

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>

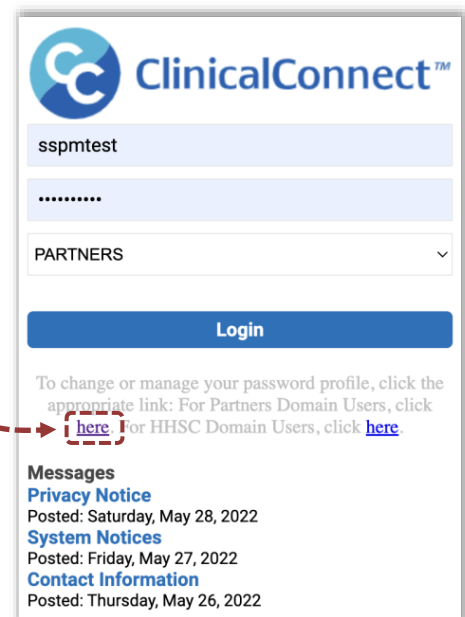
SSPM Direct link from **Mobile Devices**:

<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 then click "Login."
If you are unsure of your username, contact your LRA.



Sign In to Change Your Password

User Name:

Password:

Login

Unlock Account
Unlock your account after multiple failed login attempts.

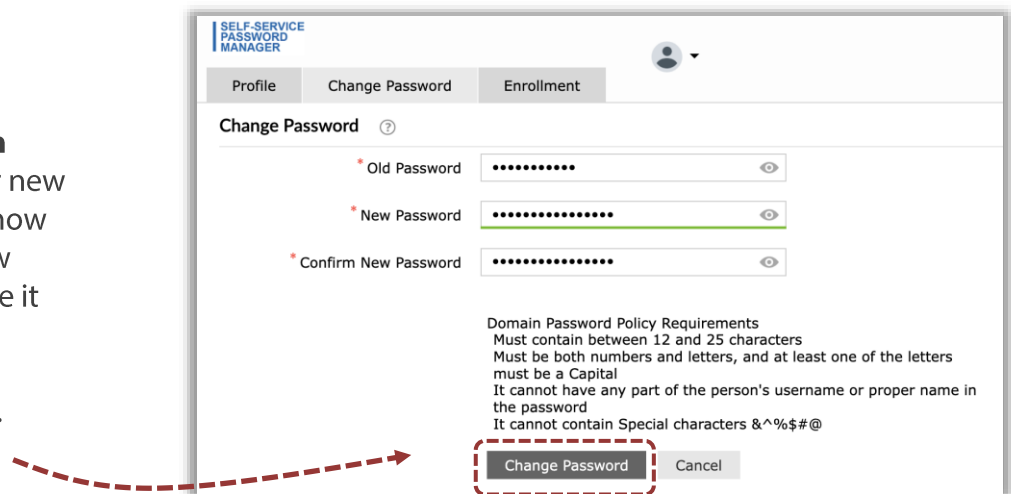
Forgot Password
If you have forgotten your password, and have previously enrolled in Self-Service Password Manager (SSPM) by setting up your security questions, click **Forgot Password** above to reset your password yourself.
If you have forgotten your password but never enrolled in SSPM, you must contact your organization's Local Registration Authority to have your password reset manually.

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 Current Password field then enter your new password in the fields provided.

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



SELF-SERVICE PASSWORD MANAGER

Profile | **Change Password** | Enrollment

Change Password ⓘ

* Old Password

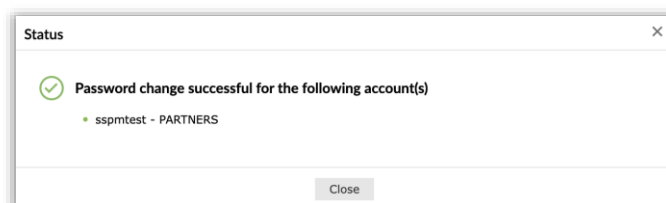
* New Password

* Confirm New Password

Domain Password Policy Requirements
Must contain between 12 and 25 characters
Must be both numbers and letters, and at least one of the letters must be a Capital
It cannot have any part of the person's username or proper name in the password
It cannot contain Special characters &^%\$#@

Change Password Cancel

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



Status

✓ Password change successful for the following account(s)

- sspmtest - PARTNERS

Close

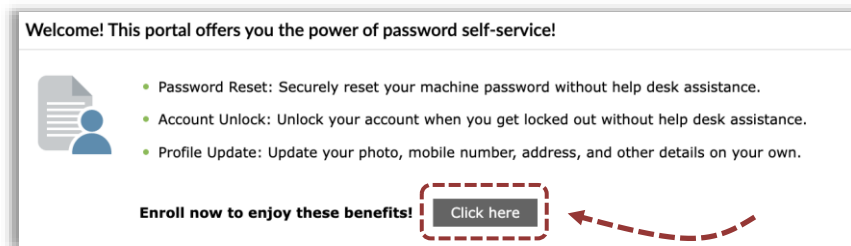
Self-Service Password Manager Enrollment

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

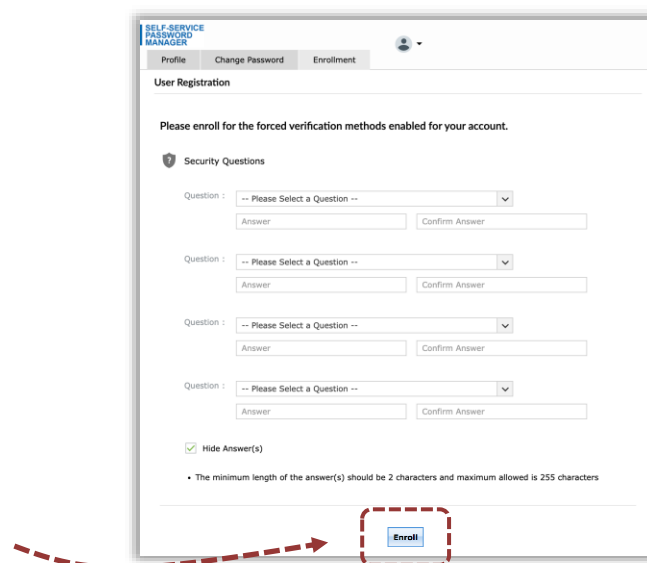
Security Question and Answer Identification: You will be required to select four security questions from a listing and provide answers to these questions. These security questions and the correct answers will be used to confirm your identity in the future when using SSPM. Your SSPM enrollment information 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 security answers.



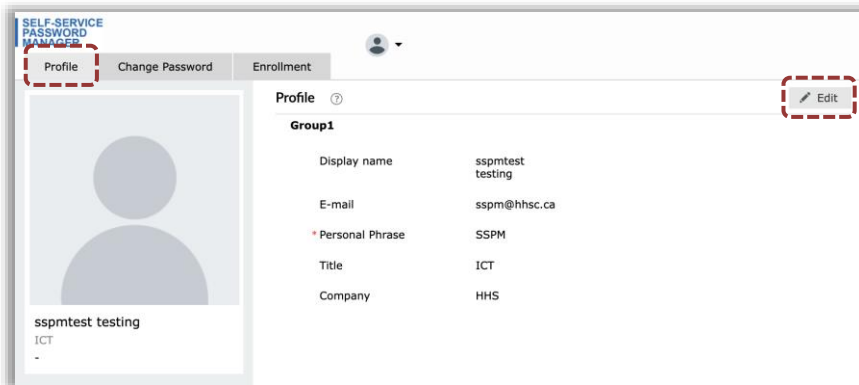
Ensure you remember your correct answers (and correct spelling) as you will need to provide the answers at a later date should you forget your password or need to unlock your account.

Click **"Enroll"** when finished.



Click on **“Profile”** to update your personal information.

STEP
7

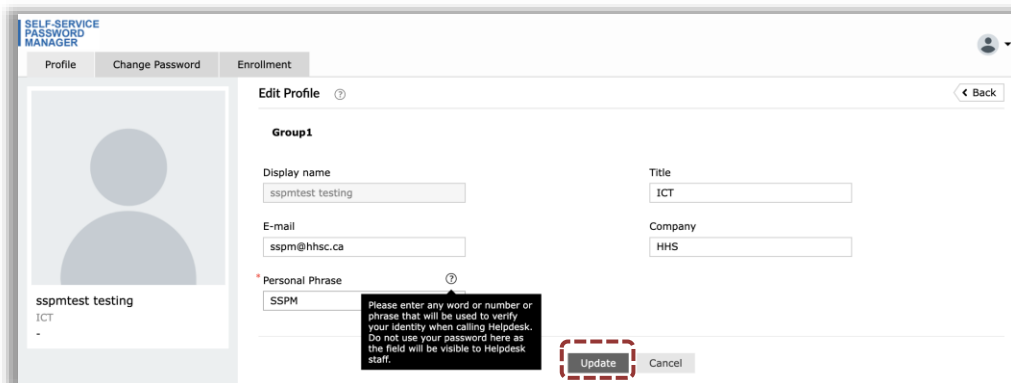


To edit your profile, click the **Edit** button.

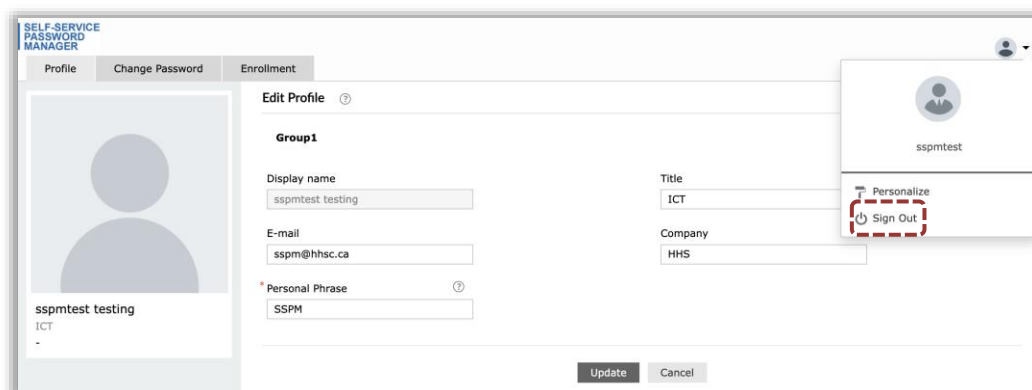


Remember to update your mandatory **“Personal Phrase”** which will be used to verify your identity.

Click **“Update”** when finished.



Afterwards, sign out by clicking on the profile icon in the top-right corner, then click **“Sign Out”**.




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





sspmtest

 Personalize

 Sign Out

Personalize

Choose Language

Browser Default

▼

Choose Theme Color

Custom

▼

Choose Welcome Name

sspmtest

▼

Save

Restore

STEP

8


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**



The screenshot shows the ClinicalConnect login interface. At the top is the ClinicalConnect logo. Below it are two input fields: the first contains the username 'sspmtest' and the second contains a masked password '.....'. Below the password field is a dropdown menu currently set to 'PARTNERS'. A blue 'Login' button is positioned below the dropdown. Underneath the button, there is a message: 'To change or manage your password profile, click the appropriate link: For Partners Domain Users, click [here](#). For HHSC Domain Users, click [here](#).' At the bottom of the form, there is a 'Messages' section with three links: 'Privacy Notice' (Posted: Saturday, May 28, 2022), 'System Notices' (Posted: Friday, May 27, 2022), and 'Contact Information' (Posted: Thursday, May 26, 2022).

 If you have difficulty using the Self-Service Password Manager, please contact the Help Desk 905-521-2100 ext. 43000 or email helpd@hhsc.ca