

Changing Your ClinicalConnect Password using the Self-Service Password Manager

This guide provides an overview of how to change your ClinicalConnect password 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.

If you have enrolled in the SSPM previously, you will be able to change your ClinicalConnect password using your desktop or mobile device. You should always change your password if your password has been compromised.

! 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.

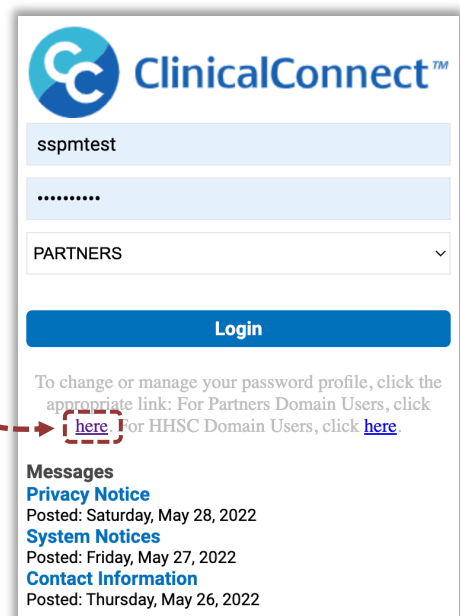
SSPM can be accessed from the following links:

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.



Sign in using your User Name and current password.

STEP
2

Sign In to Change Your Password

User Name: sspntest

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
3

Click on the **Change Password** tab.

SELF-SERVICE PASSWORD MANAGER

Profile Change Password Enrollment

Change Password ⓘ

Old Password:

New Password:

Confirm New Password:

Domain Password Policy Requirements
Must contain between 8 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

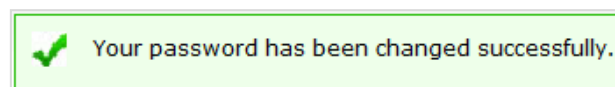
Change Password Cancel

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

The **Password Strength** (colour of your new password) 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.

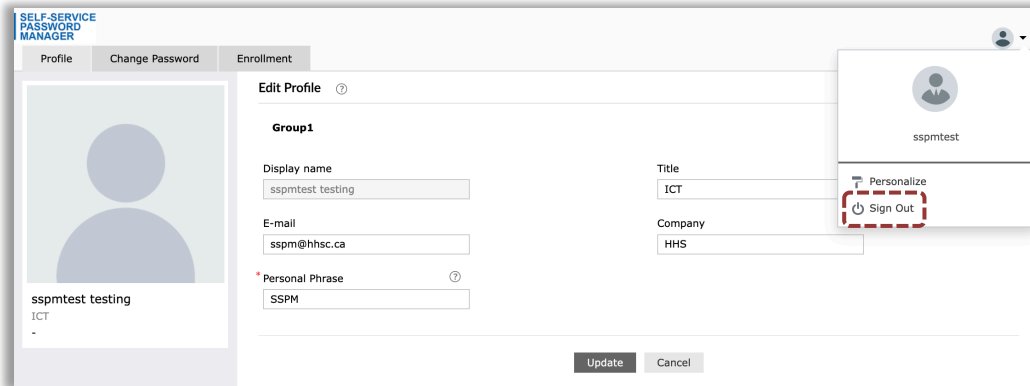
STEP
4

Once your password is successfully changed, you will receive the following confirmation message.



STEP 5

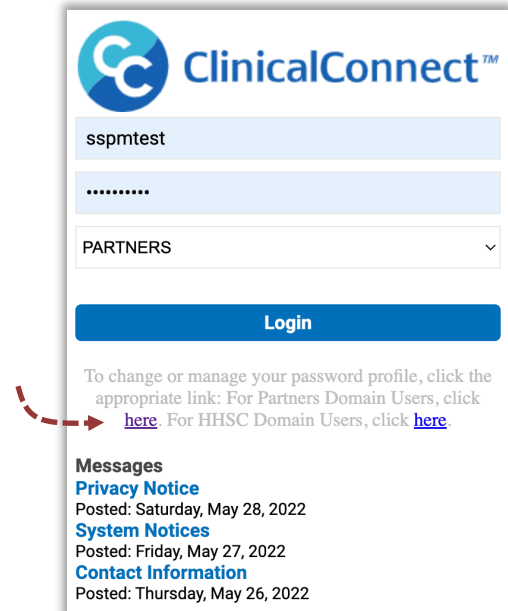
Ensure you sign out of your account.



STEP 6

You are ready to log in to ClinicalConnect. Enter your User Name and new authenticated password.

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