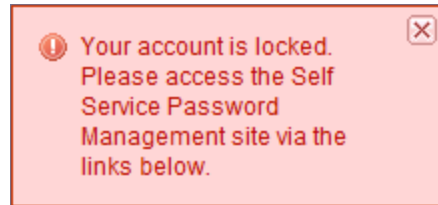


Unlocking your ClinicalConnect Account Using the Self-Service Password Manager

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**:

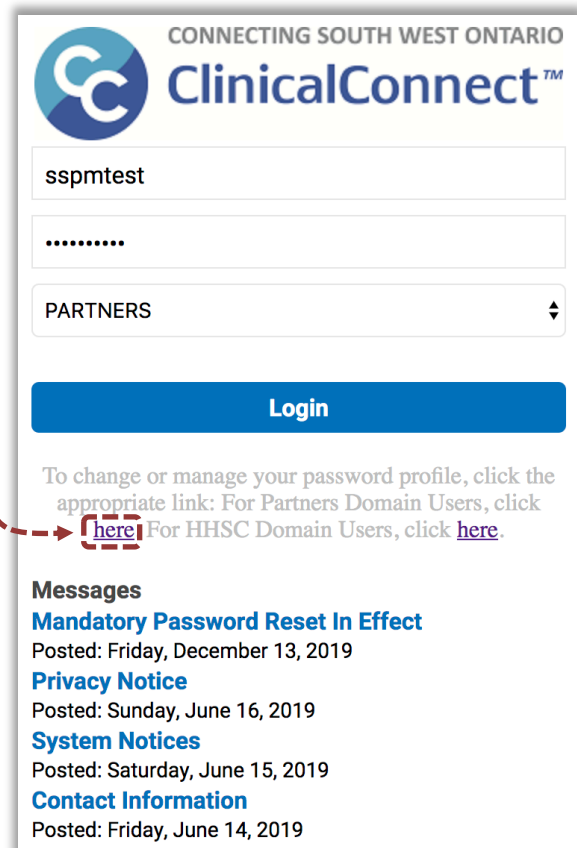
<https://pm.clinicalconnect.ca>

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.

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



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ClinicalConnect™

sspctest

.....

PARTNERS

Login

To change or manage your password profile, click the appropriate link: For Partners Domain Users, click [here](#). For HHSC Domain Users, click [here](#).

Messages

Mandatory Password Reset In Effect
 Posted: Friday, December 13, 2019

Privacy Notice
 Posted: Sunday, June 16, 2019

System Notices
 Posted: Saturday, June 15, 2019

Contact Information
 Posted: Friday, June 14, 2019

STEP
2

Click the **Unlock Account** link.

Sign In to Change Your Password

User Name:

Password:



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
3

Enter your User Name then enter the characters shown in the picture and click **Continue**.

Unlock Your Account
Please provide your user name.

Domain User Name (Example : Jsmith)

Type the characters you see in the picture below.

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)

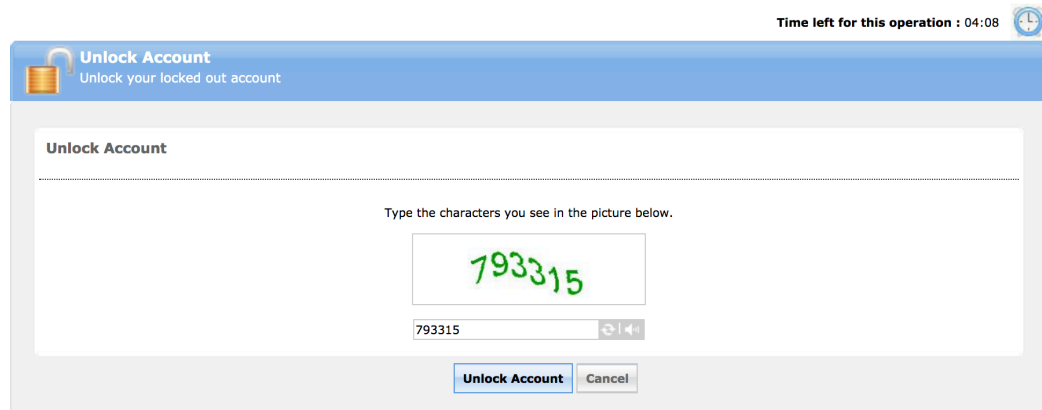
Que: What town your mother was born in?
Ans:

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

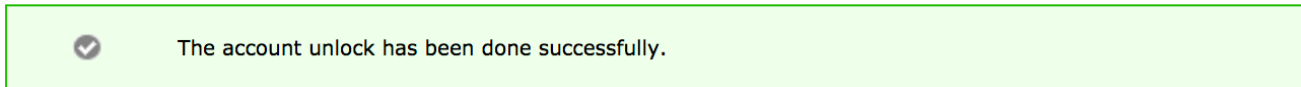
Click **Continue** when both questions have been answered.

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.



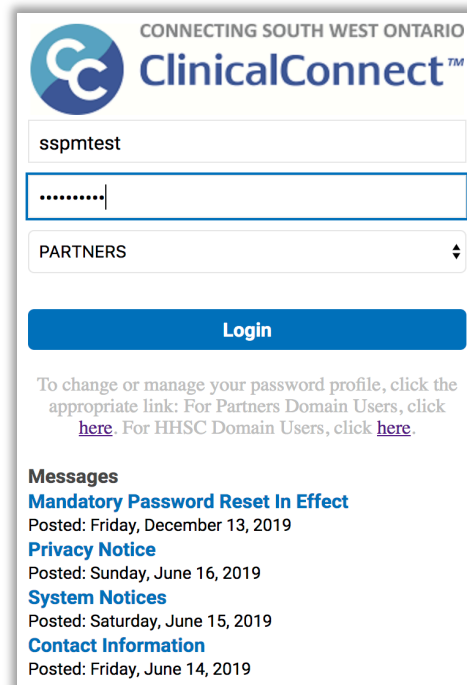
[Back to home](#)

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@hhsc.ca