



# SELF-SERVE PASSWORD RESET (SSPR) USER GUIDE

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## OVERVIEW: WHAT IS SSPR?

The ability to use SSPR to reset passwords and/or unlock user accounts was implemented at Island Health in March 2022.

Self-Serve Password Reset or SSPR is an industry standard methodology for users to create **security questions/answers** that are securely and uniquely linked to their accounts. The answers to the security questions known only to the user can then be provided with other factors to reset Windows/Networks passwords and/or unlock their accounts if required. For all other password resets types, users should continue to contact the Service Desk. SSPR has already been adopted by most other BC Health Authorities.

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 remember your password, but failed to enter it correctly six times in a row within a short period, resulting in your account to be 'locked'.

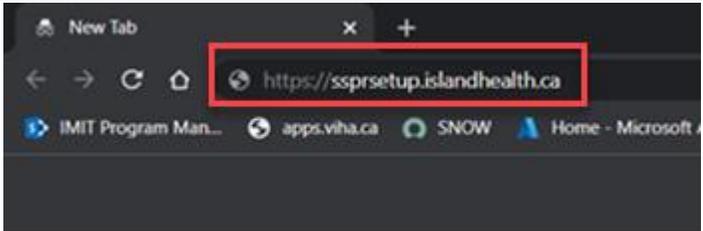
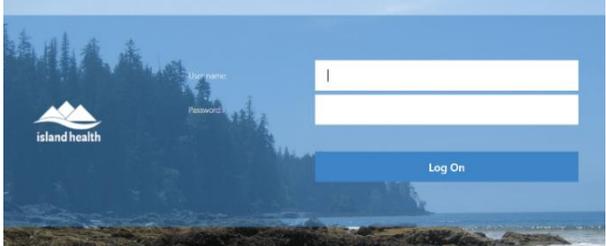


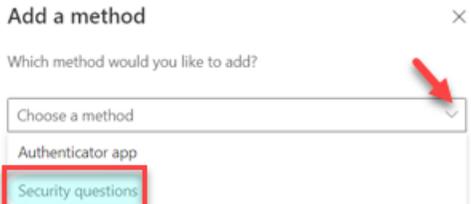
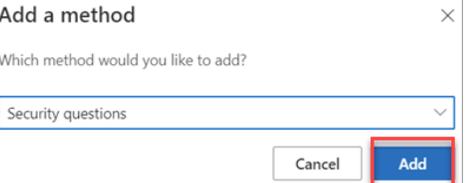
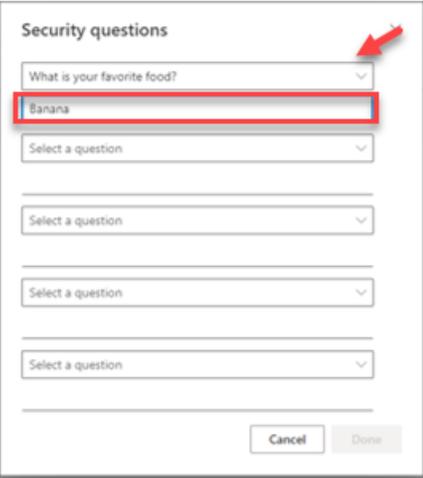
## SETUP YOUR SECURITY QUESTIONS AND ANSWERS

### 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

<ol style="list-style-type: none"><li>1. Launch your <b>web browser</b> (Chrome, Explorer, Safari, etc.)</li><li>2. Type "<b>SSPRsetup.islandhealth.ca</b>" in the address bar, or click on the link below: <a href="https://SSPRsetup.islandhealth.ca">https://SSPRsetup.islandhealth.ca</a></li></ol>	
<ol style="list-style-type: none"><li>3. Log in using your usual Island Health <b>Username</b> and <b>Password</b></li></ol>	
<ol style="list-style-type: none"><li>4. You will be redirected to the MFA sign-in Approval</li></ol>	
<ol style="list-style-type: none"><li>5. Using your registered MFA device, click on <b>Approve</b> to approve the sign-in request, or enter the 6-digit number</li></ol>	

<p>6. You will be directed to the MFA <b>Security Info</b> page</p> <p>7. Click on <b>Add Method</b></p>	
<p>8. From the <b>Choose a method</b> drop-down, select <b>Security questions</b></p>	
<p>9. Click <b>Add</b></p>	
<p>10. Select one of the 18 questions from the drop down list</p> <p>11. Press <b>Tab</b> on your keyboard or move your cursor and click the line below to enter your answer</p> <p><b>12. You will need to complete 5 different questions</b></p> <p>13. When you have completed all 5, click <b>Done</b></p> <p><i>Recommendation: try to pick questions that only YOU know the answer to, preferably with a single word answer for ease of recall</i></p> <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><b>Congratulations!</b></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

### SSPR BEST PRACTICES

#### **IMPORTANT – Read this First!**

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, Skype, VPN)**
2. You should **ALWAYS** use SSPR <https://passwordreset.islandhealth.ca> 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

There are two main functions of SSPR:

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

1. To **reset your password**
  - Note: After you have successfully reset your Windows/Network password, remember to **RESTART YOUR DEVICE before logging back in to Island Health Systems**
2. To **unlock your account** after you entered your Windows password incorrectly too many times, *but you do now remember your password:*
  - Note: When you have successfully unlocked your account, **there is no need to restart your device.**

The next section will take you through the steps to reset your Windows password and unlock your account using SSPR.



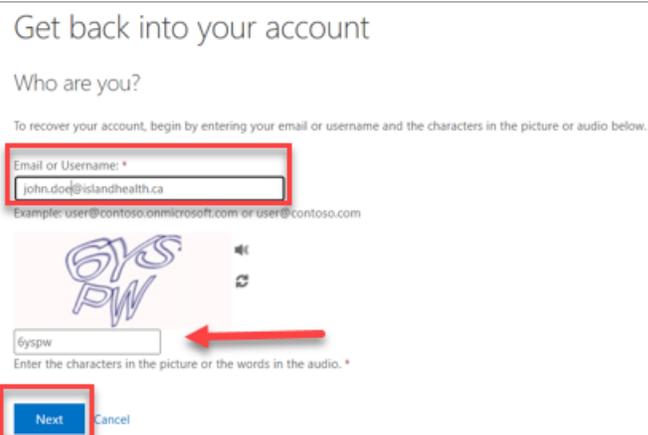
## INSTRUCTIONS

1. **REMINDER:** CLOSE all Island Health applications and Island Health websites
2. \* Launch a **new web browser session** (Chrome, Explorer, Safari, etc.)
3. Type "passwordreset.islandhealth.ca" in the address bar, or click on the link below:  
<https://passwordreset.islandhealth.ca>



\* **Note:** You may leave Non-Island Health browser tabs open, but you must open SSPR in a **NEW** browser session

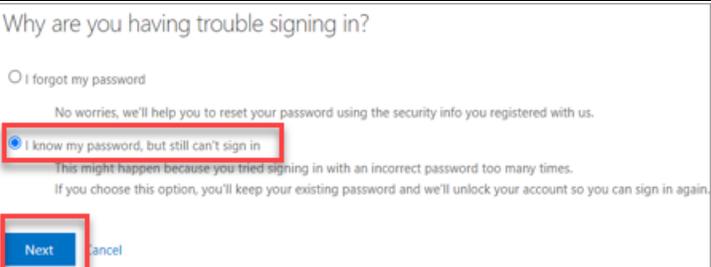
4. Enter your usual Island Health **Email Address**, e.g. **Jane.Doe@Islandhealth.ca**
5. Enter the characters (*not case-sensitive*) in the picture (or the words in the audio), then click **Next**



**Option 1 (Forgot Password):** If you have forgotten your password, select **I forgot my password** and click **Next**



**Option 2 (Unlock my Account):** 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**





6. 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

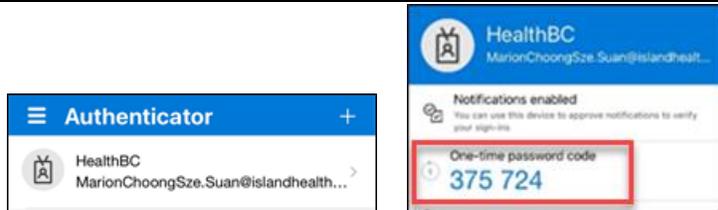
What was the name of your first pet?

What was your worst subject in school?

What is your favourite movie?

Next [Contact your administrator](#)

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



8. 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

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

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

514812

Next



**Option 1: Continuing with resetting your forgotten password:**

- When your account is verified, you will be directed to a page to enter a **NEW Windows Password**
- Enter your new Windows password *twice to confirm it*, then click **Finish**
- A confirmation message will pop-up on the screen when your Windows password has been successfully reset
- 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

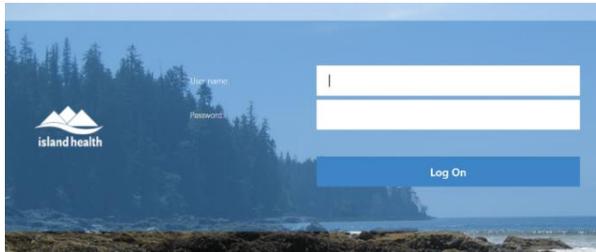
**NOTE: The 'Strong' Password requirements have not changed with SSPR.** See [Network Password Requirements](#) for more information

Get back into your account

✓ Your password has been reset

**Important:**

9. **Close all browsers and restart your device**
10. Log back in to Island Health using your **new Windows password**

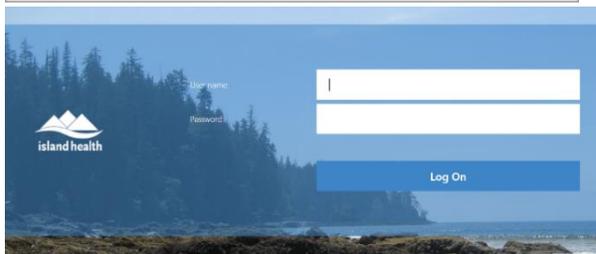


**Option 2: Continuing to unlock your account:**

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

Get back into your account

✓ Your account has been unlocked





## HOW TO CHANGE YOUR SECURITY QUESTIONS

### Important Note

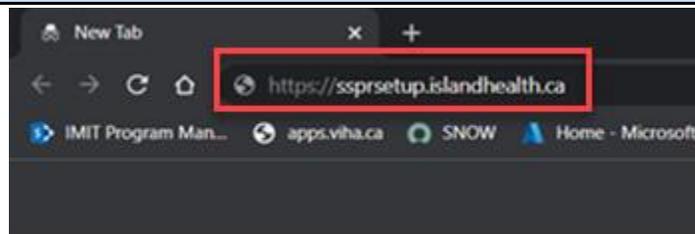
You must **DELETE** and then select **ALL five Security questions** again.

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

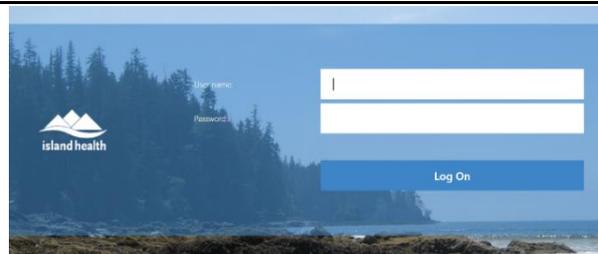
You are not able to *delete* less than ALL five previously selected Security questions.

### Step 1: DELETE your Previously Selected Security Questions

1. Launch your **web browser** (Chrome, Explorer, Safari, etc.)
2. Log into your **MFA Security info Profile** by navigating to: "**SSPRsetup.islandhealth.ca**" in the address bar, or click on the link below:  
<https://SSPRsetup.islandhealth.ca>



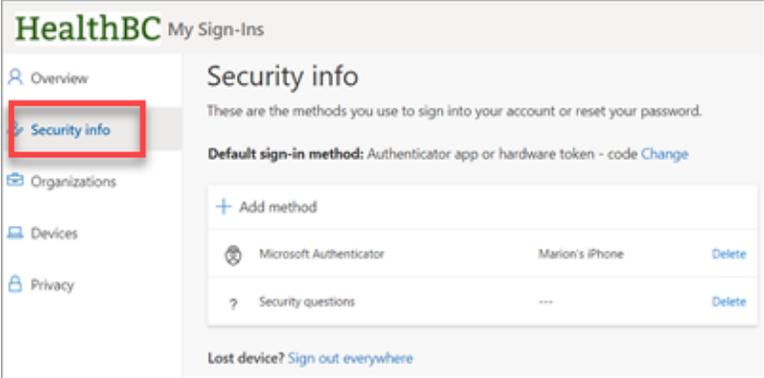
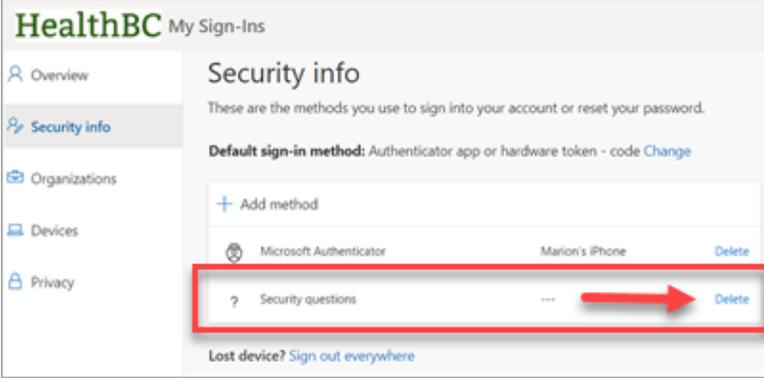
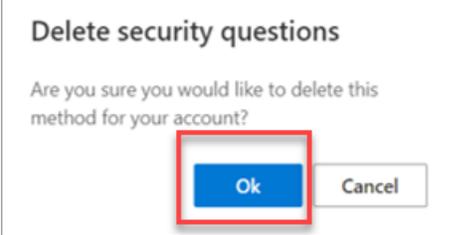
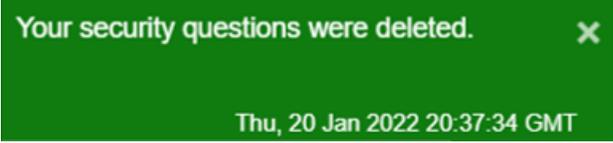
3. Log in using your usual Island Health **Username** and **Password**



4. Once logged in successfully, you will see an **Approve Sign in request** screen
5. **Approve** the sign in request using one of your authenticated MFA devices

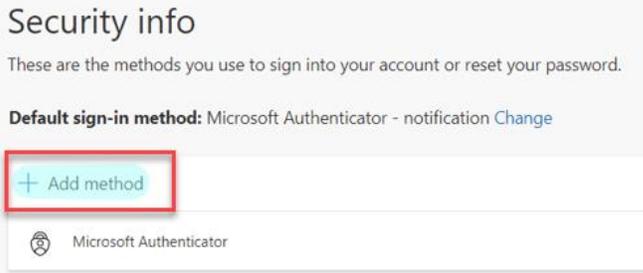
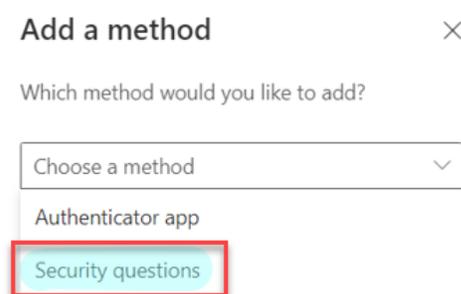
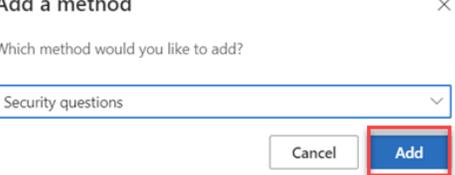
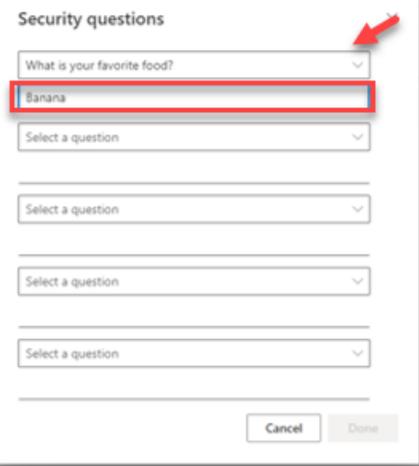




<p>6. Your <b>MFA Security info</b> profile will open at the <b>Security info</b> tab</p>	
<p>7. Click on <b>Delete</b> against <b>Security Questions</b></p> <p><i>Reminder: this will delete all 5 of your previously selected questions, you are not able to delete individual questions</i></p>	
<p>8. Click <b>OK</b> to confirm deletion</p>	
<p>9. A green confirmation message will be displayed to indicate that you have successfully deleted your previously selected Security questions</p>	

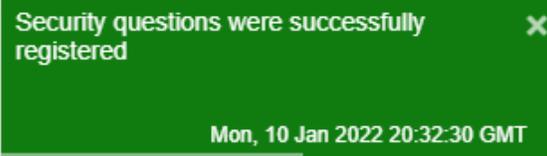


## Step 2: Select and Answer your Five New Security Questions

<p>1. Back on your <b>Security info</b> page, click on <b>Add method</b></p>	 <p>Security info</p> <p>These are the methods you use to sign into your account or reset your password.</p> <p><b>Default sign-in method:</b> Microsoft Authenticator - notification <a href="#">Change</a></p> <p>+ Add method</p> <p>Microsoft Authenticator</p>
<p>2. From the <b>Add a method</b> pop-up, choose <b>Security questions</b> from the drop-down options</p>	 <p>Add a method</p> <p>Which method would you like to add?</p> <p>Choose a method</p> <p>Authenticator app</p> <p>Security questions</p>
<p>3. Click <b>Add</b></p>	 <p>Add a method</p> <p>Which method would you like to add?</p> <p>Security questions</p> <p>Cancel Add</p>
<p>4. Select one of the 18 questions from the drop down list, and enter your answer</p> <p>5. <b>You will need to complete 5 different questions</b></p> <p>6. When you have completed all 5, click <b>Done</b></p> <p><i>Recommendation: try to pick questions that only YOU know the answer to, preferably with a single word answer for ease of recall</i></p> <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>Security questions</p> <p>What is your favorite food?</p> <p>Banana</p> <p>Select a question</p> <p>Select a question</p> <p>Select a question</p> <p>Select a question</p> <p>Cancel Done</p>



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 is enabled through a user account being added to a group called “**VIHA-Azure-SSPR**”
- 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 [SSPRSetup.islandhealth.ca](https://SSPRSetup.islandhealth.ca)

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

- Go to [passwordreset.islandhealth.ca](https://passwordreset.islandhealth.ca)

### Q 4: When will SSPR be available to me and how will I know?

- SSPR is targeted for implementation at Island Health at the end of **March 2022**
- Look out for an **IM/IT Service Notification** advising that SSPR is available
- Follow the [SSPR Setup instructions](#) to the **MFA Security info Profile** page, if you are able to add *Security questions* as a new authentication method, then SSPR is available to you

### Q 5: When should I use SSPR?

- Whenever you have **forgotten your Windows password**
- When you **know your Windows Password**, but after multiple failed sign-in attempts, your **account may be locked**

### Q 6: 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 7: 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 8: 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 9: What are the password requirements?**

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

**Q 10: How do I *change* my Security questions?**

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

**Q 11: 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 12: 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 13: 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 14: 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 15: 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](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](#)