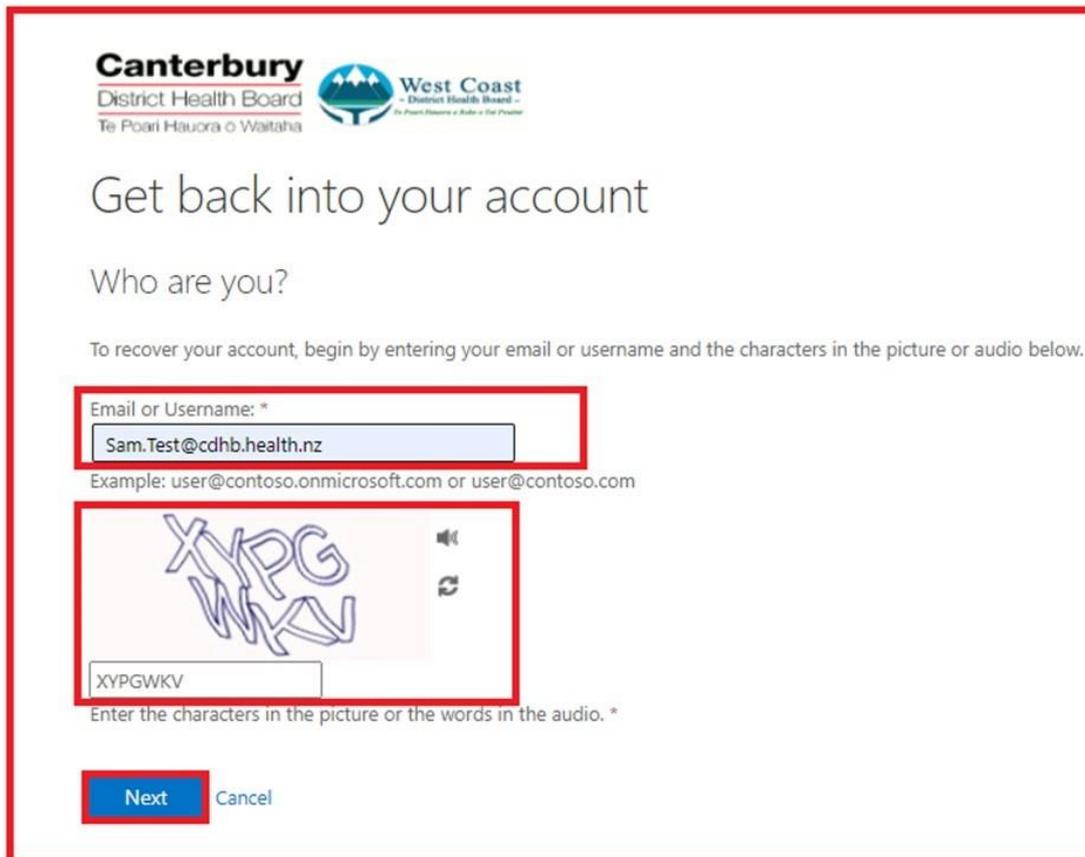


How to change your CDHB/WCDHB password using Self-Service Password Reset (SSPR)

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 reset your work account.

[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.



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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: *

Sam.Test@cdhb.health.nz

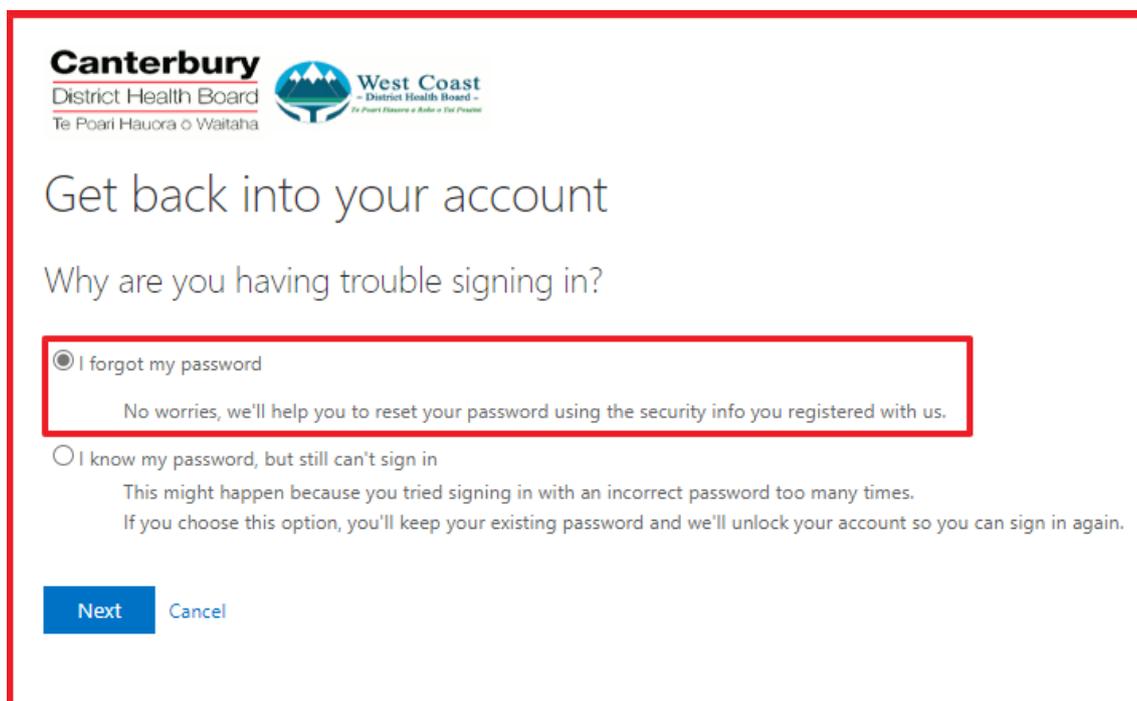
Example: user@contoso.onmicrosoft.com or user@contoso.com

XYPGWKV

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

Next Cancel

3. Select **I forgot my password** (You can also select **I know my password, but still can't sign in** to unlock your account)



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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

4. Select the method you wish to use for the first verification step. Enter the required details (i.e. notification from Authenticator).

The screenshot shows the 'Get back into your account' page for the first verification step. The breadcrumb trail is 'verification step 1 > verification step 2 > choose a new password'. The instruction is 'Please choose the first contact method we should use for verification:'. There are four radio button options: 'Text my mobile phone', 'Call my mobile phone', 'Approve a notification on my authenticator app' (which is selected and highlighted with a red box), and 'Enter a code from my authenticator app'. To the right, there is a blue button labeled 'Send Notification' and the text 'Send a notification to your authenticator app on your mobile device.' A 'Cancel' link is at the bottom left.

5. Select the method you wish to use for the second verification step.

The screenshot shows the 'Get back into your account' page for the second verification step. The breadcrumb trail is 'verification step 1 ✓ > verification step 2 > choose a new password'. The instruction is 'Please choose the second contact method we should use for verification:'. There are two radio button options: 'Text my mobile phone' (which is selected and highlighted with a red box) and 'Call my mobile phone'. To the right, there is explanatory text: 'In order to protect your account, we need you to enter your complete mobile phone number (*****02) below. You will then receive a text message with a verification code which can be used to reset your password.' Below this text is a text input field labeled 'Enter your phone number' and a 'Text' button. A 'Cancel' link is at the bottom left.

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

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Get back into your account

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

Please choose the second 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.

Enter your verification code

Next

Cancel

7. 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.

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Get back into your account

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

* Enter new password:

* Confirm new password:

Finish Cancel

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Get back into your account

Your password has been reset

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.