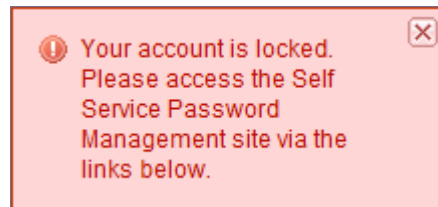


## Unlocking your ClinicalConnect Account Using the Self Service Password Manager

This guide provides an overview of how to unlock your ClinicalConnect account using the desktop or mobile version of 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. An account becomes locked after **five failed attempts** and initiates the following message on the sixth attempt:



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

**STEP 1** Select the **PARTNERS** link below the login to access the SSPM site.

SSPM can be accessed from the following links:

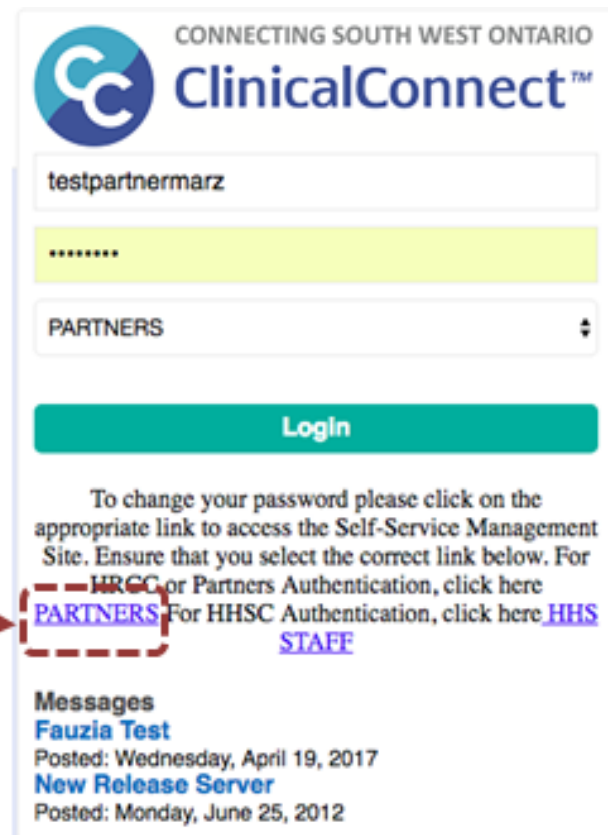
SSPM Direct link from **Desktops**:  
<https://pm.clinicalconnect.ca>

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

The SSPM portal is accessible directly from your Smartphone or Tablet running on any mobile platform including Android, iOS, Windows Mobile, and more.

To access the SSPM Mobile User Guides for more information, visit the [ClinicalConnect Resource Centre](#).

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



STEP  
2

Click the **Unlock Account** link.

CONNECTING SOUTH WEST ONTARIO  
ClinicalConnect

**Reset Password**  
Reset your forgotten password

**Unlock Account**  
Unlock your locked out account

**Sign In/Change Your Password**

User Name:

Password:

Log on to:

Login

STEP  
3

Enter your User Name and select the Domain Name **Partners** or **HRCC**. Then enter the characters shown in the picture and click **Continue**.

**Unlock Your Account**  
Please provide your user name and domain name.

Domain User Name:  (Example : Jsmith)

Domain Name:

Type the characters you see in the picture below.

Continue Cancel

STEP  
4

You will be required to answer your previously registered security questions. These security questions and the correct answers will be used to confirm your identity. Take note of the time allotment to complete the unlock process.

Time left for this operation : 04:18

**Security Questions**  
Please answer the following question(s) as per your enrollment profile to reset your password

**Answer the below question(s)**

Que: What town your mother was born in?  
Ans:

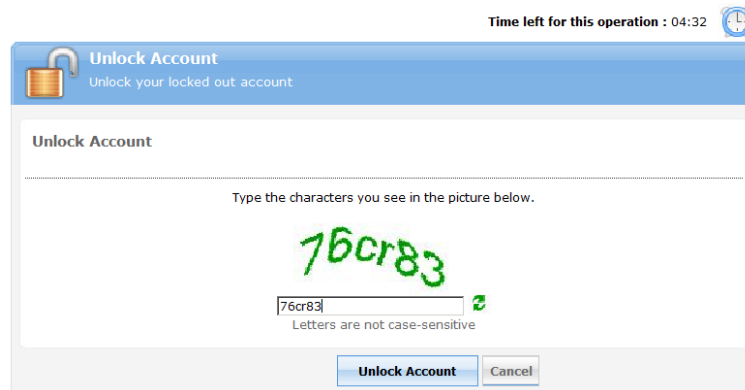
Que: What is your Father's middle name?  
Ans:

Continue Cancel

Click **Continue** when both questions have been answered.

STEP 5

Type the characters shown in the image, then click **Unlock Account** to complete the second verification.



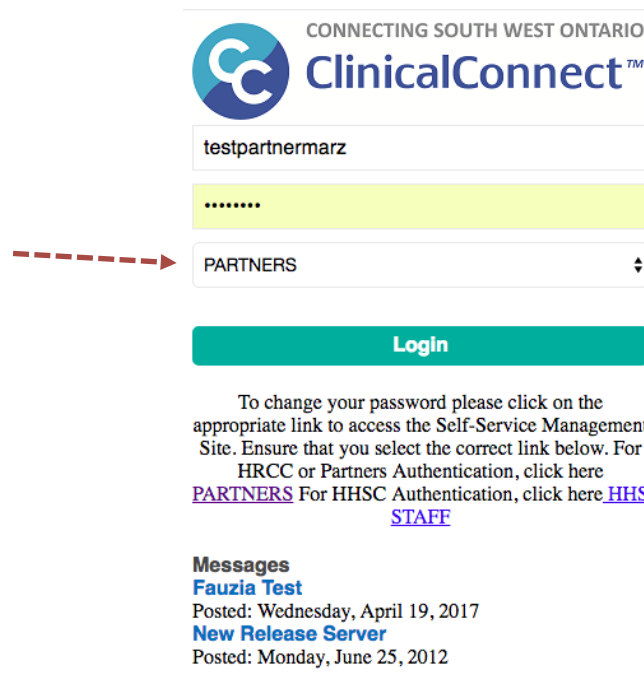
The following confirmation message will appear once your account has been successfully unlocked. You may now proceed with your normal operations using your account.

✔ The account unlock has been done successfully. Proceed with your normal operations. [\[Back to home\]](#)

STEP 6

You are ready to log in to ClinicalConnect.

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



! 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)