

How to Register for Self Service Password Reset

Quick Reference Guide

Introduction

This Quick Reference Guide (QRG) is intended for users who are connected to the WA Health network and need to register for the Self-Service Password Reset.

This registration process needs to be completed before you can perform the following using Self Service Password Reset:

- Changing your Password.**
Refer to QRG 'How to Change your Password'.
- Unlocking your Account.**
Refer to QRG 'How to Unlock your Account'.

Step 1

Please use Google Chrome if registering while connected to the WA Health Network.

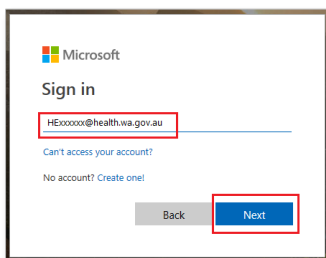
Open Google Chrome.



And then open an incognito window from the  menu and selecting "New incognito window"

Step 2.1

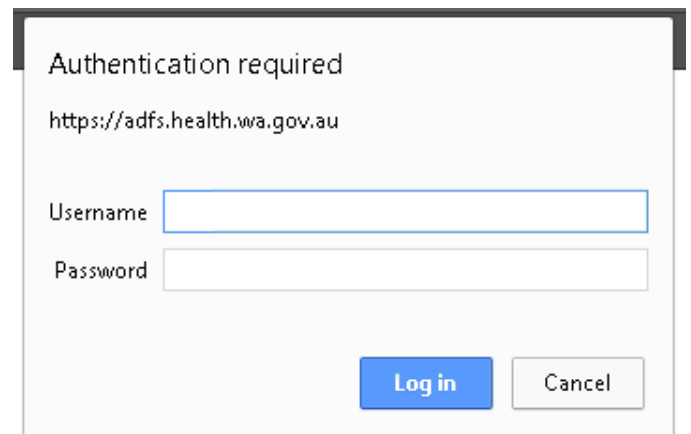
Go to <https://myapps.microsoft.com>. Where you will be prompted to sign in. Enter your HE number (e.g. **hexxxxx@health.wa.gov.au**)



Microsoft
Sign in
HExxxxx@health.wa.gov.au
Can't access your account?
No account? Create one!
Back Next

Step 2.2

A pop-up window will then ask for your username and password. Login in using your HE number and password

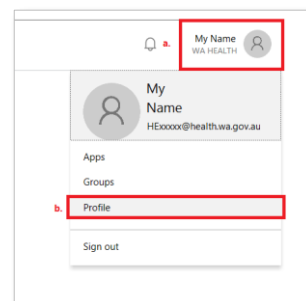


Authentication required
<https://adfs.health.wa.gov.au>
Username
Password
Log in Cancel

Step 3.1

Once you have successfully logged into the portal:

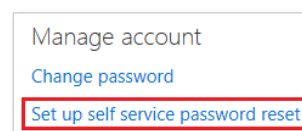
- Click on the icon in the top right-hand corner of the screen, next to your name.
- Select the option 'Profile' from the drop-down menu.



My Name
WA HEALTH
My Name
HExxxxx@health.wa.gov.au
Apps
Groups
Profile
Sign out

Step 3.2

Click on the menu item 'Set up self service password reset'.



Manage account
Change password
Set up self service password reset

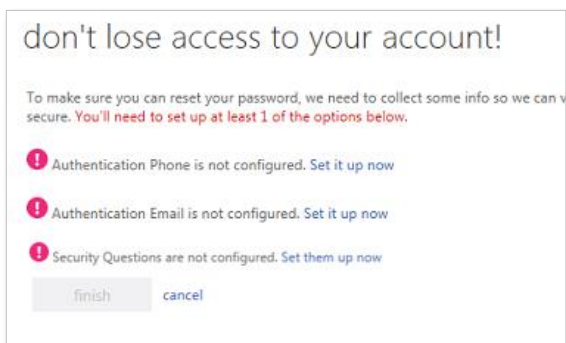
Step 4

To make sure you can reset your password, Microsoft needs to collect some additional information so the system can verify who you are. The self service password reset data will not be used to spam you – just to keep your account more secure.

By default, you'll need to select at least one (1) of the following and click 'Set it up now' or 'Set them up now'.

- Set up an **Authentication Phone** number,
- set up an **Authentication Email** address (not your WA Health work email), or
- set up five (5) **Security Questions**.

Note: It is recommended to select at least two (2) verification options. This way if one (1) option does not work (e.g. mobile phone battery is flat), then you have a second option to fall back on.



don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify you're secure. You'll need to set up at least 1 of the options below.

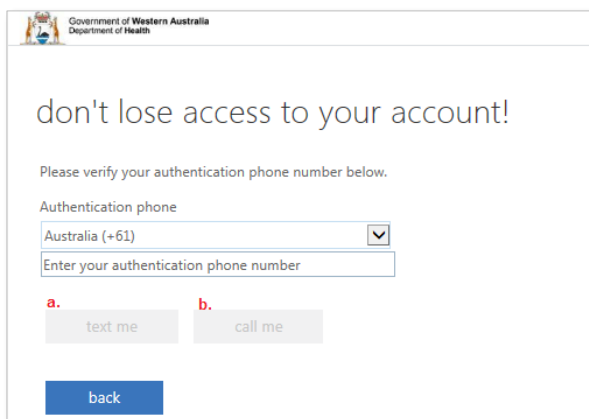
- Authentication Phone is not configured. Set it up now
- Authentication Email is not configured. Set it up now
- Security Questions are not configured. Set them up now

finish cancel

Step 4.1

To set up your **Authentication Phone** as your chosen authentication, 'Enter your authentication phone number'. Then, select either:

- Text me, or
- call me.



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Please verify your authentication phone number below.

Authentication phone

Australia (+61) [v]

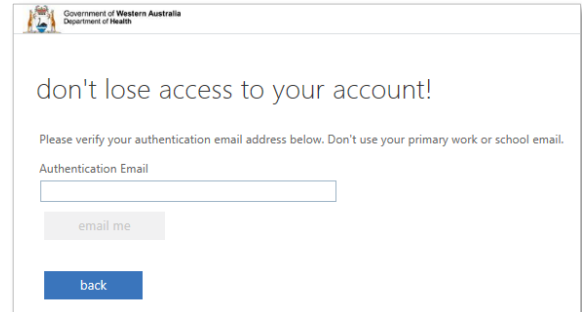
Enter your authentication phone number

a. text me b. call me

back

Step 4.2

- To set up an **Authentication Email** as your chosen authentication, enter your authentication email (not your WA Health work email), and select 'email me'.



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don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

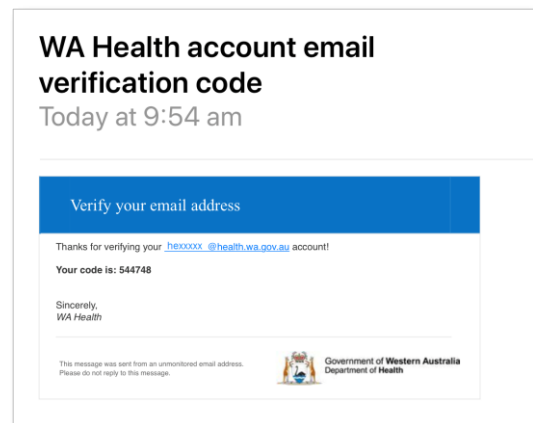
Authentication Email

[input field]

email me

back

- The system will send an email to your nominated personal email address.



WA Health account email
verification code
Today at 9:54 am

Verify your email address

Thanks for verifying your hexxxxx@health.wa.gov.au account!

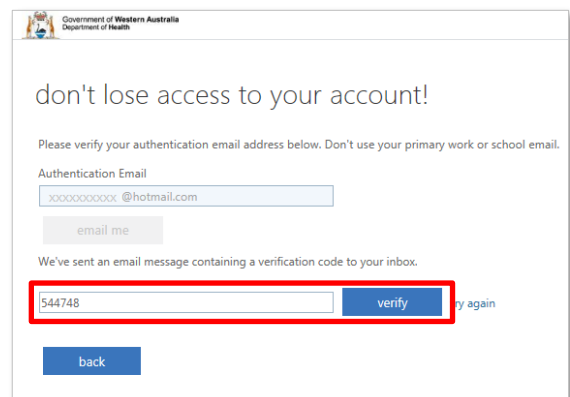
Your code is: 544748

Sincerely,
WA Health

This message was sent from an unmonitored email address. Please do not reply to this message.

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- Enter the code shown from the email message into the empty field. Click 'verify'.



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Department of Health

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

xxxxxxxxxx@hotmail.com

email me

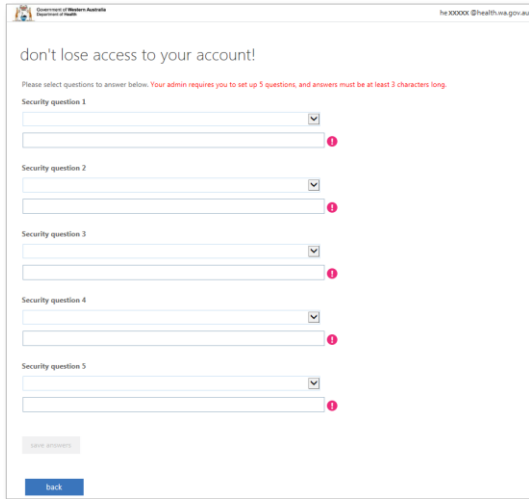
We've sent an email message containing a verification code to your inbox.

544748 [verify] try again

back

Step 4.3

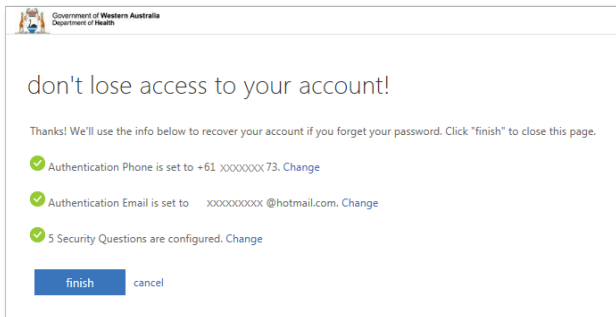
To set up **Security Questions** as your chosen authentication, you will need to complete all five (5) security questions and your answers must be at least three (3) characters long. Then, select 'save answers'.



The screenshot shows a web form titled "don't lose access to your account!". At the top, it says "Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long." Below this, there are five sections, each labeled "Security question 1" through "Security question 5". Each section contains a dropdown menu with a green checkmark, a text input field, and a red exclamation mark icon. At the bottom of the form, there is a "save answers" button and a "back" button.

Step 5

If your authentication method(s) has been setup successfully, then a green tick will appear beside it, as per below, and select 'finish'.



The screenshot shows a confirmation page titled "don't lose access to your account!". It says "Thanks! We'll use the info below to recover your account if you forget your password. Click 'finish' to close this page." Below this, there are three green checkmarks indicating successful setup: "Authentication Phone is set to +61 xxxxxxxx73. Change", "Authentication Email is set to xxxxxxxx@hotmail.com. Change", and "5 Security Questions are configured. Change". At the bottom, there are "finish" and "cancel" buttons.

Help! For further information, please contact your ICT Service Desk.