



How to Unlock your Account

Quick Reference Guide

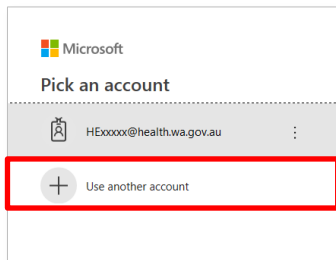
Introduction

This Quick Reference Guide (QRG) is intended for users who are not connected to the WA Health network, and need to unlock their account.

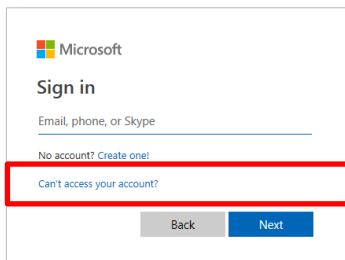
Note: To be able to unlock your account, you must have completed the Self Service Password Reset registration process. Refer to QRG 'How to Register for Self Service Password Reset'.

Step 1

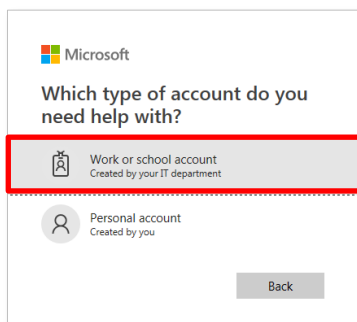
- Go to <https://myapps.microsoft.com> and select 'Use another account'. **DO NOT** select your WA Health account (e.g. hexxxxx@health.wa.gov.au).



- Select 'Can't access your account?'

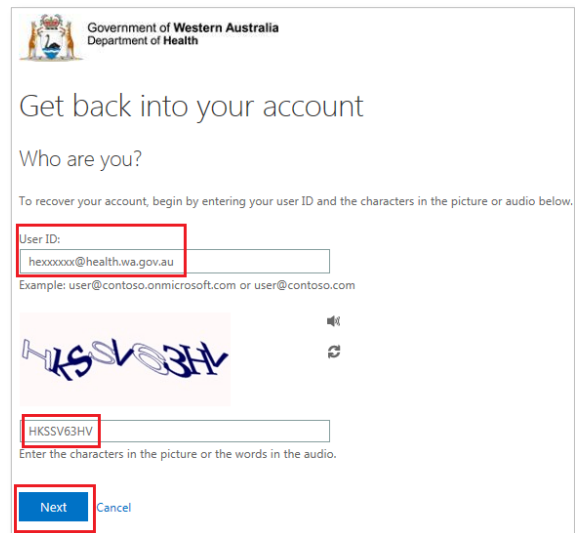


- The system will prompt you to select an account. Select 'Work or school account. Created by your IT Department'.



Step 2

- Log in using your HE number (e.g. hexxxxx@health.wa.gov.au).**
Note: Do not use the 'firstname.surname@health.wa.gov.au' version of your email address as it will not be accepted.
- Enter the 'CAPTCHA' characters showing on the page.
- Click 'Next'.



Note: This Microsoft feature may require you to click on the audio icon to hear the letters or click the circular arrow icon to refresh the characters showing.

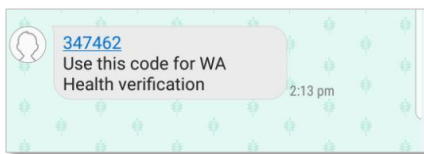
The system will prompt you to provide authentication details, depending on which verification type (mobile phone number, email address or security questions) you selected as your default when registering for Self Service Password Reset.

Choose the preferred contact method for verification:

- Step 3.1 Authentication Phone (Go to Step 3.1),
- Step 3.2 Authentication Email (Go to Step 3.2), or
- Step 3.3 Security Questions (Go to Step 3.3).

Step 3.1 Authentication Phone

- a. The system will send a text message to your nominated mobile phone number.

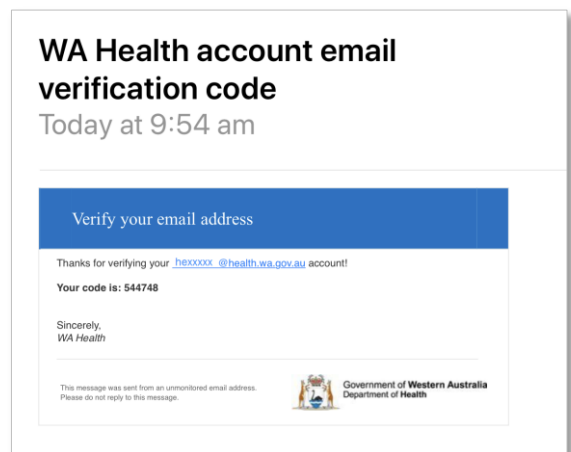


- b. Enter the text code shown in the text message into the empty field. Click 'Next'.

- c. Proceed to Step 4.

Step 3.2 Authentication Email

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



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

- c. Proceed to Step 4.

Step 3.3 Security Questions

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Department of Health

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

What was the make and model of your first car or motorcycle?
xxxxxxxx

What school did you attend for sixth grade?
xxxxxxxx

What was your favorite sport in high school?
xxxxxxxx

Next [Contact your administrator](#)

- Three (3) security questions are selected at random out of the five (5) security questions registered. Enter the answers to each question exactly how they were answered when registering for Self Service Password Reset.

- Click 'Next'.

Note: If you forget the answers to your security questions, then contact your ICT Service Desk.

- Proceed to Step 4.

Step 4

- Enter your new password.
- Retype the password in the 'Confirm new password' field.
- Click 'Finish'.

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Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:
xxxxxxxx

* Confirm new password:
xxxxxxxx

Finish [Cancel](#)

Step 5

You can now access your Azure portal at <https://myapps.microsoft.com>

Note: The next time you log onto your desktop or other device connected to the WA Health Network, you will need to enter your new password.

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