

## Changing Your ClinicalConnect Temporary Password & Self Service Password Manager Enrollment

This guide provides an overview of how to change your temporary password and enroll in Self Service Password Manager (SSPM). To use the SSPM, a one time registration enrollment is required. The SSPM registration will allow you to customize your own password, reset your forgotten password yourself, change your password to a new one, or unlock your account if it is locked, without having to contact your Local Registration Authority (LRA) or calling the Help Desk.

**!** SSPM is available for users who are logging into ClinicalConnect with the Authentication Domain of Partners.

STEP

1

You should have received an email from *noreply@clinicalconnect.ca* with your temporary ClinicalConnect Password and a link to SSPM. You must first change your temporary password before attempting to log into ClinicalConnect. The LRA for your organization will contact you to provide you with your **username and enable your account**. You will need to use SSPM to log in and customize your temporary password to a new confidential password prior to logging into ClinicalConnect. Contact your LRA if you are unsure of your username or if you are unsure of the domain you should be selecting when logging into ClinicalConnect.

STEP

2

SSPM can be accessed from the following links:

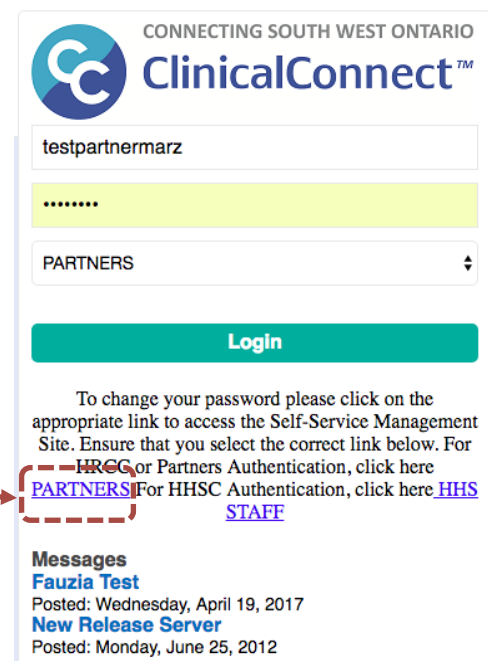
SSPM Direct link from **Desktops**: <https://pm.clinicalconnect.ca>

SSPM Direct link from **Mobile Devices**: <https://pm.clinicalconnect.ca/m>

SSPM can also be accessed from the **ClinicalConnect login** page <https://clinicalconnect.ca>

**!** You cannot use your temporary password to log into ClinicalConnect. You must change it first.

Select the **PARTNERS** link below the login to access the SSPM site.



STEP 3

Enter your Username and your temporary password. If you are unsure of your username, contact your LRA.

Select the Partners then click "Login."

STEP 4

Your new password requirements are identified on the screen. Use the fields provided to create a new confidential password and confirm your new password.

Enter your temporary **password** in the Old Password field then enter your new password in the fields provided.

The **Password Strength** indicator updates to show the strength of your new password when you type it into the provided fields. This is based on the password requirements.

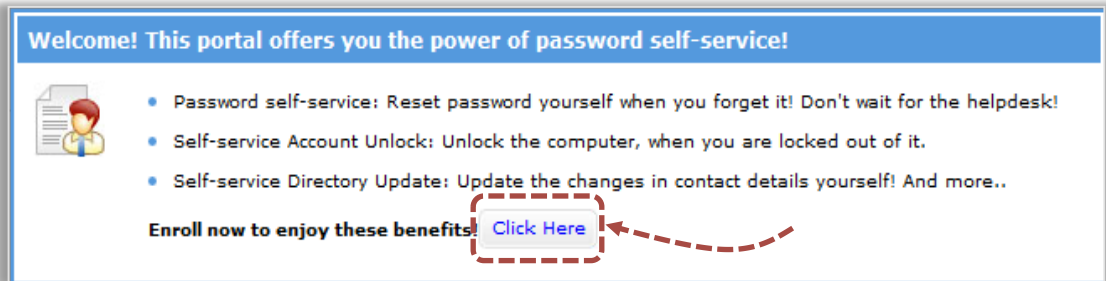
The following confirmation message will appear once your password has been successful changed. You will then be prompted to enrol in the SSPM service.

## Self Service Password Manager Enrollment

STEP  
5

To use the SSPM service, a one-time enrolment process is required. The SSPM registration will allow you to customize your own password, reset your forgotten password yourself, change your password to a new one, or unlock your account if it is locked, without having to contact your Local Registration Authority (LRA) or calling the Help Desk.


Click on the link provided to continue with the **Self Service Password Manager Registration**.



STEP  
6

**Security Question and Answer Identification:** You will be required to select four security questions from a listing and provide answers to these questions. These security questions and the correct answers will be used to confirm your identity in the future when using SSPM. Your SSPM enrollment information will be used to verify your identity should you need to reset your password or unlock your account in the future.

Click on each of the drop down fields to select your questions and provide your answers.

 Ensure you remember your correct answers (and correct spelling) as you will need to provide the answers at a later date should you forget your password or need to unlock your account.

Click **“Update”** when finished.

STEP

7

Click on **“My Info”** to update your personal information.

Remember to update your mandatory **“Personal Phrase”** which will be used to verify your identity.

✓ You have enrolled for password self-service successfully!  
When you request for password self-service, you will be authenticated using this info.

Click on **My Info** to edit your own details.

Click **“Update”** when finished then click **“Sign Out”**.

CONNECTING SOUTH WEST ONTARIO  
ClinicalConnect

Welcome, **testpartnermarz**  
[Sign Out](#), [Personalize](#)

My Info | Change Password | Enrollment

**Self Update** Mobile Access Help

Update your personal information, such as contact details, in this page.

**Group 1** \* Mandatory Help Card

Display name : Test Partner Marz  
E-mail : cran@hhsc.ca  
\* Personal Phrase : banana

Title : ICT  
Company : HHS

Please enter any word or number or phrase that will be used to verify your identity when calling Helpdesk. Do not use your password here as the field will be visible to Helpdesk staff.

**Update**

CONNECTING SOUTH WEST ONTARIO  
ClinicalConnect

Welcome, **testpartnermarz**  
[Sign Out](#), [Personalize](#)

My Info | Change Password | Enrollment

**Display Settings**

Use this feature to change this portal to your favorite color or set your preferred language!  
Successfully updated.

Choose Language : English  
Change Theme Colour : [Color Picker]  
Font Family : Verdana  
Font Size : 10px  
Choose Welcome Name : testpartnermarz

**Save** **Reset**

**Personalize Your SSPM (Optional):**

Before you sign out, you may choose to customize the way your SSPM appears by accessing the **Personalize** link.

Use the fields provided to customize:

- Desired language
- Theme color
- The font style & size
- A desired welcome name



Your temporary Password is now changed and you are ready to log in to ClinicalConnect.

**ClinicalConnect login** page <https://clinicalconnect.ca>

Enter your **User Name** and your **new confidential Password**

**!** If you have difficulty using the Self Service Password Manager, please contact the Help Desk 905-521-2100 ext. 43000 or email [helpd@hpsc.ca](mailto:helpd@hpsc.ca)