



How to Register for Self Service Password Reset

Quick Reference Guide

Introduction

This Quick Reference Guide (QRG) is intended for users who are not connected to the WA Health network, and need to register for the Self Service Password Reset.

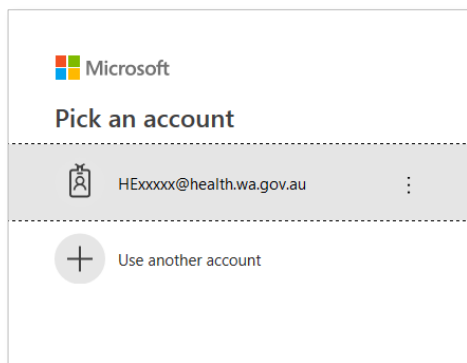
This registration process needs to be completed before you can perform the following using Self Service Password Reset:

- Changing your Password.**
Refer to QRG 'How to Change your Password'.
- Unlocking your Account.**
Refer to QRG 'How to Unlock your Account'.

Step 1

Go to <https://myapps.microsoft.com> and select your WA Health account (e.g. hexxxxx@health.wa.gov.au) to access the Azure portal.

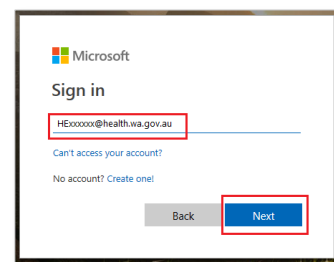
If this site has been previously accessed on the device you are using, then you will be presented with a list of one (1), or more, accounts to select from. Click on your WA Health account in the list.



Note: If your WA Health account does not appear in the list, click on the 'Use another account option' and you will be taken through step 2.

Step 2

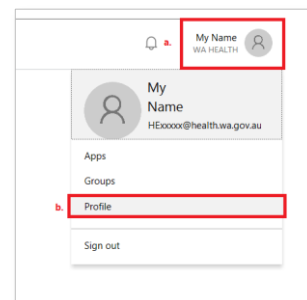
If this site has not previously been accessed on the device you are using, then you will be prompted to sign in. **Log in using your HE number** (e.g. hexxxxx@health.wa.gov.au) and password.



Step 3.1

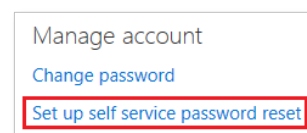
Once you have successfully logged into the Azure portal:

- Click on the icon in the top right hand corner of the screen, next to your name, OR if using a mobile device click on the menu selector to expand your view (the three horizontal lines), and
- select the option 'Profile' from the drop-down menu.



Step 3.2

Click on the menu item 'Set up self service password reset'.



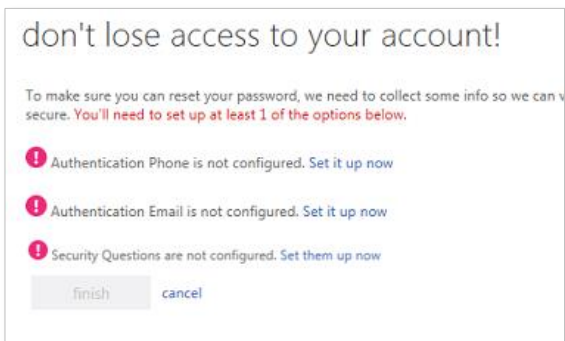
Step 4

To make sure you can reset your password, Microsoft needs to collect some additional information so the system can verify who you are. The self service password reset data will not be used to spam you – just to keep your account more secure.

By default, you'll need to select at least one (1) of the following and click 'Set it up now' or 'Set them up now'.

- Set up an **Authentication Phone** number,
- set up an **Authentication Email** address (not your WA Health work email), or
- set up five (5) **Security Questions**.

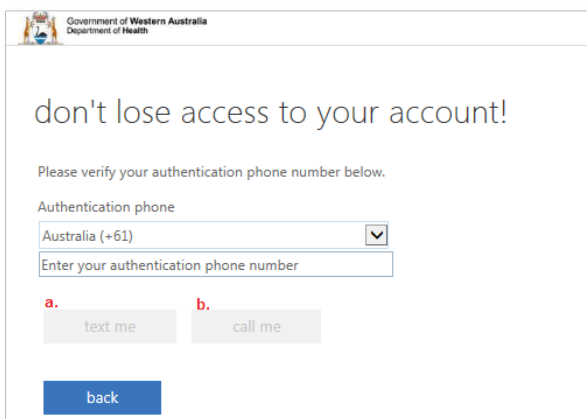
Note: It is recommended to select at least two (2) verification options. This way if one (1) option does not work (e.g. mobile phone battery is flat), then you have a second option to fall back on.



Step 4.1

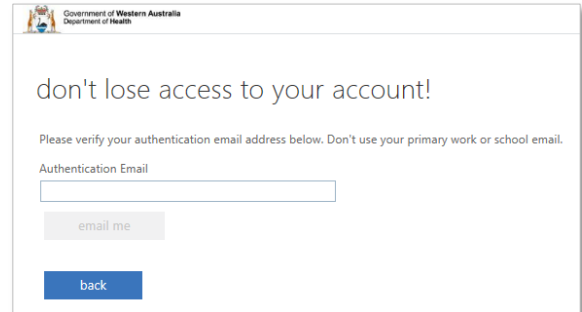
To set up your **Authentication Phone** as your chosen authentication, 'Enter your authentication phone number'. Then, select either:

- Text me, or
- call me.

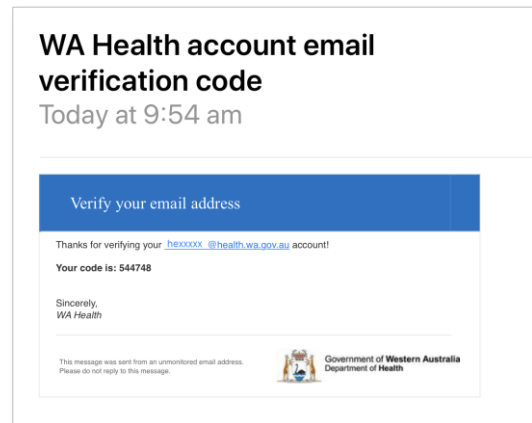


Step 4.2

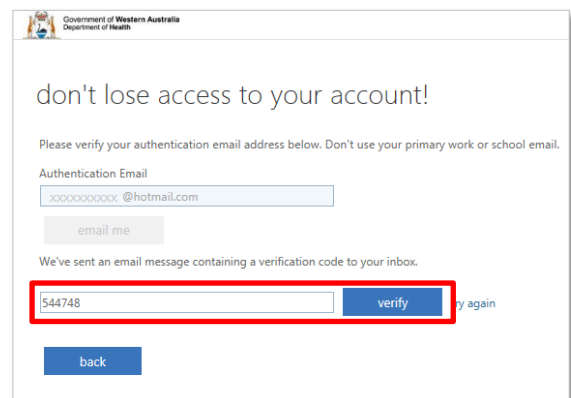
- To set up an **Authentication Email** as your chosen authentication, enter your authentication email (not your WA Health work email), and select 'email me'.



- The system will send an email to your nominated personal email address.

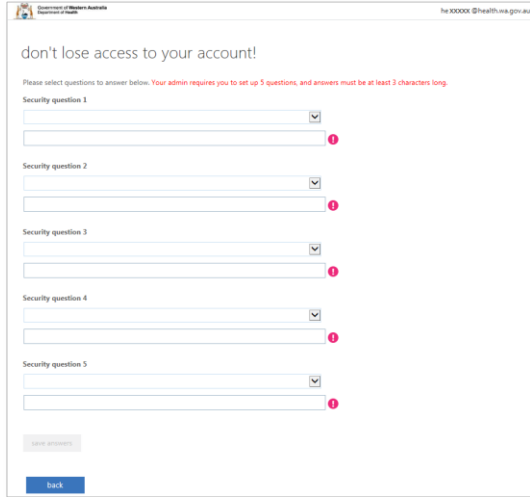


- Enter the code shown from the email message into the empty field. Click 'verify'.



Step 4.3

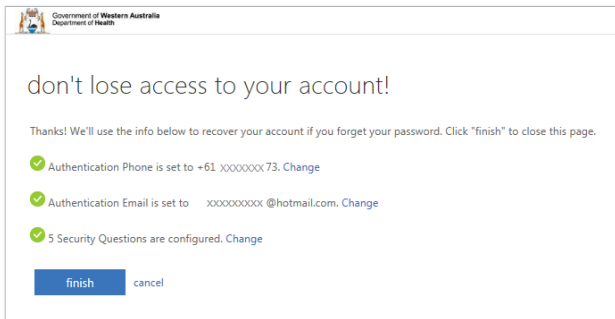
To set up **Security Questions** as your chosen authentication, you will need to complete all five (5) security questions and your answers must be at least three (3) characters long. Then, select 'save answers'.



The screenshot shows a web page titled "don't lose access to your account!". At the top left is the Government of Western Australia logo and "Department of Health". At the top right is the email address "heXXXXXX@health.wa.gov.au". Below the title, there is a red instruction: "Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long." The page contains five "Security question" sections, each with a dropdown menu, a text input field, and a red exclamation mark icon. At the bottom left is a "save answers" button, and at the bottom center is a "back" button.

Step 5

If your authentication method(s) has been setup successfully, then a green tick will appear beside it, as per below, and select 'finish'.



The screenshot shows the same "don't lose access to your account!" page. Below the title, there is a message: "Thanks! We'll use the info below to recover your account if you forget your password. Click 'finish' to close this page." There are three green checkmarks indicating successful configuration: "Authentication Phone is set to +61 XXXXXXX73. Change", "Authentication Email is set to XXXXXXXX@hotmail.com. Change", and "5 Security Questions are configured. Change". At the bottom left are "finish" and "cancel" buttons.

Help! For further information, please contact your ICT Service Desk.