...

1. The computer system you are working on has not been shut down for an extended period of time and needs to be rebooted. Check with the users you are working with. If they can successfully log in then it is not the system or the computer. If no one can access anything, shut down the computer first before calling 3456. If after the computer has been shut down and restarted you are still having problems, then call 3456. You can also send an internal email to IT SERVICE DESK or REMEDY ITSM or itservicedesk@imail.org or remedy@imail.org, or isservicedesk@imail.org

2. You logged in more than 4 times with the wrong password. You will be locked out of all applications and your password may need to be reset. Call 3456

3. You have never changed your password (and it is in a temporary state) and/or you have forgotten it. Call 3456

4. You have never changed your password and it has expired. Call 3456. They will confirm the status of your account and give you instructions accordingly.