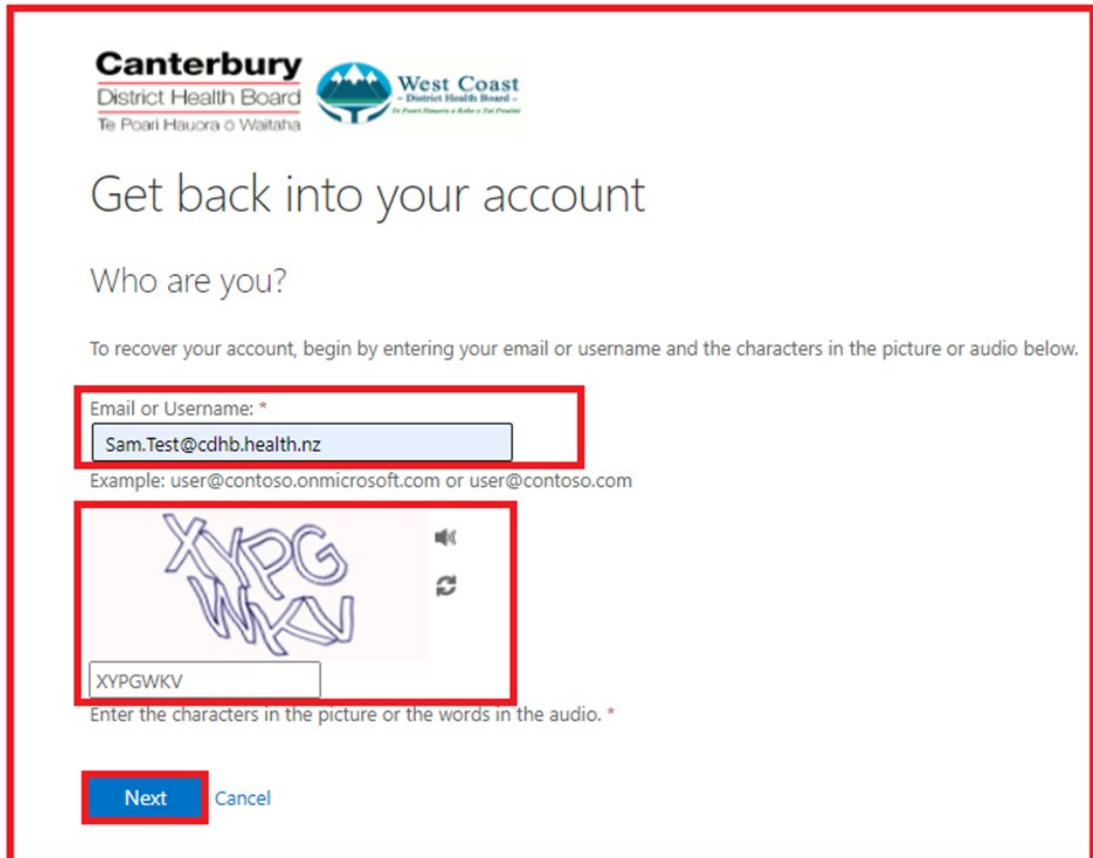


How to change your CDHB password using Self-Service Password Reset (SSPR)

1. Click on the following link to reset your network password or unlock your account. This link will redirect you to a Microsoft page where you can change your password.

[Reset your CDHB/WCDHB Network Account](#)

2. Enter your CDHB/WCDHB email address and the characters in the picture or words in the audio, then click the **Next** button.



Canterbury
District Health Board
Te Pōari Hauora o Waitaha

West Coast
District Health Board
Te Pōari Hauora o Waikato


Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



XYPGWKV

Enter the characters in the picture or the words in the audio. *

Next Cancel

3. Select the method you wish to use for verification. Enter the required details (i.e. your mobile number).

Canterbury District Health Board
Te Pōari Hauora o Waitaha

West Coast District Health Board
Te Pōari Hauora o Aotearoa

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****75) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

4. Enter your verification code and click **Next**.

Canterbury District Health Board
Te Pōari Hauora o Waitaha

West Coast District Health Board
Te Pōari Hauora o Aotearoa

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

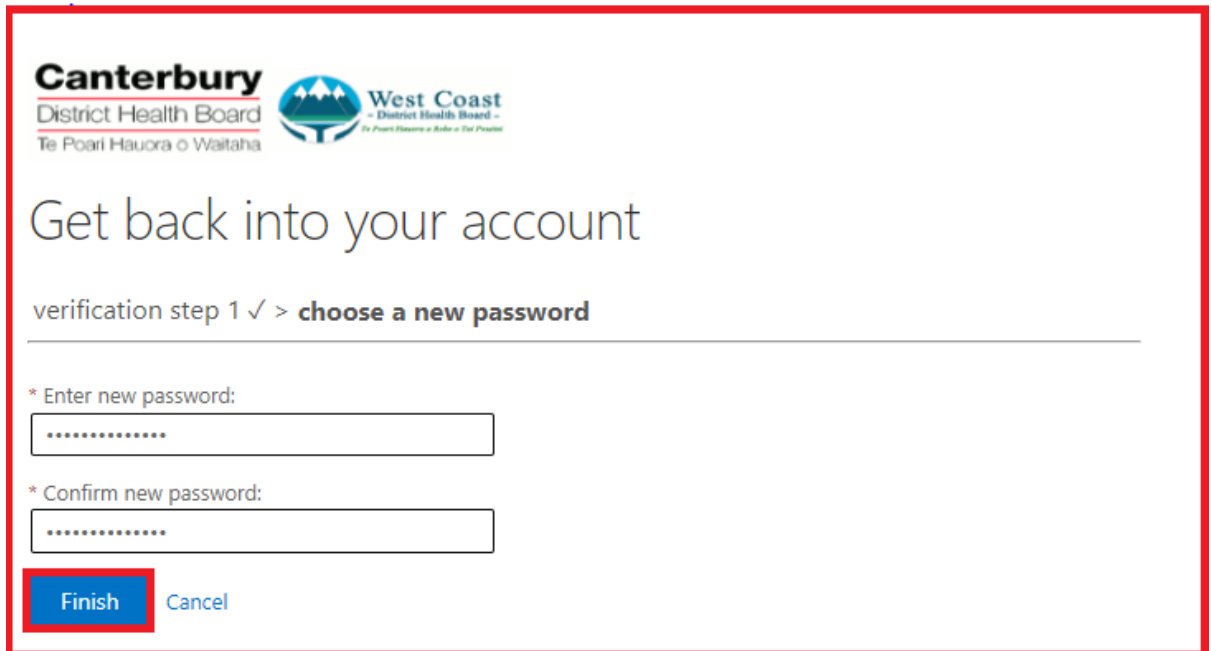
We've sent you a text message containing a verification code to your phone.

707328

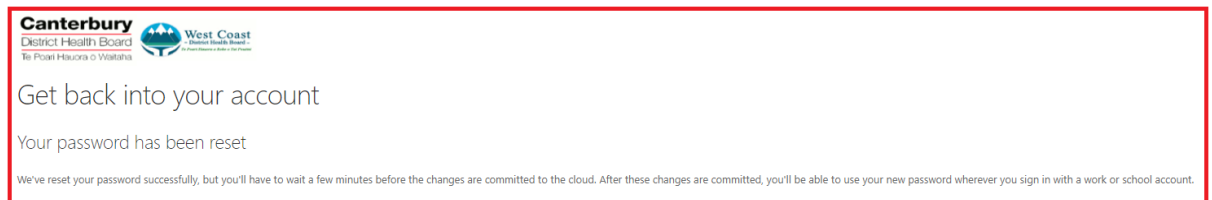
Next Try again Contact your administrator

Cancel

5. Enter and confirm your new password, then click **Finish** to create your new password. Once you create a password that meets the password requirements you will be redirected to your Office 365 account.



The screenshot shows the password reset interface for Canterbury District Health Board and West Coast District Health Board. At the top, the logos for both boards are displayed. The main heading is "Get back into your account". Below this, it indicates "verification step 1 ✓ > choose a new password". There are two input fields: "* Enter new password:" and "* Confirm new password:", both containing masked characters. At the bottom, there are two buttons: "Finish" (highlighted with a red border) and "Cancel".



The screenshot shows the confirmation message for the password reset. At the top, the logos for Canterbury District Health Board and West Coast District Health Board are displayed. The main heading is "Get back into your account". Below this, it says "Your password has been reset". At the bottom, there is a small note: "We've reset your password successfully, but you'll have to wait a few minutes before the changes are committed to the cloud. After these changes are committed, you'll be able to use your new password wherever you sign in with a work or school account."

6. **IMPORTANT:** If you have connected a mobile device to the CDHB/WCDHB staff wireless network, you need to "Forget the Network" on your mobile device and then reconnect with your new password. Failure to do this may cause your account to get locked out.