How to Register for Self Service Password Reset
Quick Reference Guide

Introduction
This Quick Reference Guide (QRG) is intended for users who are 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:

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

Step 1
**Please use Google Chrome if registering while connected to the WA Health Network.**

Open Google Chrome.

And then open an incognito window from the menu and selecting “New incognito window”

Step 2.1
Go to [https://myapps.microsoft.com](https://myapps.microsoft.com). Where you will be prompted to sign in. Enter your HE number (e.g. hexxxxxx@health.wa.gov.au)

Step 2.2
A pop-up window will then ask for your username and password. Login in using your HE number and password

Step 3.1
Once you have successfully logged into the portal:

a. **Click on the icon in the top right-hand corner of the screen, next to your name.**
b. **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’.

a. Set up an **Authentication Phone** number,
b. set up an **Authentication Email** address (not your WA Health work email), or
c. 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:

a. Text me, or
b. call me.

**Step 4.2**

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

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

c. 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’.

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’.

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