



Forgot Your Password or Need to Change the Password?

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Forgot your Password? – How to use Self-Service Password Reset

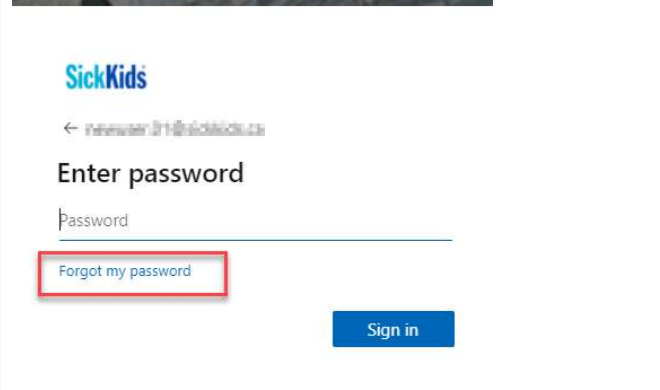
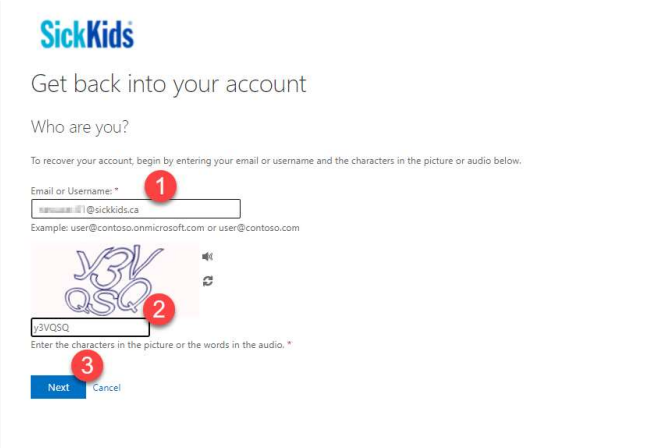
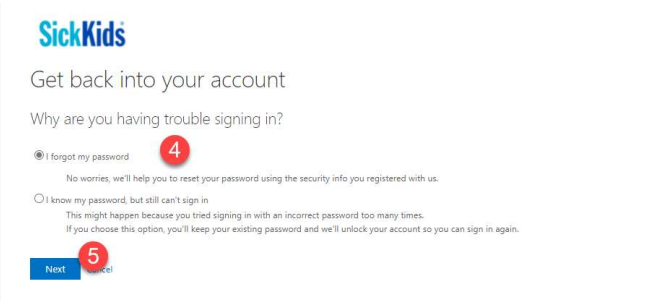
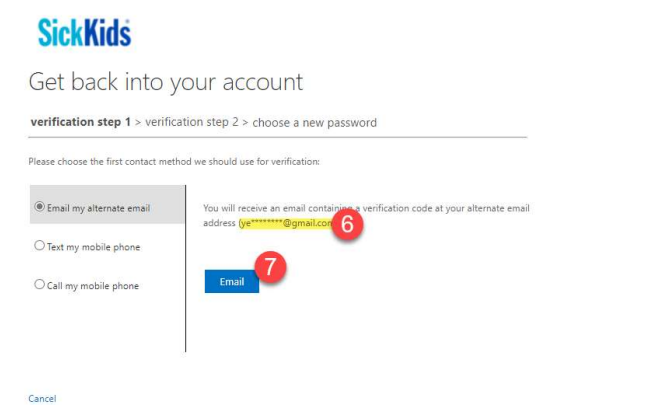
Before you begin, Microsoft Self-Service Password Reset works if you have already set up its Multi-Factor Authentication (MFA) and Self-Service Password Reset (SSPR). If you have not logged in or have not set it up, please call the Service Desk for assistance at 416-813-6722.

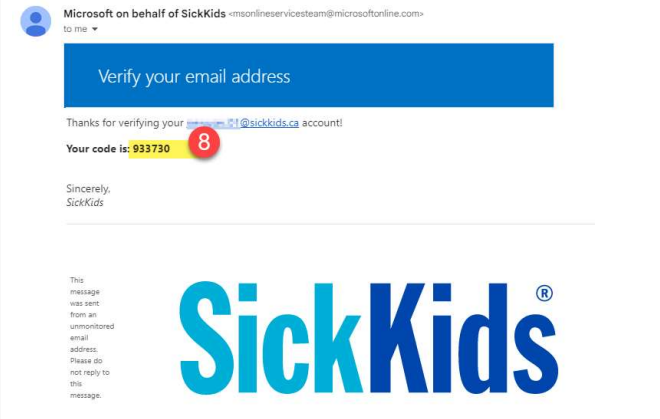
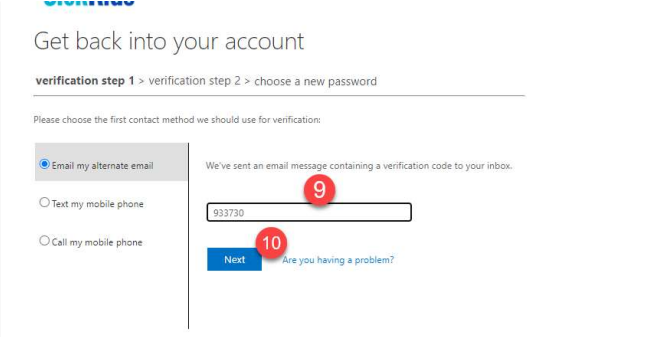
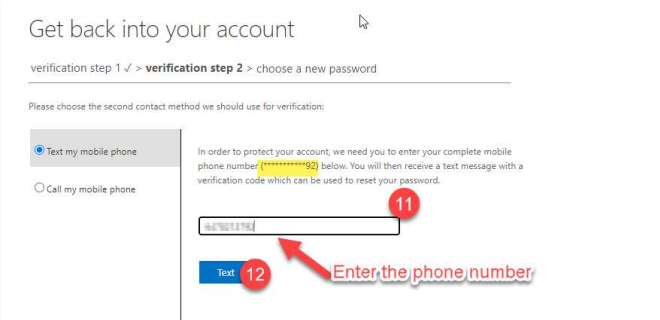
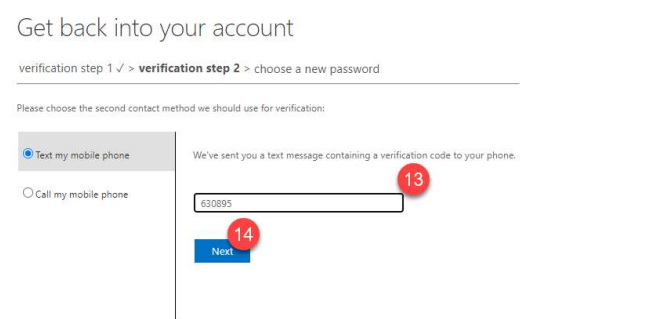
Tip: Prepare your new password ahead of time by following the requirements below.

Password Requirements:


- Contains 12 or more characters
- Does not contain your SickKids username
- Does not contain 3 consecutive identical characters or numbers (e.g., aaa, 111)
- Does not contain more than 2 sequential characters on a keyboard (e.g., qwert or 1234)
- Cannot be all numbers (e.g., 011551, 1980123)
- Use a short sentence or phrase. Something special to you and easy to remember.
(Example: "I love to walk my dog every morning")

IMPORTANT! You will need to access your registered email address and phone to reset your password through this service.

	<p>Click on Forgot my password, located under the Enter password field or click on the URL below https://passwordreset.microsoftonline.com/</p>
	<p>Enter your SickKids email address, if it is not populated already. Enter the characters displayed in the picture or the words from the audio and click Next.</p>
	<p>Select I forgot my password and click Next.</p>
	<p>The system will send a code to your registered alternate email address, as hinted on the screen. Before you click on Email, please ensure that you have access to your alternate email account.</p>

 <p>Microsoft on behalf of SickKids <msonlineservicesteam@microsoftonline.com> to me</p> <p>Verify your email address</p> <p>Thanks for verifying your @sickkids.ca account!</p> <p>Your code is: 833730</p> <p>Sincerely, SickKids</p> <p>This message was sent from an unmonitored email address. Please do not reply to this message.</p> <p>SickKids®</p>	<p>Check your alternate email account for an email from Microsoft on behalf of SickKids <msonlineservicesteam@microsoftonline.com> and copy the code included in the email.</p>
 <p>Get back into your account</p> <p>verification step 1 > verification step 2 > choose a new password</p> <p>Please choose the first contact method we should use for verification:</p> <p><input checked="" type="radio"/> Email my alternate email We've sent an email message containing a verification code to your inbox.</p> <p><input type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p> <p>Next Are you having a problem?</p>	<p>Paste the code from the email into the box and click Next.</p>
 <p>Get back into your account</p> <p>verification step 1 ✓ > verification step 2 > choose a new password</p> <p>Please choose the second contact method we should use for verification:</p> <p><input checked="" type="radio"/> Text my mobile phone In order to protect your account, we need you to enter your complete mobile phone number (#####92) below. You will then receive a text message with a verification code which can be used to reset your password.</p> <p><input type="radio"/> Call my mobile phone</p> <p>Text</p> <p>Enter the phone number</p>	<p>You will be presented with the last 2 digits of your registered phone number. Please enter your full phone number, including the area code, and click Text</p>
 <p>Get back into your account</p> <p>verification step 1 ✓ > verification step 2 > choose a new password</p> <p>Please choose the second contact method we should use for verification:</p> <p><input checked="" type="radio"/> Text my mobile phone We've sent you a text message containing a verification code to your phone.</p> <p><input type="radio"/> Call my mobile phone</p> <p>Next</p>	<p>You should receive a text message: "Use verification code ##### for Microsoft authentication". Enter the code in the box and click Next.</p>



<p>Get back into your account</p> <p>verification step 1 ✓ > verification step 2 ✓ > choose a new password</p> <p>* Enter new password: 15</p> <p>* Confirm new password: 16</p> <p>Finish Cancel</p>	<p>Enter your new password in both the boxes and click Finish. (See below for password requirements)</p>
<p>Password Requirements:</p> <ul style="list-style-type: none">• Contains 12 or more characters• Does not contain your SickKids username• Does not contain 3 consecutive identical characters or numbers (e.g., aaa, 111)• Does not contain more than 2 sequential characters on a keyboard (e.g., qwert or 1234)• Cannot be all numbers (e.g., 011551, 1980123)• Use a short sentence or phrase. Something special to you and easy to remember. Example: "I love to walk my dog every morning"	
<p></p> <p>Get back into your account</p> <p>Your password has been reset</p> <p><small>We've reset your password successfully, but you'll have to wait a few minutes before the changes are committed to the cloud. After</small></p>	<p>You have successfully reset your password. Please allow 5-10 minutes to ensure that your new password is committed to the cloud space.</p> <p>Note: If you are unable to log into your SickKids-managed laptop with your new password, please bring your laptop onsite, connect it to the SickKids network, login using your new password. This will update your password on the laptop and allow you to login remotely with your new password.</p>

Changing your Password?

Your Location	Process
Remote	Visit the password change page Online Password Change or Call the Service Desk at 416-813-6722 if you encounter any issues
Onsite / on VPN	Press "Ctrl-Alt-Del" on your keyboard and select the "Change Password" option. Follow the prompts. or visit the password change page Online Password Change or if onsite, visit the Service Desk office in Black Wing, Room 1225A
Note: If you have changed your password remotely and are unable to login to your SickKids-managed laptop using the new password, please follow KB0010380 to sync your new password on a laptop remotely.	



How to Get Help

The SickKids Service Desk operates 24/7. If you need any assistance, please call 416-813-6722 or email service.desk@sickkids.ca

When emailing the Service Desk, please include the following details:

- Add "Password Reset Help" in the subject line
- CC your manager.
- Your best contact number and the time you would like to be called
- Describe the issue you encountered with the password reset
- Attach screenshots if you receive any error messages.

If you are calling, please be aware that Service Desk lines can be busy during business hours. If it's not urgent, consider calling after hours or on the weekends.

Thank you,



Service Desk

<https://servicenow.sickkids.ca> | 1-416-813-6722 | service.desk@sickkids.ca