



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

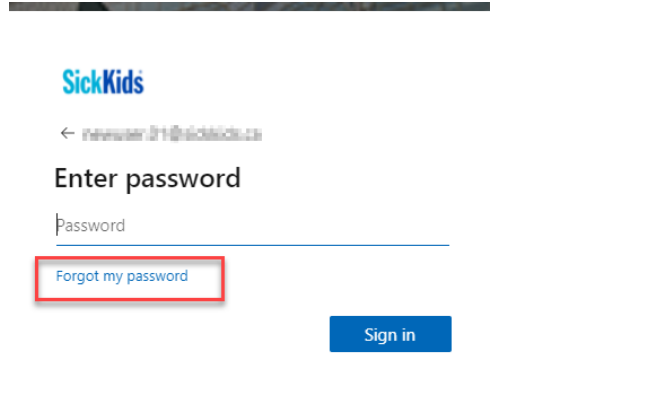
Before you begin, Microsoft Self-Service Password Reset works if you have already set up its Multi-Factor Authentication (MFA) and Self-Service Password Reset (SSPR). If you have not logged in or have not set it up, please call the Service Desk (416-813-6722).

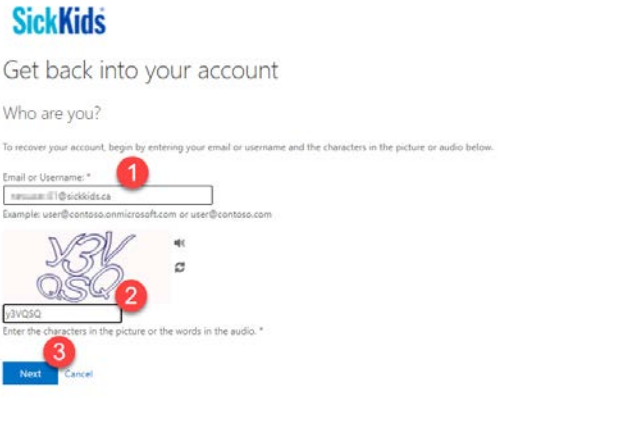
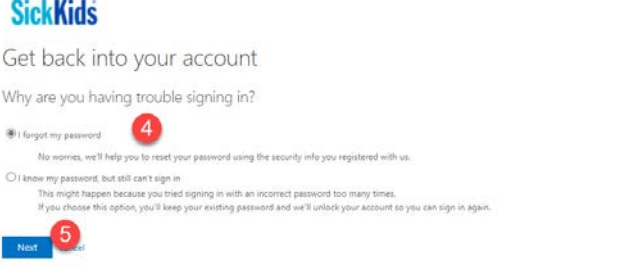
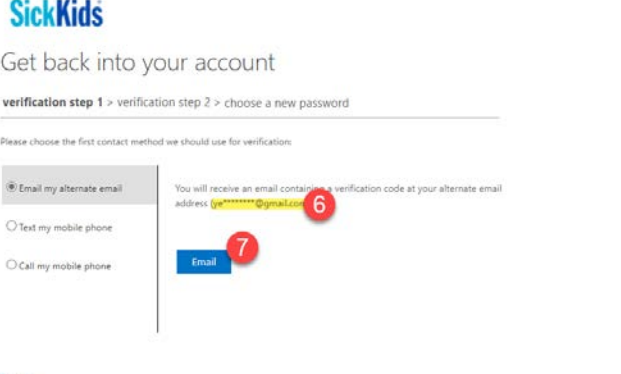
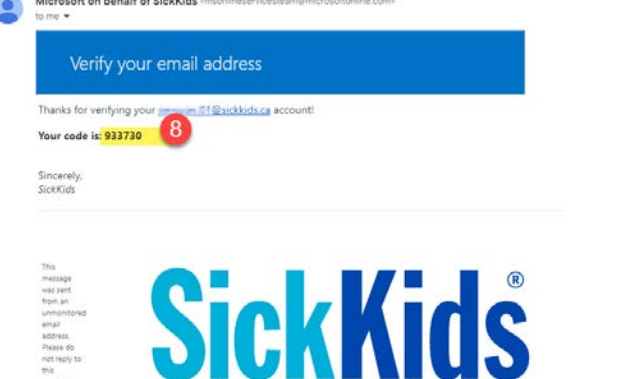
Tips: Prepare your new password ahead of time.

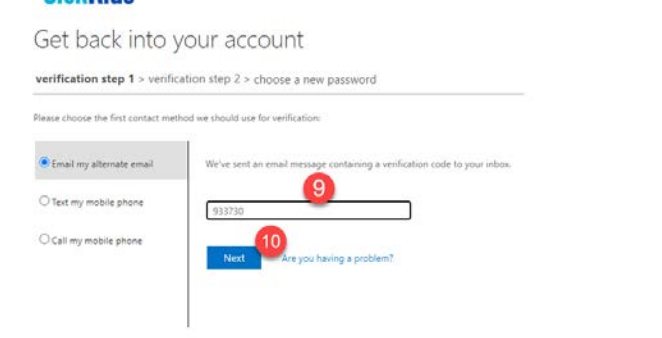
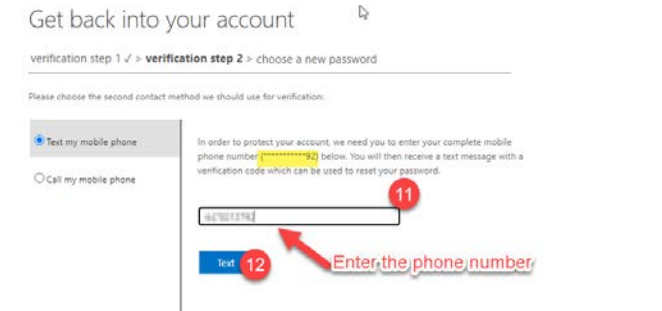
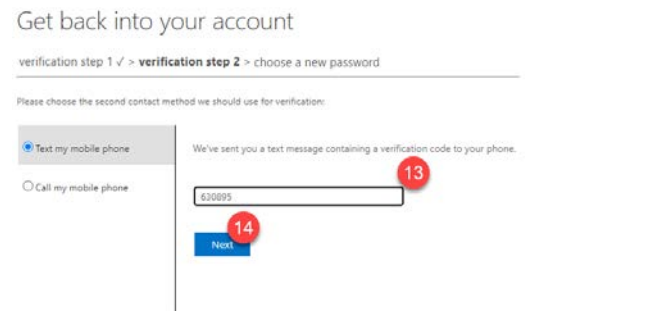
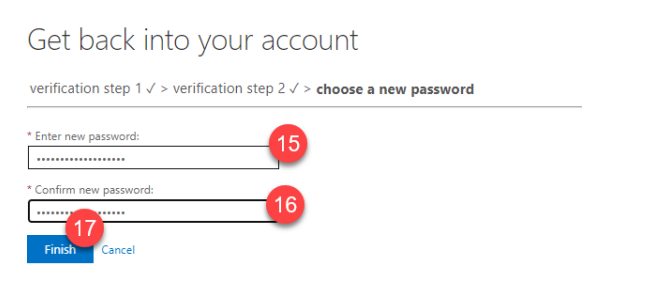
Password Requirements:

- Contains 12 or more characters
- Does not contain your SickKids username
- 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')

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>
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	<p>Enter your SickKids email address if it is not populated already. Enter the characters in the picture or the words in the audio and click Next</p>
	<p>Select 'I forgot my password' and click Next</p>
	<p>System will send you a code to your registered alternate email address hinted on the screen. Before you click 'Email', please ensure that you have access to the alternate email account.</p>
	<p>Find an email from Microsoft on behalf of SickKids <msonlineserviceteam@microsoftonline.com> from your alternate email account and copy the code included in the email.</p>

	<p>Paste the code from the email in the box and click 'Next'.</p>
	<p>You will be presented with the last 2 digits of your registered phone number. Please enter the phone number (including the area code) and click Text</p>
	<p>You should receive a text message: 'Use verification code ##### for Microsoft authentication'. Please enter the code in the box and click Next.</p>
	<p>Enter your new password in both boxes and click Finish. (See below for the 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 (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') 	



<p>SickKids</p> <p>Get back into your account</p> <p>Your password has been reset</p> <p>We've reset your password successfully, but you'll have to wait a few minutes before the changes are committed to the cloud. After</p>	<p>You have now successfully reset your password. Please allow 5-10 minutes to ensure that your new password is committed to the cloud space.</p>
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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 'Password reset help'.
- Cc your manager.
- Your phone number we can contact and when we can call you.
- Please describe the issue you had with password reset
- Attach screenshots if you are getting any errors.

TIPS: If you are calling, please note that Service Desk lines tend to be busy during business hours, try calling the line after hours or on the weekend.

Thank you,



Service Desk

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