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SELF-SERVICE PASSWORD RESET (SSPR): HOW TO RESET YOUR PASSWORD OR UNLOCK YOUR ACCOUNT

If you are registered for Multi-Factor Authentication <u>and</u> Self-Serve Password Reset, follow the steps below to:

- **Reset your password,** or

- **Unlock your account** after you entered your Windows password incorrectly too many times, *but you do know/remember your password:*

REMINDER: If you **reset** your password, save all your work and log off all open VPP applications/websites, or log out of your account then log back in. (Any application/website/Health Authority WiFi you were logged into prior to resetting your password will still hold the old password, now an "incorrect" password.)

Note: If you are not on site (a work location), you may need to go on site for the new password to sync to your corporate laptop

1. Launch your web browser (e.g., Chrome, Explorer, Safari) and go to https://aka.ms/sspr
2. Enter your VCH, PHSA, or PHC **email address.**
3. Enter the characters (*not case-sensitive*) or the words in the audio, then click **Next.**
4. Make the appropriate selection from the 2 options and click **Next.**

Get back into your account

Why are you having trouble signing in?

- ⦿ I forgot my password

  No worries, we'll help you to reset your password using the security info you registered with us.

- ○ I know my password, but still can't sign in

  This might happen because you tried signing in with an incorrect password too many times.

  If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

[Next] Cancel

5. Provide your answers to the security questions as prompted, then click **Next.**
6. Using your MFA-registered mobile device, open the **authenticator app** and enter the 6-digit one-time password code.

iPhone:

☰ **Authenticator**   🔍 ＋
👤 HealthBC John.doe@phsa.ca ＞

Android:

Authenticator   ＋ 🔍 ⋮
👤 HealthBC John.doe@phsa.ca ＞

![imits logo]

HealthBC
john.doe@phsa.ca

Notifications enabled
You can use this device to approve notifications to verify your sign-ins

One-time password code
6 217 981

Enable phone sign-in >

Change password >

Update security info >

Review recent activity >

HealthBC
john.doe@phsa.ca

Notifications enabled
You can use this device to approve notifications to verify your sign-ins

One-time password code
16 369 244

Set up phone sign-in
Sign in without a password >

Change password >

Update security info >

Review recent activity >
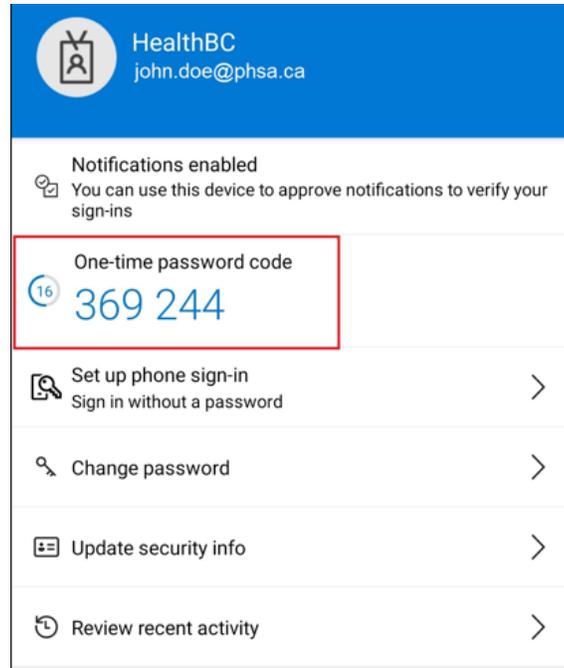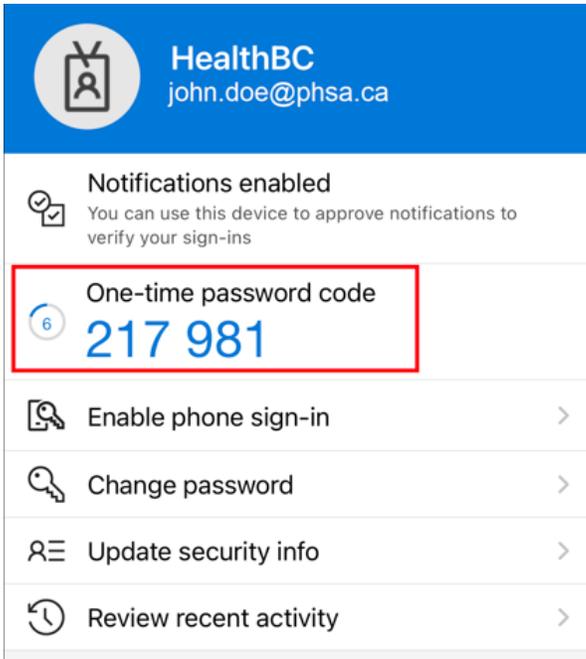
Option 1: **Reset your password**

7. When your account is verified, you will be directed to a page to enter a **new Windows password.**
8. Enter your new Windows password *twice to confirm it*, then click **Finish.**

Password tips: Make sure your passwords…

- Are at least 12 characters long
- Are not frequently used (e.g., spring2022), easily guessable (e.g., password1234) or known to have been part of security breaches
- Do not contain single words found in the dictionary (e.g., abbreviation, bachelorette, calculations, etc.)
- Have a variation of upper- and lower-case letters
- Include at least one number and/or one special character (e.g., !@£)
- Do not contain information easily connected to you (e.g., birthday, phone number, spouse's name, pet's name, or home address)

9. A confirmation message will pop-up on the screen when your password has been successfully reset.
10. You will also receive an email to confirm that your Windows password has been reset.

Reminder: Close all browsers and **restart your device** before logging back in with your new password.

Option 2: **Unlock your account**

- A confirmation message will pop-up on the screen once your account has been unlocked.
- You should now be able to use your password to log in.

Need more help? The Service Desk is attended 24 hours a day, 7 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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Provincial Health Services Authority

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