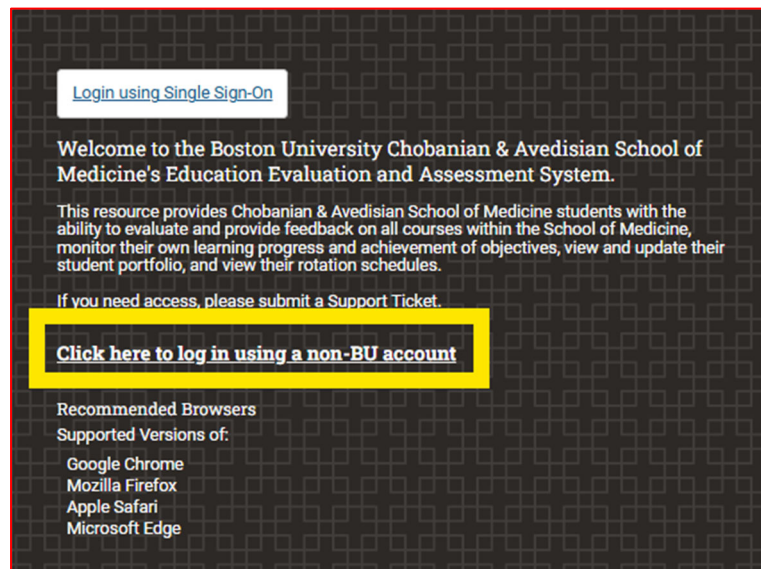




Faculty– Non BU Account – How to Reset Forgotten Password

1. **Confirm your username and institutional email address with course coordinator.** Your username will typically always be the prefix to your email address. For example, [FirstName.LastName@bmc.org](#) would appear as FirstName.LastName.
2. **Go to bu.medhub.com and select to login as non BU account.**



3. **Select forgot my password**



Log in

FirstName.LastName

Password

[Forgot my password](#)

☐ remember me

[LOGIN](#) [Help](#)

4. Enter your institutional email address

Password Recovery

i If your email matches you will be sent a password recovery email.

Please enter your email address. Instructions for resetting your password will be delivered by email.

Email Address [Submit](#)

5. **You should have received an email for a password reset request.** Please note that the link expires in 20 minutes.

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A password reset request has been initiated for this account.

Follow the link below to reset your password. This link will expire in 20 minutes.

https://bu.medhub.com/account_recovery.mh?key=74ce9f07ec0ca91b1e8d864213a52b40&u=MTQ0MDk%3D

Note, you will be asked to verify your identity by typing your username. If you do not know your username, please contact your program coordinator or the GME Office.



6. **Select the link, enter the username, and create a new password.** Please note that the username and password are caps sensitive.

Reset Password

Please enter the following information to reset your password. After you reset your password, you will be logged out.

Username:

New Password:

Retype Password:

Password Guidelines:

1. Can not be the same as the current password
2. Must be 8-64 characters in length
3. Must contain at least two letters, one number, and one special character (such as an asterisk)
4. Cannot contain your username
5. Cannot contain the word "MedHub"

7. Once you have created a new password, **please go to bu.medhub.com and select to login as non BU account.** Use your non BU account username and newly created password