



SELF-SERVE PASSWORD RESET (SSPR) & UNLOCK YOUR ACCOUNT USER GUIDE

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OVERVIEW: WHAT IS SSPR?

Self-Serve Password Reset or SSPR is an industry standard methodology adopted by most BC Health Authorities. It allows users to create **security questions/answers** that are securely and uniquely linked to their accounts which can then be provided with other factors to reset Windows/Networks passwords and/or unlock their accounts if required.

Prior to the implementation of SSPR, you would have had to call Service Desk for any of the following example services:

- You have forgotten your password.
- You remembered your password, but failed to enter it correctly six times in a row within a short period, resulting in your account to be 'locked'.

For other password reset types, users should continue to contact the Service Desk.

SETUP YOUR SECURITY QUESTIONS AND ANSWERS

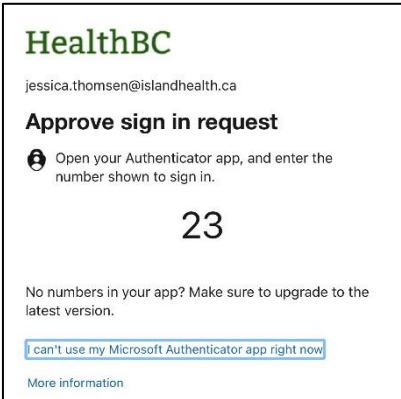
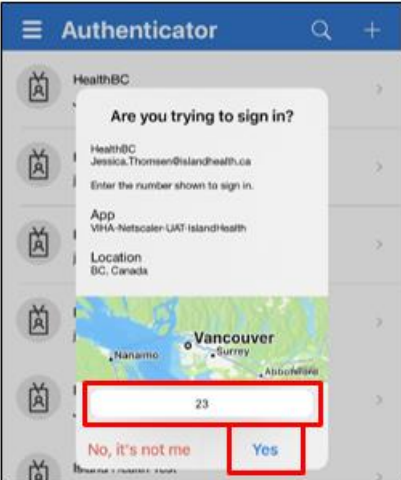
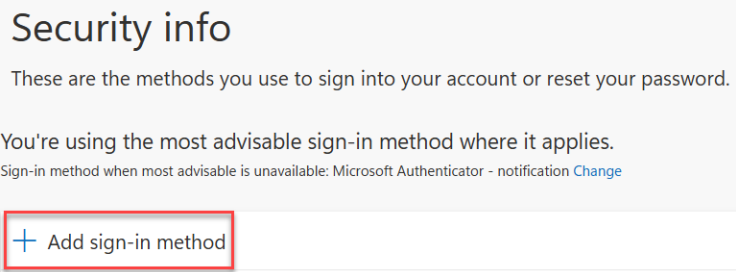
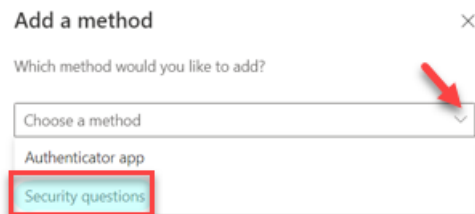
Important Note

Multi-Factor Authentication (MFA) is required prior to setting up and using **Self-Serve Password Reset (SSPR)**. See [Multi-Factor Authentication \(MFA\)](#) Setup for more information. Or call the Service Desk if you require help with MFA Setup

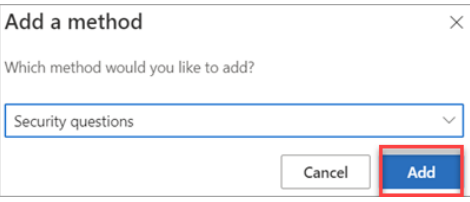
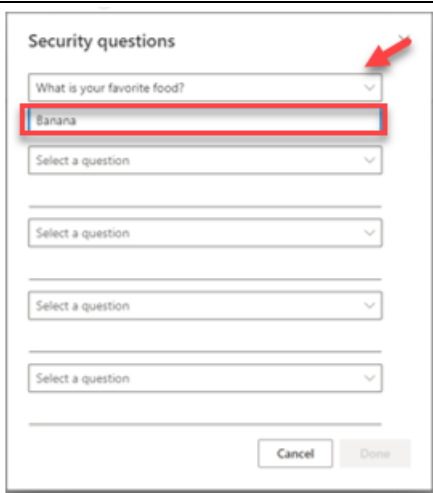
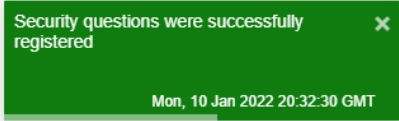
Create your Security Questions/Answers	
1. Launch your web browser (<i>Chrome, Edge, Safari, etc.</i>)	
2. Type SSPRsetup.islandhealth.ca in the address bar, or click on the link below: https://SSPRsetup.islandhealth.ca	
3. If prompted, log in using your usual Island Health Username and Password	



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<p>4. You will be redirected to the HealthBC Approve Sign in request screen showing a 2-digit number</p>	
<p>5. Using your registered MFA device, approve the sign in request by entering the 2-digit number into the Authenticator app and clicking Yes</p>	
<p>6. You will be directed to the MFA Security Info page</p> <p>7. Click on Add sign-in method</p>	
<p>8. From the Choose a method drop-down, select Security questions</p>	




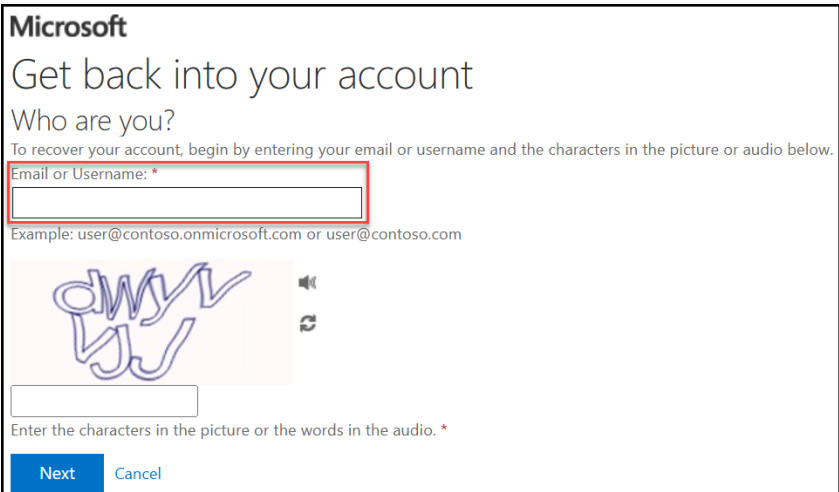
<p>9. Click Add</p>	
<p>10. Select one of the 18 questions from the drop down list</p> <p>11. Press Tab on your keyboard or move your cursor and click the line below to enter your answer</p> <p>12. You will need to complete 5 different questions</p> <p>13. When you have completed all 5, click Done</p> <p><i>Recommendations:</i></p> <ul style="list-style-type: none"> • Try to pick questions that only YOU know the answer to, preferably with a single word answer for ease of recall • Be sure to store your answers in a safe place! 	 <p><i>Note: Answers are NOT case sensitive, i.e. even if you use capitals in your answer, you will not need to use them when challenged</i></p>
<p>14. When the confirmation page opens, you have completed your SSPR Security Questions setup</p>	
<p>Congratulations!</p> <p>15. You have completed your SSPR Security Questions setup</p>	<p>You may now proceed to your Island Health Sites/Services such as Gateway, Intranet, Outlook Email, etc</p>



HOW TO USE SSPR TO RESET YOUR WINDOWS PASSWORD AND/OR UNLOCK YOUR ACCOUNT

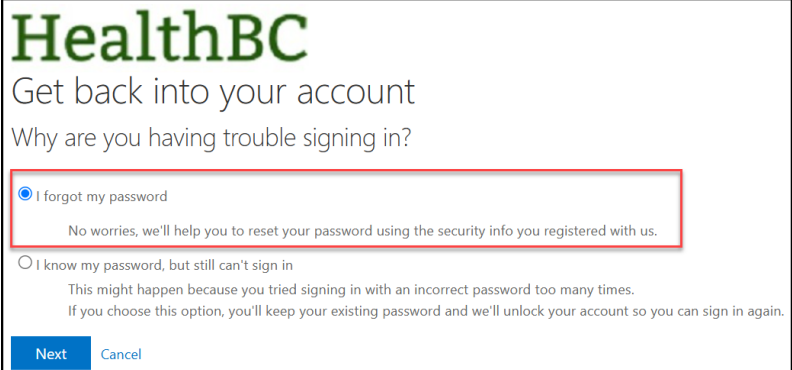
IMPORTANT BEST PRACTICES

1. **SSPR should not be used if you have any other Island Health systems open.** Before you use SSPR to reset your password and/or unlock your account, you must **close all island health applications and websites** (including Citrix apps, Teams, VPN)
2. Always use SSPR password reset from a **new web browser session**, i.e. not just a new tab
3. After changing your password with SSPR you should **restart your device** before logging back in to Island Health systems

INSTRUCTIONS	
<ol style="list-style-type: none">1. REMINDER: CLOSE all Island Health applications and Island Health websites2. * Launch a new web browser session (Chrome, Edge, Safari, etc.)3. Type https://passwordreset.microsoftonline.com/ in the address bar, or click on the link above	 <p>* Note: You may leave Non-Island Health browser tabs open, but you must open SSPR in a NEW browser session</p>
<ol style="list-style-type: none">4. Enter your usual Island Health Email Address, e.g. Jane.Doe@Islandhealth.ca5. Enter the characters in the picture (<i>not case-sensitive</i>) or the words in the audio, then click Next	

OPTION 1 – YOU FORGOT YOUR PASSWORD

1. If you have forgotten your password, select ***I forgot my password*** and click **Next**



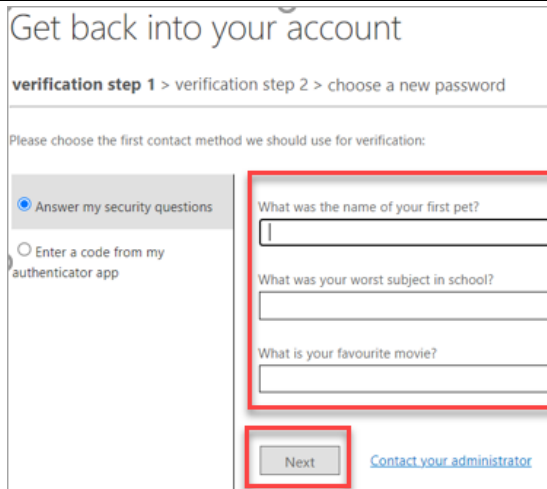
HealthBC
Get back into your account
Why are you having trouble signing in?

☒ 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](#)

2. Provide your answers to the security questions as prompted, then click **Next**



Get back into your account
verification step 1 > verification step 2 > choose a new password

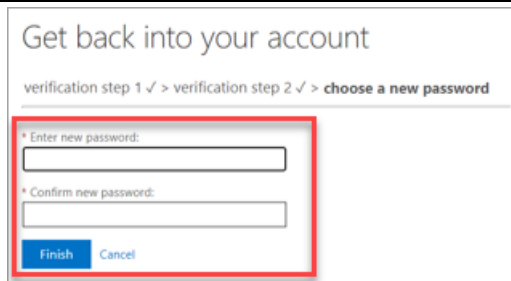
Please choose the first contact method we should use for verification:

☒ Answer my security questions
☐ Enter a code from my authenticator app

What was the name of your first pet?
What was your worst subject in school?
What is your favourite movie?

[Next](#) [Contact your administrator](#)

3. When your account is verified, you will be directed to a page to enter a **NEW Windows Password**
4. Enter your new Windows password *twice to confirm it*, then click **Finish**
5. A confirmation message will pop-up on the screen when your Windows password has been successfully reset
6. You will also receive an Email to confirm that your Windows password has been reset

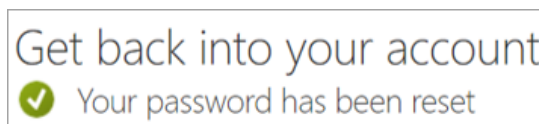


Get back into your account
verification step 1 ✓ > verification step 2 ✓ > choose a new password

* Enter new password:
* Confirm new password:

[Finish](#) [Cancel](#)

See [Network Password Requirements](#) for more information about **Strong Password** requirements



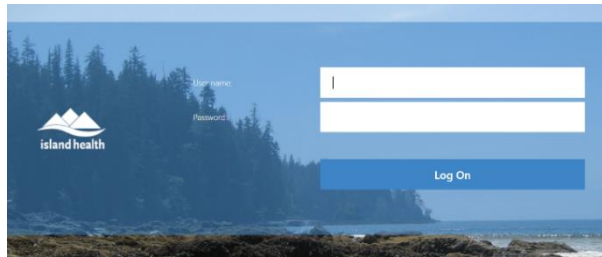
Get back into your account
✓ Your password has been reset



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Important:

6. **Close all browsers and RESTART YOUR DEVICE**
7. Log back in to Island Health using your **new Windows password**



OPTION 2 – YOU NEED TO UNLOCK YOUR ACCOUNT

1. If you have remembered your password, but been locked out of your account by incorrectly entering it too many times, select ***I know my password, but still can't sign in*** and click **Next**

HealthBC
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](#)

2. Provide your answers to the security questions as prompted, then click **Next**

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☒ Answer my security questions
☐ Enter a code from my authenticator app

What was the name of your first pet?
What was your worst subject in school?
What is your favourite movie?

[Next](#) [Contact your administrator](#)



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3. Using your **MFA Device**, open the **Authenticator App** and click on your account, and note the 6-digit **One-time password code**

4. Enter the *6-digit One-time password code* from your **MFA Device** (App or Token), then click **Next**

Note: do not enter any spaces between the numbers

The image shows two screenshots from the Authenticator App. The top screenshot shows the app interface with a list of accounts, including 'HealthBC MarionChoongSze.Suan@islandhealth...'. The bottom screenshot shows the verification screen where the user is prompted to 'Please choose the second contact method we should use for verification:'. The 'Enter a code from my authenticator app' option is selected. A text box contains the code '514812', and a 'Next' button is visible.

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

Note: there is no need to restart your device

The image shows two screenshots from the login process. The top screenshot shows a confirmation message: 'Get back into your account' with a green checkmark and 'Your account has been unlocked'. The bottom screenshot shows the login screen with fields for 'User name' and 'Password', and a 'Log On' button.



HOW TO CHANGE YOUR SECURITY QUESTIONS

Important Note

You must **DELETE** and then select **ALL five Security questions** again.

You are not able to *change your answers* to previously selected Security questions.

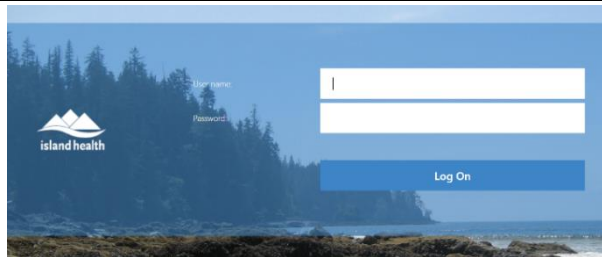
You are not able to *delete* less than ALL five previously selected Security questions.

STEP 1: DELETE YOUR PREVIOUSLY SELECTED SECURITY QUESTIONS

1. Launch your **web browser** (*Chrome, Edge, Safari, etc.*)
2. Log into your **MFA Security info Profile** by navigating to <https://SSPRsetup.islandhealth.ca>

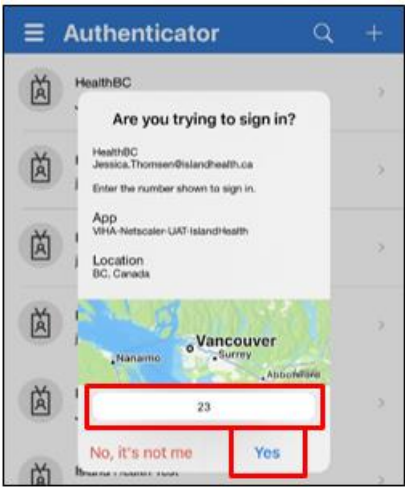
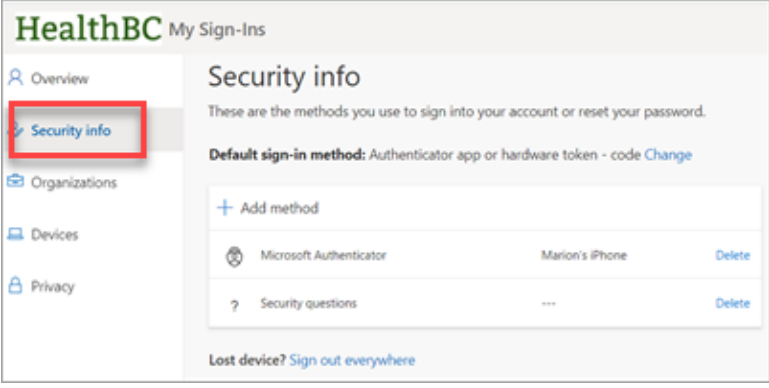
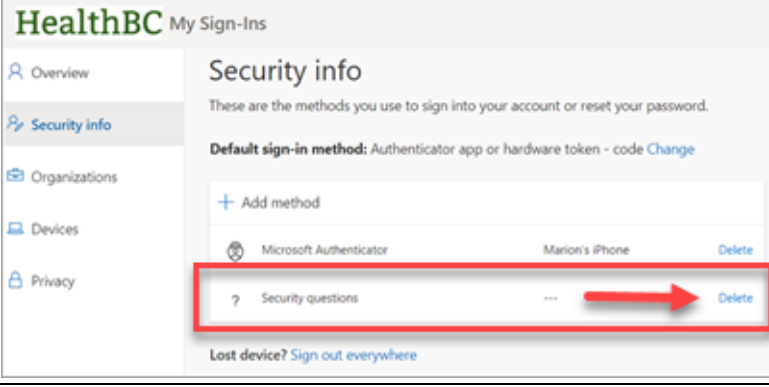
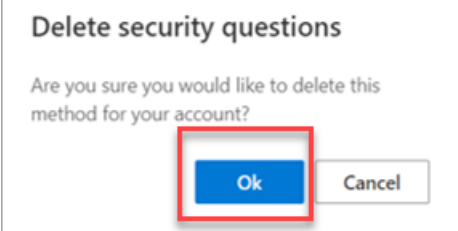


3. Log in using your usual Island Health **Username** and **Password**



4. Once logged in successfully, you will see an **Approve Sign in request** screen showing a **2-digit number**



<p>5. Approve the sign in request using one of your authenticated MFA devices by entering the 2-digit number into the Authenticator app and clicking Yes</p>	
<p>6. Your MFA Security info profile will open at the Security info tab</p>	
<p>7. Click on Delete against Security Questions</p> <p><i>Reminder: this will delete all 5 of your previously selected questions, you are not able to delete individual questions</i></p>	
<p>8. Click OK to confirm deletion</p>	



9. A green confirmation message will be displayed to indicate that you have successfully deleted your previously selected Security questions

Your security questions were deleted. ✕
Thu, 20 Jan 2022 20:37:34 GMT

STEP 2: SELECT AND ANSWER YOUR FIVE NEW SECURITY QUESTIONS

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

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

+ Add method

Microsoft Authenticator

2. From the **Add a method** pop-up, choose **Security questions** from the drop-down options

Add a method ✕

Which method would you like to add?

Choose a method ▼

Authenticator app

Security questions

3. Click **Add**

Add a method ✕

Which method would you like to add?

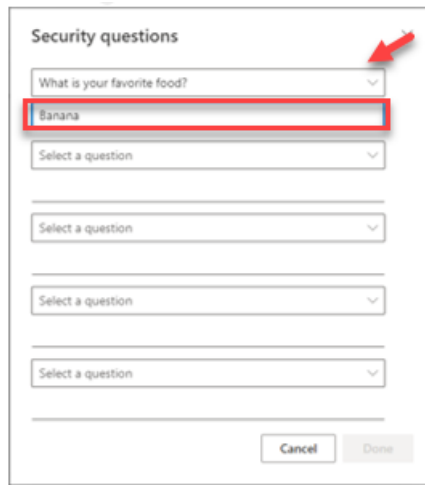
Security questions ▼

Cancel Add

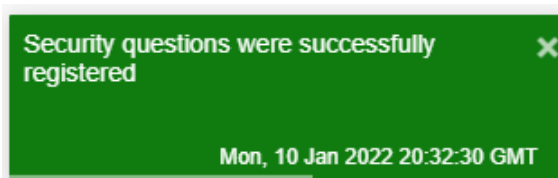
4. Select one of the 18 questions from the drop down list, and enter your answer
5. **You will need to complete 5 different questions**
6. When you have completed all 5, click **Done**

***Recommendation:** try to pick questions that only YOU know the answer to, preferably with a single word answer for ease of recall*

***Note:** Answers are NOT case sensitive, i.e. even if you use capitals in your answer, you will not need to use them when challenged*



7. A green confirmation message will be displayed to indicate that you have successfully set up your replacement SSPR Security Questions



TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS (FAQS)

Q 1: Who is eligible to use SSPR?

- SSPR was implemented at Island Health at the end of March 2022 and is available to all employees who have registered for it using the [SSPR Setup instructions](#)
- It applies to **all new and existing Island health accounts**, after users have successfully completed [Multi-Factor Authentication \(MFA\) Setup](#)

Q 2: Where do I go to setup my SSPR?

- Go to <https://SSPRsetup.islandhealth.ca>

Q 3: Where do I go to use SSPR to Reset my Windows password or unlock my account?

- Go to <https://passwordreset.microsoftonline.com/>


Q 4: When should I use SSPR?

- Whenever you have **forgotten your Windows password**
- When your **account is locked**, typically because although you've now remembered your Windows Password, you were locked out due to multiple failed sign-in attempts

Q 5: If I have forgotten my password, AND through multiple failed attempts I have locked my account, can I still use SSPR?

- Yes, when you use SSPR to reset your Windows password it will also unlock your account.
- If you are unable to complete this process successfully, you will need to call the [BC Health Service Desk](#)

Q 6: Does my MFA device have to be connected to WiFi/Cellular?

- This depends on how you have set up your **MFA device**. As part of the MFA Device setup, your preferred choice of authentication method could be set to:
 - **Notification**, which does require WiFi/Cellular
 - **App Code or Token**, which does NOT require WiFi/Cellular
- See the  [Multi-Factor Authentication \(MFA\) Sign-in Verification Options](#) for more information including instructions on how to switch between Sign-in methods

Q 7: What if I don't have my MFA device with me?

- SSPR requires you to use your preconfigured **MFA device**. Therefore if you don't have it available, you will not be able to use Setup SSPR, or SSPR Password Reset

Q 8: What are the password requirements?

- The **'Strong' Password requirements** have not changed with SSPR
- See [Network Password Requirements](#) for more information



Q 9: How do I *change* my Security questions?

- Please see [How to Change your Security Questions and Answers](#) in this document

Q 10: What happens if I forget my Windows password AND the answers to my Security questions?

- Contact the [BC Health Service Desk](#) to request a **Windows password reset**
- Once your Windows password has been reset, follow the instructions in [How to Change your Security Questions and Answers](#) to first delete and then re-create your Security Questions/Answers

Q 11: I have forgotten my Windows password. How do I use SSPR if I am using an **Island Health device on the Island Health Network (on-site)?**

- Using your MFA device (or other personally owned device), follow the instructions above [How to Use SSPR to Reset Your Password](#)

Q 12: I have forgotten my Windows password. How do I use SSPR if I am using an **Island Health device using VPN via “accert.viha.ca”?**

1. Using your MFA device (or other personally owned device), follow the instructions above [How to Use SSPR to Reset Your Password](#)
2. Once you have successfully recovered your Windows password, **you need to go on-site** and obtain a successful connection through an Ethernet (cable) or Island Health Wifi
3. When you are connected, **log in to your Island Health device using your NEW Windows password**

Q 13: I have forgotten my Window password. How do I use SSPR if I am off site and using **my personally owned device to log in to Island Health systems (e.g. Intranet, Webmail, Citrix Gateway, etc)?**

1. Follow the instructions above [How to Use SSPR to Reset Your Password](#)
2. Once you have successfully recovered your Windows password, log in to your Island Health applications using your **NEW Windows Password**

Q 14: Can I use SSPR to proactively change my password?

- Yes, you can proactively change your Windows password using SSPR. However, it is recommended that you use the standard procedure as described in [How to Change your Network Password](#)



DO YOU NEED MORE HELP?

Have you visited our [IM/IT online HELP](#)? Or [Frequently Asked Questions](#)?

The BC Health Service Desk and Clinical Service Desk are attended 24 Hours X 7 Days:

Local: **18777** or **250.370.8777** | Toll-free: **877.563.3152**

BC Health Service Desk and Clinical Service Desk:

- **Press 1:** For all Password Resets
- **Press 2:** For workstation support including logon issues, **non-clinical** application support, hardware issues, phones, printing and connectivity
- **Press 3:** If you are calling regarding support for **clinical** applications such as Cerner or clinical hardware such as Integrated Med Carts or tablets



For **self-service options**, please access the **Island Health IM/IT Self-Service Portal (SSP)** at:
https://healthbc.service-now.com/sp_viha

For step-by-step Instructions and help with using the SSP, please see the [Island Health IM/IT Self-Service Portal User Guide](#)