How to Login to SickKids Service - First time access

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1 YOUR WINDOWS LOGIN ACCOUNT – Resetting password

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.

• Login using your Windows login username and temporary password included in your ‘Welcome to SickKids Onboarding’ email.

![Login Screen]

• You will be prompted to change your password.

![Password Change Screen]

**Password Requirements:**
- Contains 12 or more characters
- Does not contain your SickKids user name
- Does not contain 3 consecutive identical characters or numbers (ex: aaa, 111)
- Does not contain more than 2 sequential characters on a keyboard (ex: qwert or 1234)
- Cannot be all numbers (ex: 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’)

You will receive “**Incorrect username or password**” if your new password does not meet the requirements. Review the list carefully and retry.
You will see “Welcome to Citrix Receiver” message once you have successfully updated your password. You can close this screen and exit.

**IMPORTANT:** Please wait for about 10 min before trying to perform the next step as it takes time for your new password to be synchronized in cloud services.

## 2 Your Azure AD Log In and Setting Up Multi-Factor Authentication (MFA) and Self-Service Password Reset (SSPR)

Azure AD Login is used for many of our Cloud hosted services. ServiceNow is one of them. When you login to Azure AD, you will be prompted to set up MFA and SSPR.

### Why do you need to set up Multi-Factor Authentication (MFA) and Self-Service Password Reset (SSPR)?

- **MFA** allows you to log into Microsoft 365 or other SickKids Cloud services when you are away from the hospital (at home, or from other organizations you might be affiliated with).
- **SSPR** allows you to reset your password in a safe way when you forget your password by just clicking on ‘Forgot my password’ link on the login screen.

Click on **ServiceNow Welcome to SickKids Onboarding**.

You will be redirected to Microsoft login page as appearing below. Enter your Azure AD login ID (from your welcome email) and click “Next”.

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Enter your own password from the Step 1 (previous page) and click Sign in.

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, please skip to section 3)

Click Next to proceed.

You will be redirected to “My Sign-Ins” Page.

Setting up your Phone number

You are asked to enter your Phone number. You will need to have your phone with you to complete this setup.

Click ‘Next’ to receive code on your phone.
Enter the code you received on your phone in the box and click “Next”

You will see the confirmation message shown on the left.
Click “Next”

You are asked to enter your alternate email address. You cannot use SickKids email address and you will need to have access to this email address to complete the step.
Click ‘Next’ to receive code via the email account you provided.

Enter the code you received on your email account in the box and click “Next”
You will see the confirmation message shown on the left.

Click “Done” to exit the setup.

If you are on your own personal computer, you click “Don’t show this again” and “Yes”. If you are sharing devices, Select “No”.

You will be directed to Welcome to SickKids Onboarding page on ServiceNow.

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**3  WELCOME TO SICKKIDS ONBOARDING PAGE ON SERVICENOW**

Welcome to SickKids Onboarding on ServiceNow lists frequently asked/requested items by new staff/trainees.

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**4  HOW TO GET HELP**

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.
For smooth assistance, if you are emailing your issues to the Service Desk (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** we can contact and when we can call 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 weekend.

Thank you,

**Welcome to SickKids Onboarding Working Group**

Contact Service Desk 1-416-813-6722 | service.desk@sickkids.ca for inquiries and issues.