

Access and Badge Reactivation Instructions

Denver Health accounts automatically disable after 90 days of no use. You will need to reactivate your Denver Health Account one to two weeks prior to any rotation.



To reactivate your Denver Health Account:

1. Please call the Denver Health Help Desk at **303-436-3777**
2. Immediate log into your account within one hour of account reactivation through the Identity Now password portal is required

To login or register for the Identity Now password portal click [here](#) and follow the instructions included on the second page of this document.

Please note that you must log into the DH System within an hour of account reactivation or account will disable again.

Please have the following information ready for account reactivation

- First and Last Name
- Cell Phone Number
- Badge Number (first six numbers on the back of your badge)
- Last four numbers of Social Security Number
- Rotation start and end dates

Who to contact

HelpDesk - Computer Access, Log-in Information, Epic, VPN :303-436-6777

Door Access: badgingandkeycontrol@dhha.org

Parking: James.Moulton@dhha.org

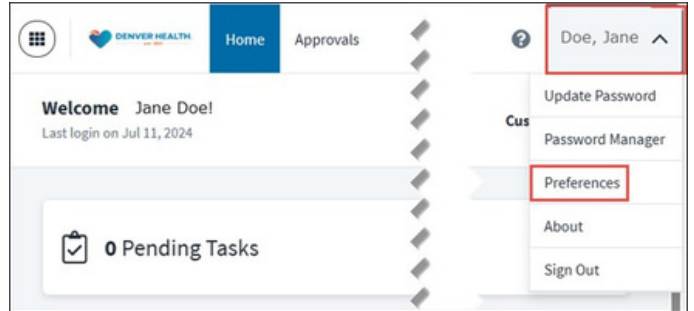
Scrubs: Administrative Assistant in Rotation Department

Additional Questions: Rotation Administrative Assistant or officeofeducation@dhha.org



Identity Now Registration Instructions

1. Click [here](#) to register or login to Identity Now
2. Enter your Denver Health username and password
3. Once signed in, click your name in the top right to open the navigation menu and then click Preferences



4. Enter the following information:
 - a. Alternative e-mail (professional or school email preferred)
 - b. Alternative phone number (personal cell)



Remote Password Reset Instructions

1. Click [here](#) to reset your password:
2. Click Reset password and follow the prompts

