

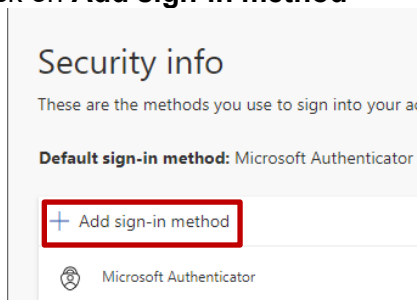


## SELF-SERVICE PASSWORD RESET (SSPR): HOW TO SET UP YOUR SECURITY QUESTIONS AND ANSWERS

### IMPORTANT – READ FIRST

**Multi-Factor Authentication (MFA)** is required prior to setting up and using SSPR. If you have not registered for MFA yet, please click [here](#) for MFA and SSPR combined enrollment instructions.

1. Launch your **web browser** (Chrome, Edge, Safari, etc.) and go to <https://aka.ms/ssprsetup>  
Note: You do not need to be logged into a health authority network to access this link.
2. Log in using your VCH, PHSA or PHC **email** and **password**. You will see an MFA sign-in request.
3. Using your MFA-registered mobile device, **accept the prompt or open the Microsoft Authenticator app** and enter the six-digit one-time password code.
4. On your browser, you will be redirected to the HealthBC | My Sign-Ins **Security Info** page.
5. Click on **Add sign-in method**



6. From the **Choose a method** drop-down, select **Security questions** from the drop-down options. Click **Add**.
7. 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: Try to pick questions that only you know the answer to, preferably with a single word answer for ease of recall.*
8. A green confirmation message will be displayed to indicate that you have successfully added your selected security questions. You have completed your SSPR 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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