

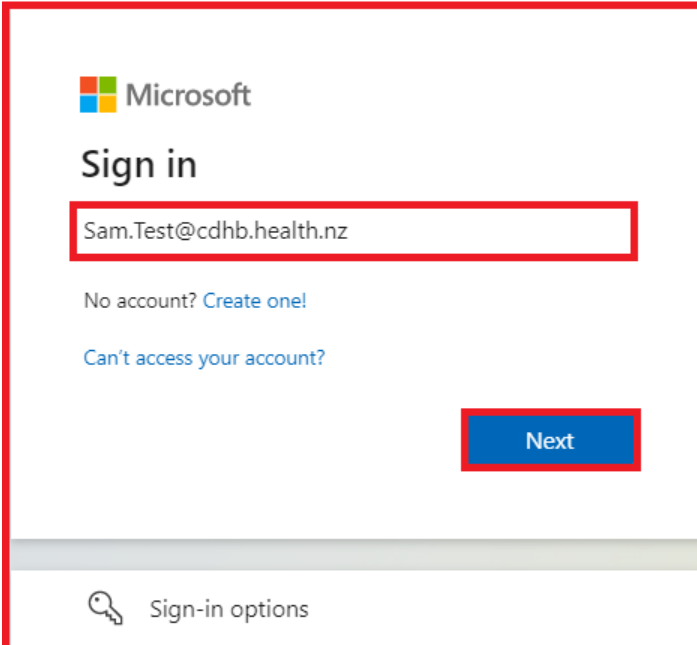
The Service Desk has enabled a self-service password reset (SSPR) tool that gives users the ability to change/reset their CDHB password or unlock their account

CDHB/WCDHB users can reset their CDHB network account without involving an administrator or calling the Service Desk. Steps are simple and can be done from a mobile or any PC connected with the Internet.

How to register for Self-Service Password Reset (SSPR)

1. Registering for self-service password reset is currently a one-time only requirement and can take up to 10 minutes. **We recommend registering for SSPR within CDHB network.**
2. Click on the following link to start your registration. (Note you will be redirected to a Microsoft page as SSPR is a Microsoft product.)
[Register to use SSPR](#)
3. Enter your CDHB/WCDHB email address and click **Next**.

Note: the page will load with a Microsoft logo, the CDHB logo will appear after you enter a valid CDHB/WCDHB email address.



The screenshot shows a Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "Sam.Test@cdhb.health.nz". Below the input field are two links: "No account? Create one!" and "Can't access your account?". A blue "Next" button is positioned to the right of the input field. At the bottom left, there is a magnifying glass icon and the text "Sign-in options". The entire page content is enclosed in a red rectangular border.

4. Enter your CDHB/WCDHB user account password and click **Sign in**.

Canterbury District Health Board
Te Pōwhiri Hauora o Waitaha

West Coast District Health Board
Te Pōwhiri Hauora o Waitaha

← sam.test@cdhb.health.nz

Enter password
.....

[Forgot my password](#)

Sign in

Welcome to the combined West Coast and Canterbury District Health Boards Office 365 sign-in page. Enter your email address and password to sign in. If signing in from outside a DHB location, you maybe prompted to complete an additional factor of authentication (MFA). For assistance please contact the service desk.

5. Enter your response to “Stay signed in?”
Recommended: If you are on a shared computer select **No**.

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Stay signed in?

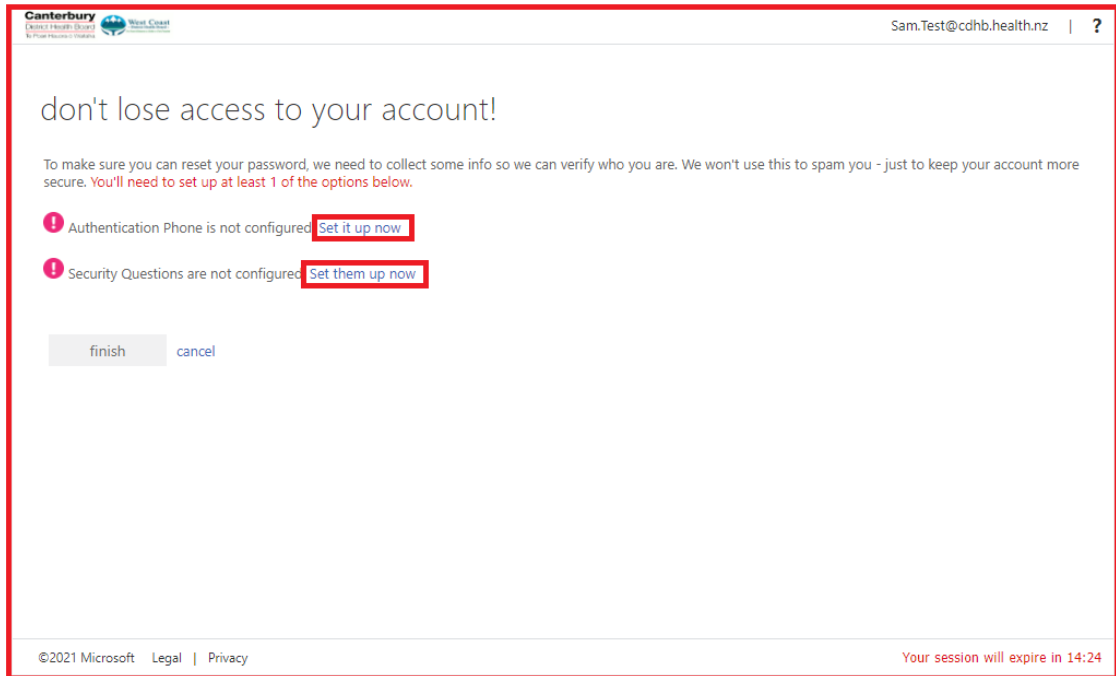
Do this to reduce the number of times you are asked to sign in.

Don't show this again

No **Yes**

Welcome to the combined West Coast and Canterbury District Health Boards Office 365 sign-in page. Enter your email address and password to sign in. If signing in from outside a DHB location, you maybe prompted to complete an additional factor of authentication (MFA). For assistance please contact the service desk.

6. You will be presented with a screen to configure your phone and/or email to use the Self-Service Password Reset. Click **Set it up now** next to the option you wish to register. We recommend using a mobile number for Self Service Password Enrolment as it is the more secure option.



Note: If you have already registered for Self Service Password Reset, you will be presented with an option to change or verify your enrolment details.

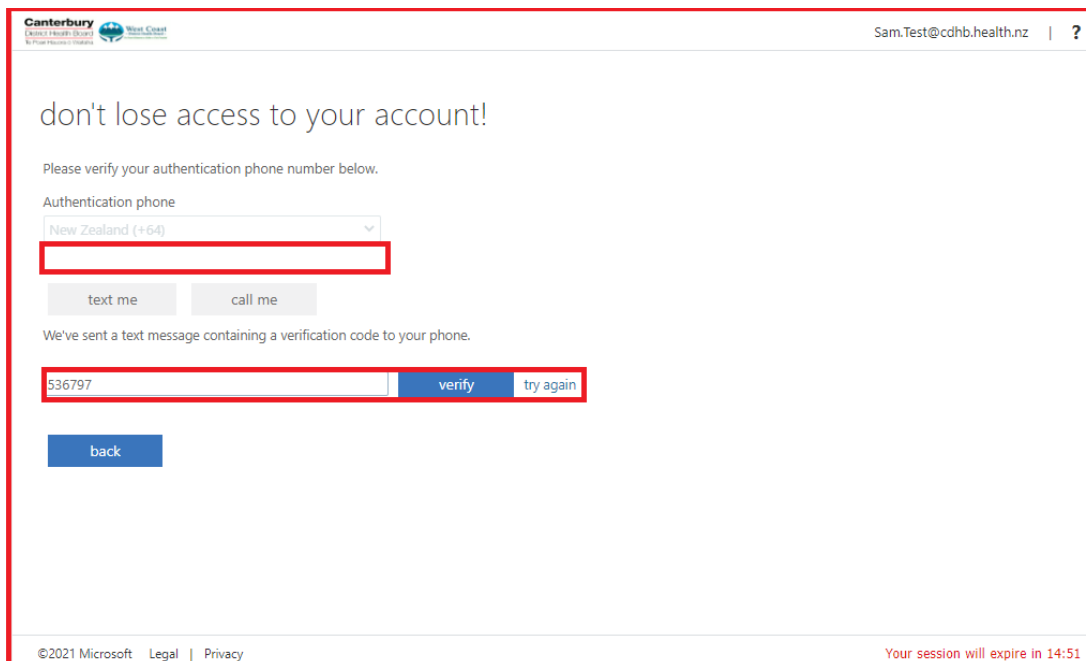
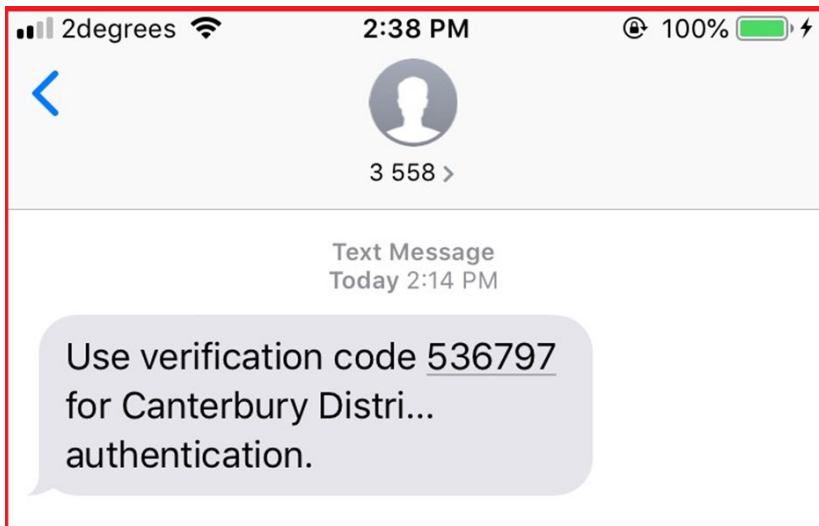
7. Enter your authentication details and verification code. It might take a few minutes to receive your verification code.

Phone Example

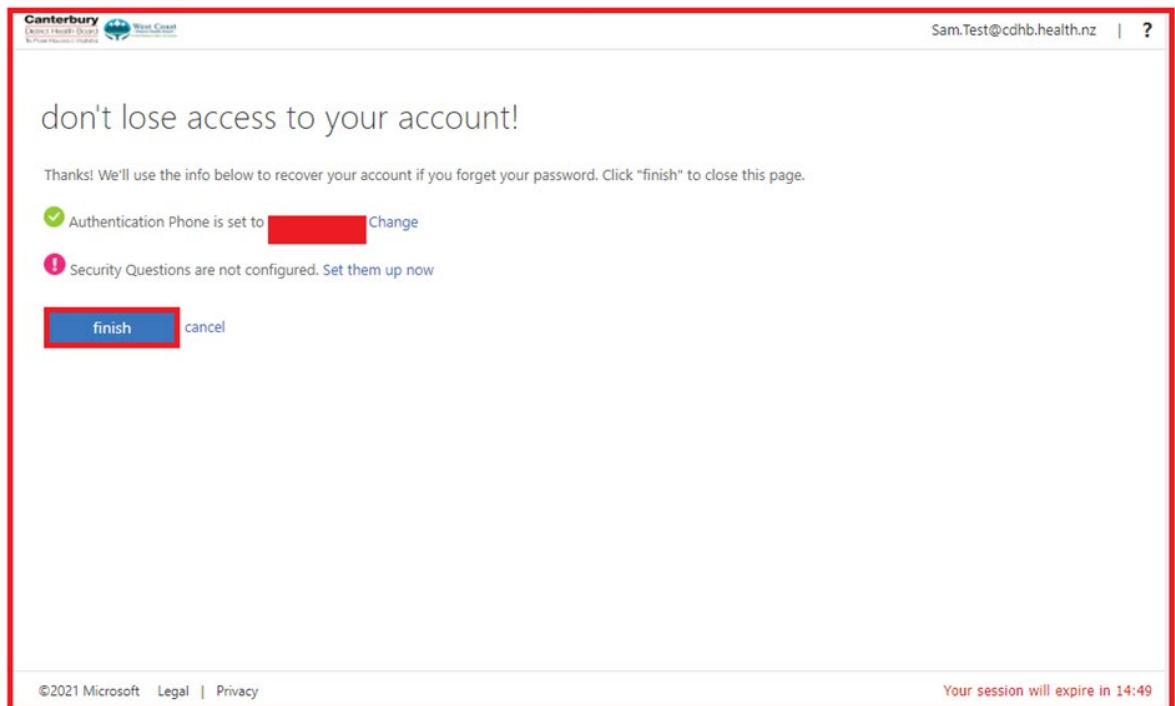
Enter your phone number, then select. Select **text me** or **call me**.

If you selected **text me**, check your phone for the verification code sent. If you selected **call me**, you will receive a phone call with an automated recording; press # to hear the verification code.

Please note if you have call screening, the recording will start automatically when the call “appears” to be picked up.

A screenshot of a web verification page. The page header includes the 'Canterbury District Health Board' logo and 'Sam.Test@cdhb.health.nz | ?'. The main heading is 'don't lose access to your account!'. Below it, the text reads 'Please verify your authentication phone number below.' There is a form for 'Authentication phone' with a dropdown menu set to 'New Zealand (+64)' and an empty input field. Below the input field are two buttons: 'text me' and 'call me'. A message states 'We've sent a text message containing a verification code to your phone.' Below this, there is a text input field containing '536797', a 'verify' button, and a 'try again' button. A 'back' button is located at the bottom left. The footer contains '©2021 Microsoft Legal | Privacy' and 'Your session will expire in 14:51'.

8. When you are finished enrolling, click **Finish**. You are now registered to use Self-Service Password Reset!



Note: if you want to change or update your Authentication method (e.g. phone number or change your security questions) click **Change** and follow steps 6 and 7 again.

9. You will automatically be redirected to your Office 365 Account, My Apps page. You can close the browser once you are finished with the enrolment.
10. Use the following link to use the Self-Service Password Reset Tool:
<https://aka.ms/sspr>

