

Current ClinicalConnect Users Enrollment in the Self Service Password Manager

This guide provides an overview of the enrollment process, which includes creating your personal security verification information to identify you, should you should need to reset your password or unlock your account in the future. 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.

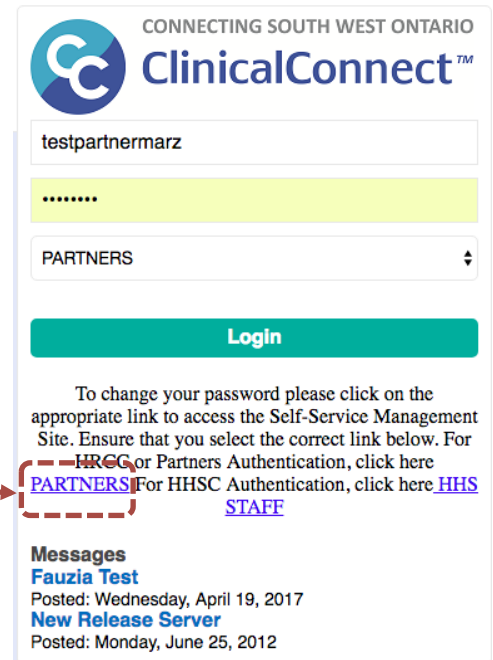
SSPM can be accessed from the following links:

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.

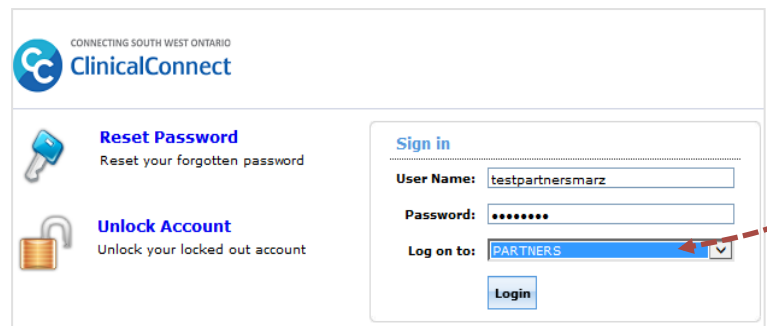
To access the SSPM Mobile User Guides for more information, visit the [ClinicalConnect Resource Centre](#).



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

STEP
2

Sign in using your User Name and current password.



STEP
3

Select the correct authentication domain i.e. **Partners** or **HRCC**, then click **Login**.

STEP
4

Select **Click Here** to continue with the **Self Service Password Manager**.

STEP
5

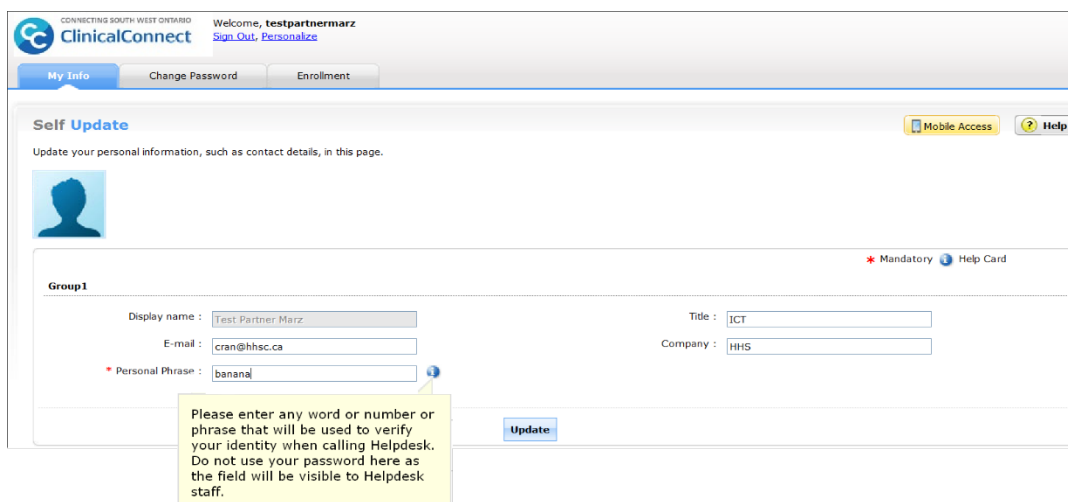
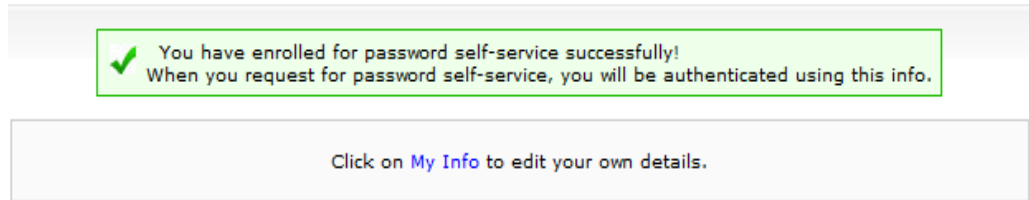
You will be required to select four security questions from a listing and provide answers to these questions. These security questions and the correct answers will be used to confirm your identity in the future when using SSPM. Your SSPM enrolment information will be used to verify your identity should 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.

TIP: 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 6 Click on **“My Info”** to update your personal information.



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

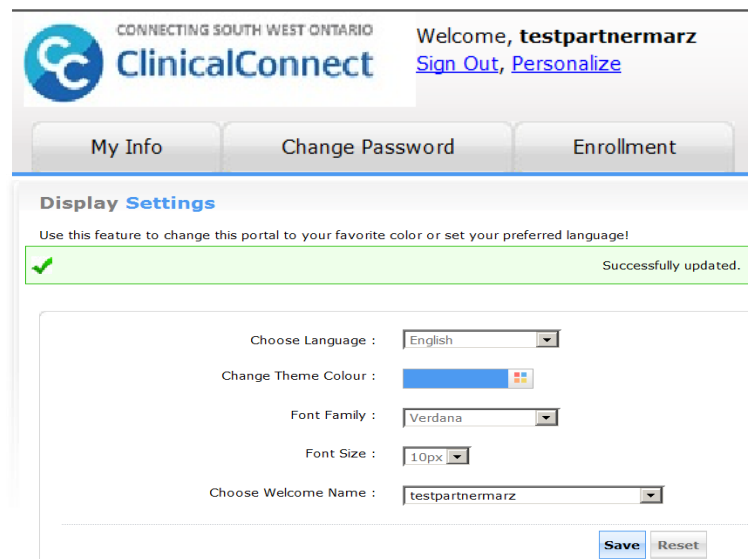
Click **“Update”** when finished.

STEP 7 **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

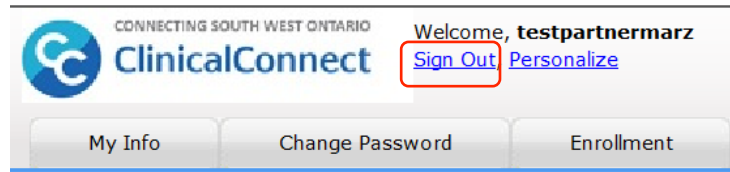
Click **Save** when finished.



STEP

8

Ensure to click **Sign Out** when you finish personalizing your SSPM.



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