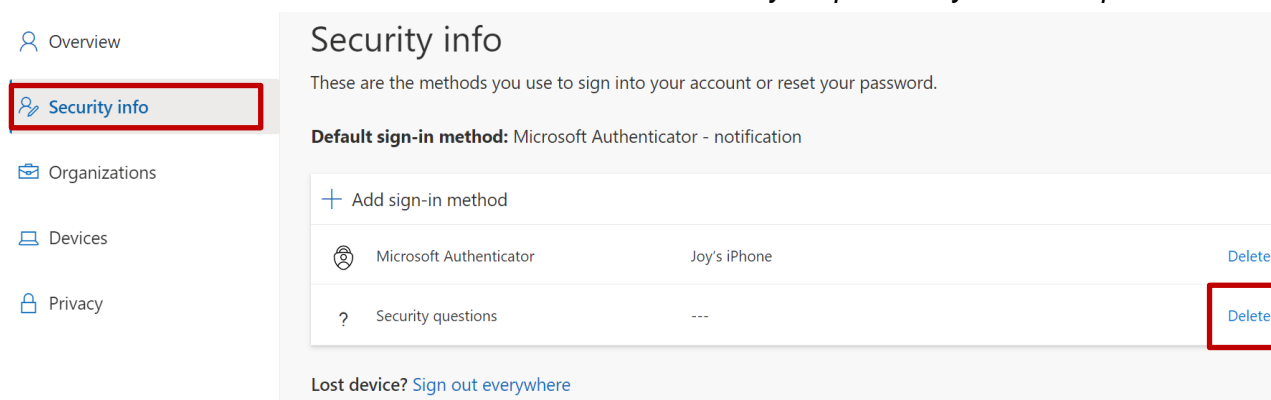




## SELF-SERVICE PASSWORD RESET: HOW TO CHANGE YOUR SECURITY QUESTIONS

### How to delete your previously selected security questions

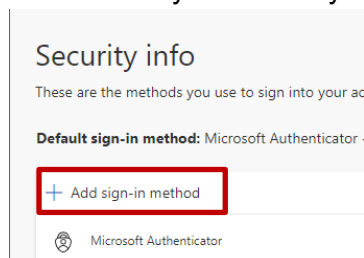
1. Launch your **web browser** (e.g., Chrome, Explorer, Safari) and go to <https://aka.ms/ssprsetup>
2. Log in with your VCH, PHSA or PHC **email** and **password**.
3. Once logged in successfully, you will see an **Approve Sign in request** screen.
4. Using your MFA-registered mobile device, **accept the prompt** or **open the Microsoft Authenticator app** and enter the six digit one-time password code.
5. On your browser, go to the **Security info** tab and click on the **Delete** beside the Security Questions row. Click **OK** to confirm deletion. *This will delete all five of your previously selected questions.*



A green confirmation message will be displayed once you have deleted your security questions.

### Create five new security questions

1. Back on your Security info page, click on **Add sign-in method**.



2. From the **Add a method** pop-up, choose **Security questions** from the drop-down options. Click **Add**.
3. Select one of the 18 questions from the drop-down list and provide your answer.

**You will need to complete five different questions, answers are not case sensitive**

*Recommendation: Pick questions that only you know the answer to, preferably single word answers for ease of recall.*

A green confirmation message will be displayed to indicate that you have successfully added your selected security questions. You have now completed your Self-Service Password Reset security questions setup and may close your web browser.

Need more help? The Service Desk is attended 24 hours a day, seven days a week:

**PHSA: (604) 675-4299 | Toll-free: 1-888-675-4299**

**VCH/PHC: (604) 875-4334 | Toll-free: 1-888-875-4334**



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