Forgot password? Resetting your Password

Users Impacted by the Change: All Patients

Patients are now required to receive a code by e-mail or text to reset password instead of answering security questions.

1. ON THE MAIN LOG IN PAGE- CLICK FORGOT PASSWORD?

2. YOU WILL NEED TO ENTER YOUR USERNAME, DATE OF BIRTH, AND ZIP CODE.

If you do not remember any of this information, you will need to contact the MyMountSinai help desk at 1-855-343-3470, then press 0, to speak with an agent to help you regain access to your MyMountSinai account.
3. SELECT IF YOU WANT TO RECEIVE YOUR CODE BY EMAIL OR TEXT TO YOUR PHONE.

4. ONCE YOU SELECT HOW TO RECEIVE THE CODE, A CODE WILL BE SENT AND YOU WILL ENTER IT ON THIS NEXT SCREEN– CLICK VERIFY.

If you do not receive a code you will need to contact the MyMountSinai help desk at 1-855-343-3470, then press 0, to speak with an agent to help you regain access to your MyMountSinai account.
5. AFTER YOU SUCCESSFULLY ENTER THE CODE, YOU WILL BE PROMPTED TO ENTER A NEW PASSWORD.