Master Account Set-up Instructions

1. Open Internet browser
2. Type **"Intermountain Activate"** in the address bar.
   a. Click on the link to **Activate Account – Intermountain Healthcare**
      (https://intermountainhealthcare.org/imass5web/activateAccount.do)
3. Enter your *Employee ID* number (located on the card you were given at NEO check in) in the **2nd box**. LEAVE THE OTHER BOXES BLANK.
4. Click *Submit*. **If you get an error message at this point- please see below*****
5. Enter the personal information. Some things to note:
   a. Enter your date of birth.
      DOB format- DD-MMM-YY
   b. Enter only last 4 of your Social Security Number
   c. Password requirements are tricky. They are listed on the back of your Employee ID card for reference.
   d. Make up your challenge questions and answer.
   e. Read the Access and Confidentiality agreement and make sure to scroll all the way down for the electronic signature.
   f. Type your name in the electronic signature box.
   g. Click *Submit*.
6. Upon clicking submit the system will give you your **username**.
7. Once you have your username you are **done!**
8. You will want to double check both Intermountain.net and My Info Express to make sure your account is working.

***IF you got an error message:

1. Call computer support at 801.442.5731.
2. They will ask for your user name. Explain that you are a new employee and you don't have it. They will ask for your name or employee number and other personal verification information.
3. Tell Computer Support you need a **username** AND a **temporary password**.
4. Once you have that, you're **DONE!**
5. You will want to double check both Intermountain.net and My Info Express to make sure your account is working.