



# Login Assistance

Please click on a link below for detailed login assistance:

[First-time Login to My Trials](#)

[First-time Login to My Trials After Receiving New TAO Account](#)

[Routine Password Reset \(as expiration approaches every 90 days\)](#)

[Expired or Forgotten Password](#)

[Forgotten Username](#)

[Contacting the My Trials and TAO Helpdesk](#)

[Contacting the My Trials and TAO Helpdesk – China Only](#)

[Contacting the My Trials and TAO Helpdesk – Korea Only](#)



## Quick Reference Card: My Trials and TAO Password Resets

There are multiple situations in which My Trials site users must reset their My Trials and/or TAO Password. Choose the appropriate scenario below to view instructions for resetting your password:

- #1 First-time Login to My Trials
- #2 First-time Login to My Trials after Receiving New TAO Account
- #3 Routine Reset (as expiration approaches every 90 days)
- #4 Expired/Forgotten Password
- #5 Forgotten Username

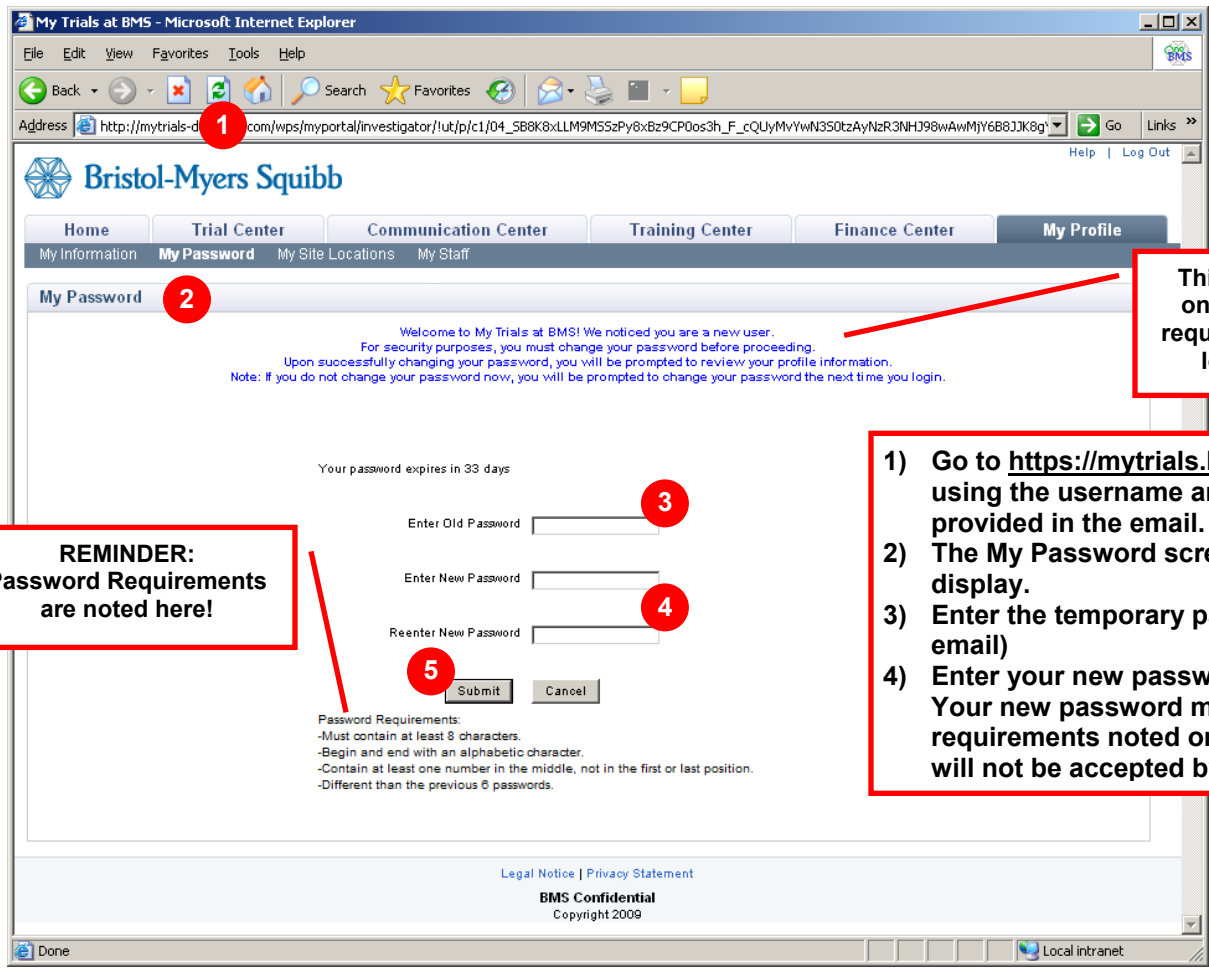
**TIP:** If you receive an error message stating “The password reset service is experiencing difficulties” when trying to complete a password reset, close all of your Internet Explorer (IE) windows and restart IE before trying again.

[Please contact the My Trials & TAO Helpdesk if you need assistance with password reset.](#)  
877-270-3043 or [helpdesk@bmstao.com](mailto:helpdesk@bmstao.com)

### #1 FIRST-TIME LOGIN TO MY TRIALS

**(Both username and temporary password have just been received via “My Trials Welcome Email”)**

My Trials requires that you reset your temporary password to one of your own choosing. Upon your initial login to the system, My Trials will display the My Password screen. You will not be able to use other features of the system until this mandatory password reset is performed. Follow the steps below upon receipt of your My Trials welcome email.



This message appears only if the pw reset is required due to first-time login to My Trials.

**REMINDER:  
Password Requirements  
are noted here!**

- 1) Go to <https://mytrials.bms.com> and login using the username and password provided in the email.
- 2) The My Password screen (shown left) will display.
- 3) Enter the temporary password (from the email)
- 4) Enter your new password two times. Your new password must meet the requirements noted on the screen or it will not be accepted by the system.

## #2 FIRST-TIME LOGIN TO MY TRIALS AFTER RECEIVING NEW TAO ACCOUNT

(Both username and temporary password have just been received via "TAO Welcome Email")

My Trials requires that you reset your temporary TAO password to one of your own choosing. This required reset through My Trials will also ensure that your password for both My Trials and TAO are in sync, i.e. the same password can be used for access to both systems. Upon your initial login to My Trials after receiving your Welcome to TAO email, My Trials will display the My Password screen. You will not be able to use other features of My Trials until this mandatory password reset is performed. Follow the steps below upon receipt of your TAO Welcome Email.

My Trials at BMS - Microsoft Internet Explorer

Address: [http://mytrials-bms.com/wps/myportal/investigator/!ut/p/c1/04\\_5B8K8xLLM9M55zPy8xBz9CP0os3h\\_F\\_cQUyMvYwN350tzAyNzR3NHJ98wAwMjY6B8JK8g?](http://mytrials-bms.com/wps/myportal/investigator/!ut/p/c1/04_5B8K8xLLM9M55zPy8xBz9CP0os3h_F_cQUyMvYwN350tzAyNzR3NHJ98wAwMjY6B8JK8g?)

Bristol-Myers Squibb

Home Trial Center Communication Center Training Center Finance Center My Profile

My Information My Password My Site Locations My Staff

My Password

Welcome to My Trials at BMS! We noticed you recently received a TAO account. You must change your password to be able to login to TAO. If you do not change your password now, you will not be able to login to TAO and you will be prompted to change your password the next time you login.

Your password expires in 33 days

Enter Old Password

Enter New Password

Reenter New Password

Submit Cancel

Password Requirements:  
-Must contain at least 8 characters.  
-Begin and end with an alphabetic character.  
-Contain at least one number in the middle, not in the first or last position.  
-Different than the previous 6 passwords.

Legal Notice | Privacy Statement

BMS Confidential  
Copyright 2009

Done Local intranet

This message appears only if the pw reset is requested due to first login to My Trials after receiving your TAO account.

- 1) Go to <https://mytrials.bms.com> and login using the username and password provided in the email.
- 2) The My Password screen (shown left) will display.
- 3) Enter the temporary password (from the email)
- 4) Enter your new password two times. Your new password must meet the requirements noted on the screen or it will not be accepted by the system.

**REMINDER:**  
Password Requirements are noted here!

**REMINDER:** My Trials users should NOT use the BMS Partner Portal (shown below) to reset their TAO password. This applies to the first password reset (scenario #1 described above) as well as routine password reset (scenario #4 on page 3 of this QRC).

PARTNER  
PARTNER.BMS.COM

Welcome to the  
**BMS Business Partner Portal**

Username

Password

Sign In

Please sign in using your BMS uid and password.  
If you forgot your password and **do not** have access to My Trials, please click [here](#).

**IMPORTANT: If you forgot your password and have access to My Trials, please DO NOT reset your password here.**  
In order to keep your TAO password in sync with your My Trials password, please go to <http://mytrials.bms.com> and click "I forgot my password".

### **#3 ROUTINE RESET**

**(Both username and current password are known and your password is active/not expired)**

Like many companies, BMS Corporate Security policy requires that you reset your password every 90 days. To reset your password routinely, prior to expiration follow the steps below.

1) Go to <https://mytrials.bms.com> and login using username and password\*

2) Click on My Profile tab\*

3) Click on My Password link\*

4) The My Password screen (shown right) will state how many days are left before your password will expire.

5) Enter your current password in the Old Password field

6) Enter your new password two times. The new password you select must meet the requirements noted on the screen or it will not be accepted by the system.

7) Click Submit button.

\*See Screenshot above.

**REMINDER:**  
Password Requirements are noted here!

My Password

Your password expires in 82 days

Enter Old Password

Enter New Password

Reenter New Password

Submit Cancel

Password Requirements:  
-Must contain at least 8 characters.  
-Begin and end with an alphabetic character.  
-Contain at least one number in the middle, not in the first or last position.  
-Different than the previous 6 passwords.

### **#4 EXPIRED/FORGOTTEN PASSWORD**

**(Username is known, but password is expired/forgotten/not allowing access)**

1. Go to <https://mytrials.bms.com>
2. Click on the link: I forgot my password
3. Enter your username, select your Birth Month and Birth Day and click Submit button
4. Click Yes on the pop-up window that displays. A temporary password will be emailed in about 10 minutes.
5. Log back into My Trials (URL in Step 1) with the temporary password from the email
6. Click My Profile tab and then click on My Password link.
7. Enter the temporary password in the field for Old Password. Enter a new password of your choosing in the two fields for New Password (following the requirements noted on the screen) and click Submit.

### **#5 FORGOTTEN USERNAME**

1. Go to <https://mytrials.bms.com>
2. Click on the link: I forgot my username
3. Enter your email address in the two fields
4. Select your Birth Month and Birth Day and click Submit button
5. Your username will be sent via email.
6. If you have also forgotten your password, after receiving your username via email, see process above for obtaining forgotten password.



## BMS My Trials and TAO Help Desk

# 1-877-270-3043

email: [helpdesk@bmstao.com](mailto:helpdesk@bmstao.com)

English:	Press 1	Portuguese:	Press 6
French:	Press 2	Russian:	Press 7
German:	Press 3	Japanese:	Press 8
Spanish:	Press 4	Mandarin:	Press 9
Italian:	Press 5	Korean:	Press 0

Please have the following information on hand  
when calling the Help Desk:

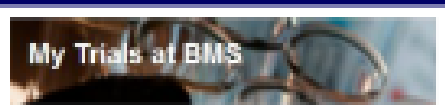
- Protocol and Site Number
- First and Last Name
- My Trials/TAO Username (same for both systems)

### Instructions for using AT&T USADirect Service to call the My Trials and TAO Help Desk toll-free:

- Acquire an outside line
- Dial the AT&T USADirect® access code for your country  
(see link below for access codes by country)
- After the prompt, dial 877-270-3043 to reach the Help Desk

Please use this URL for the country access codes

[http://www.usa.att.com/traveler/access\\_numbers/country/index.jsp?iso2=IN&%26lid%3DGo\\_Button\\_Index\\_Page.x=25&%26lid%3DGo\\_Button\\_Index\\_Page.y=11](http://www.usa.att.com/traveler/access_numbers/country/index.jsp?iso2=IN&%26lid%3DGo_Button_Index_Page.x=25&%26lid%3DGo_Button_Index_Page.y=11)



## BMS My Trials and TAO Help Desk Job Aid for China Users

My Trials and TAO Help Desk has added the following local phone numbers to make it easier for users in China to contact the Help Desk

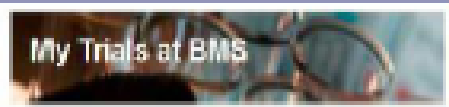
- North China: Netcom 10 800 744 0534 (Toll-free)
- South China: Telecom 10 800 440 0514 (Toll-free)
- All China Users: 400 883 3281 (Call charges apply)

Please have the following information on hand  
when calling the Help Desk:

- Protocol and Site Number
- First and Last Name
- My Trials/TAO Username (same for both systems)

### What is NOT changing with the addition of localized Help Desk contact numbers in China?

- The Help Desk e-mail address remains: [helpdesk@bmstao.com](mailto:helpdesk@bmstao.com)
- The main Global Help Desk phone number remains: 877-270-3043
- All currently available Local Languages and Translation Services remain



## BMS My Trials and TAO Help Desk Job Aid for Korea Users

My Trials and TAO Help Desk has added the following local phone numbers to make it easier for users in Korea to contact the Help Desk

**South Korea: Century Link 00308131670 (Toll-free)**

**AT&T access codes:**

DACOM: 0030-911

DACOM US MILITARY: 550-2872

Korea Telecom: 0072-911

Korea Telecom US MILITARY: 550-4663

ONSE: 0036-911

**Please have the following information on hand  
when calling the Help Desk:**

- Protocol and Site Number
- First and Last Name
- My Trials/TAO Username (same for both systems)

**What is NOT changing with the addition of localized  
Help Desk contact numbers in Korea?**

- The Help Desk e-mail address remains: [helpdesk@bmstao.com](mailto:helpdesk@bmstao.com)
- The main Global Help Desk phone number remains: 877-270-3043
- All currently available Local Languages and Translation Services remain