




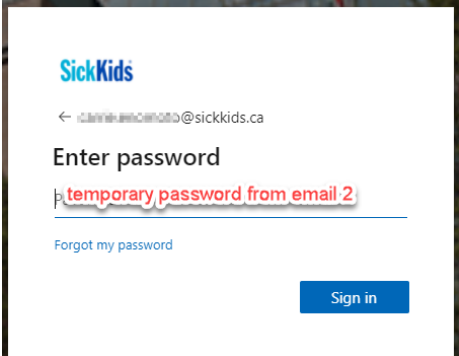
# How to Login to SickKids Service - First time access

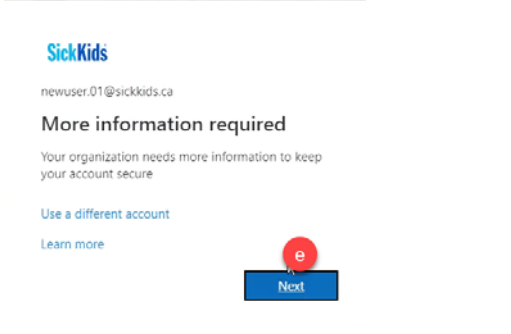
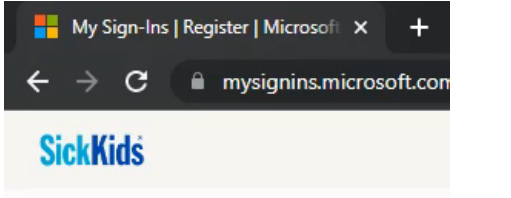
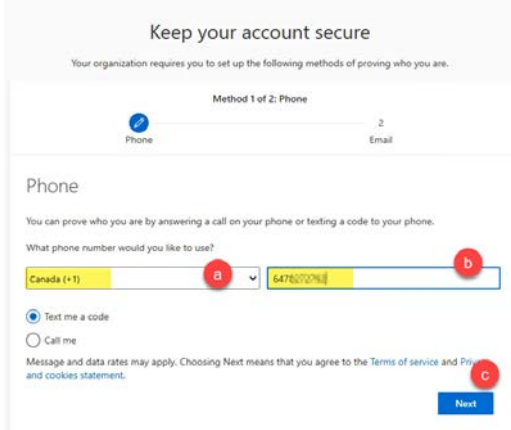
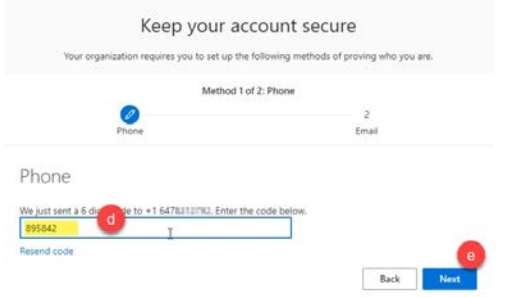
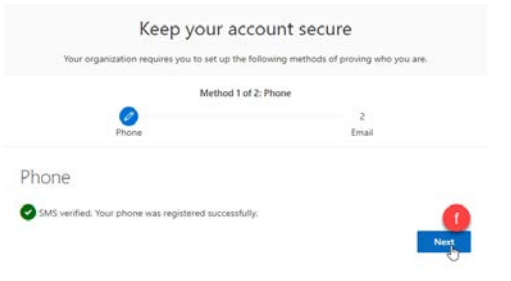
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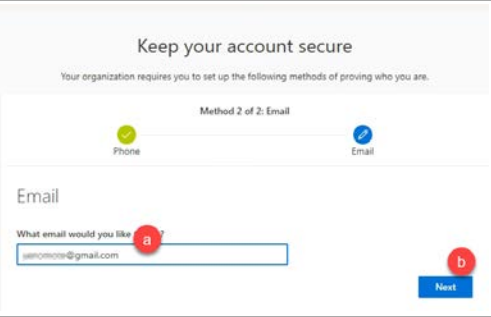
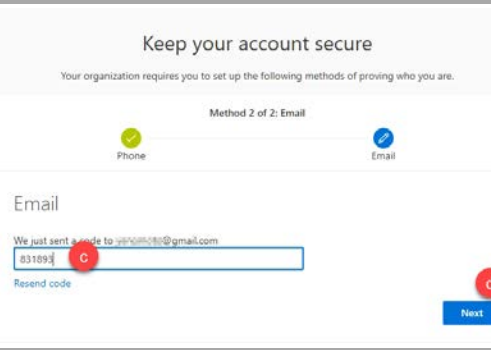
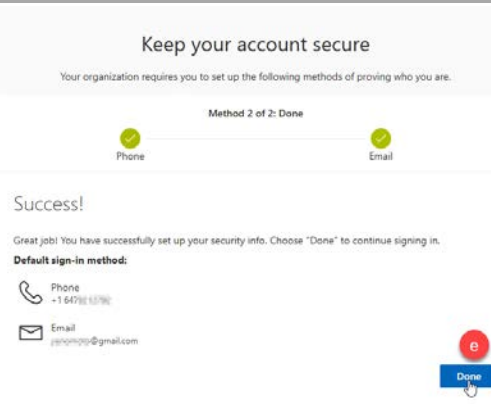
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## 1 LOGIN TO YOUR AZURE ACCOUNT AND SETUP MFA AND SSPR

**Before you begin:** Please ensure that you have received your Windows login, Azure AD login account, and temporary password from Welcome to SickKids Onboarding emails (2 emails) or received them from Service Desk.

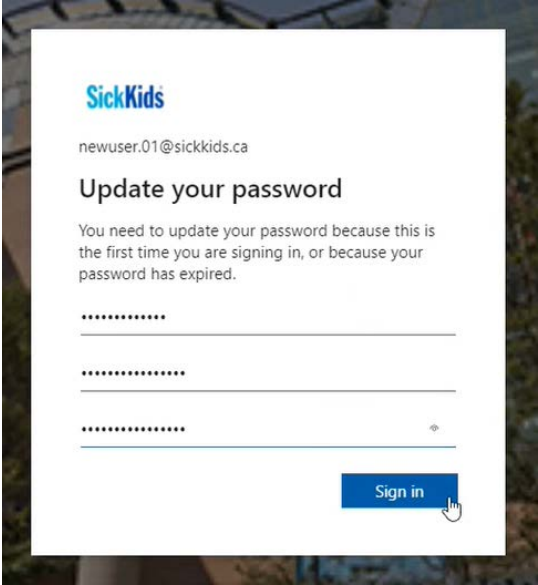

Visit ,Microsoft Login ( <a href="https://myoffice.sickkids.ca">myoffice.sickkids.ca</a> )	
 A screenshot of the Microsoft Login page for SickKids. The page shows the SickKids logo, a 'Sign in' heading, and a text input field containing the email address 'newuser.01@sickkids.ca'. A red circle labeled 'a' is positioned over the email input field. Below the input field is a link that says 'Can't access your account?'. At the bottom of the page are two buttons: a grey 'Back' button and a blue 'Next' button. A red circle labeled 'b' is positioned over the 'Next' button.	You will be directed to <a href="https://login.microsoftonline.com">login.microsoftonline.com</a> . Enter your Azure AD Login from email 1
 A screenshot of the Microsoft Login 'Enter password' page for SickKids. The page shows the SickKids logo, a back arrow, and the email address 'newuser.01@sickkids.ca'. Below this is the heading 'Enter password' and a text input field containing the text 'temporary password from email 2'. A red circle labeled 'c' is positioned over the password input field. Below the input field is a link that says 'Forgot my password'. At the bottom of the page is a blue 'Sign in' button.	Enter your temporary password from Email 2 <b>Sign in</b>

	<p>You may receive this message prompting you to set up MFA and SSPR. If you are a returning user, or you are on SickKids Network, you may not see this message. (if you are not prompted, You will be redirected to <a href="#">Update Your Password</a>)</p> <p>Click <b>Next</b> to proceed.</p>
	<p>You will be redirected to “My Sign-Ins” Page</p>
<b>Setting up you Phone number</b>	
	<p>You are asked to enter your Phone number. You will need to have your phone with you to complete this setup.</p> <p>Click ‘Next’ to receive code on your phone.</p>
	<p>Enter the code you received on your phone in the box and click “Next”</p>
	<p>You will see the confirmation message shown on the left.</p> <p>Click “Next”</p>

Setting up your Alternate email address	
	<p>You are asked to enter your alternate email address. <b>You cannot use a SickKids email address</b> and you will need to have access to this email address to complete the step.</p> <p>Click 'Next' to receive a code via the email account you provided.</p>
	<p>Enter the code you received on your email account in the box and click <b>"Next"</b></p>
	<p>You will see the confirmation message shown on the left.</p> <p>Click <b>"Done"</b> to exit the setup.</p>

## 2 UPDATE YOUR PASSWORD

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Update your password	
	<p>You will be prompted to change your password. Review the requirements below and update your password.</p>
<p><b>Password Requirements:</b></p> <ul style="list-style-type: none"><li>• Contains 12 or more characters</li><li>• Does not contain your SickKids user name</li><li>• Does not contain 3 consecutive identical characters or numbers (ex: aaa, 111)</li><li>• Does not contain more than 2 sequential characters on a keyboard (ex: qwert or 1234)</li><li>• Cannot be all numbers (ex: 011551, 1980123)</li><li>• Use a short sentence or phrase. Something special to you and easy to remember. (example: 'I love to walk my dog every morning')</li></ul>	
	<p>Your password change takes time to propagate to all cloud servers. Please wait for about 15 min before you try the Next Step</p>



### 3 WELCOME TO SICKKIDS ONBOARDING PAGE ON SERVICENOW

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Please visit [Welcome to SickKids Onboarding](#) on ServiceNow. The page lists frequently asked/requested items by new staff/trainees.

### 4 HOW TO GET HELP

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Please reach out to the Service Desk if you require any assistance. Our Service Desk operates 24/7 and can be reached at 1-416-813-6722 or email [service.desk@sickkids.ca](mailto:service.desk@sickkids.ca).

For smooth assistance, if you are emailing your issues to the Service Desk ([service.desk@sickkids.ca](mailto:service.desk@sickkids.ca)) please include the following.

- Add the "Welcome to Sickkids Onboarding" to your email title.
- Cc your department administrator
- **Your phone number** and a time that is best to reach you.
- Description of the issues.
- Attach screenshots if you are getting any errors.

TIPS: Service Desk phone lines tend to be busy during business hours, try calling the line after hours or on the weekend.

Thank you,



Welcome to SickKids Onboarding Working Group

Contact Service Desk 1-416-813-6722 | [service.desk@sickkids.ca](mailto:service.desk@sickkids.ca) for inquiries and issues.