Reset Forgotten Password

To reset a forgotten password, you will first need to:

- [Be registered for MFA](#)
- Set up your [Security Questions](#)
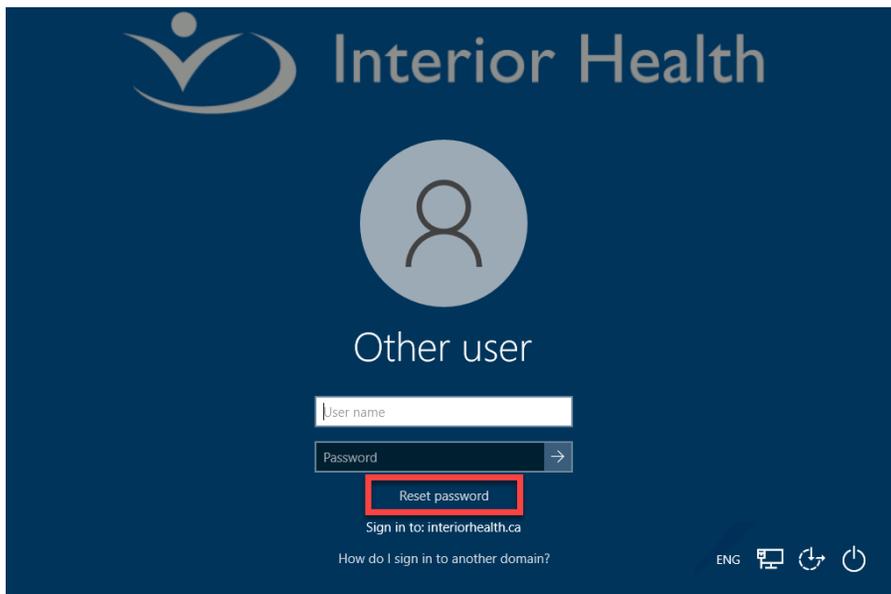
1. From the login screen of an IH computer, click **Reset password**.

   or

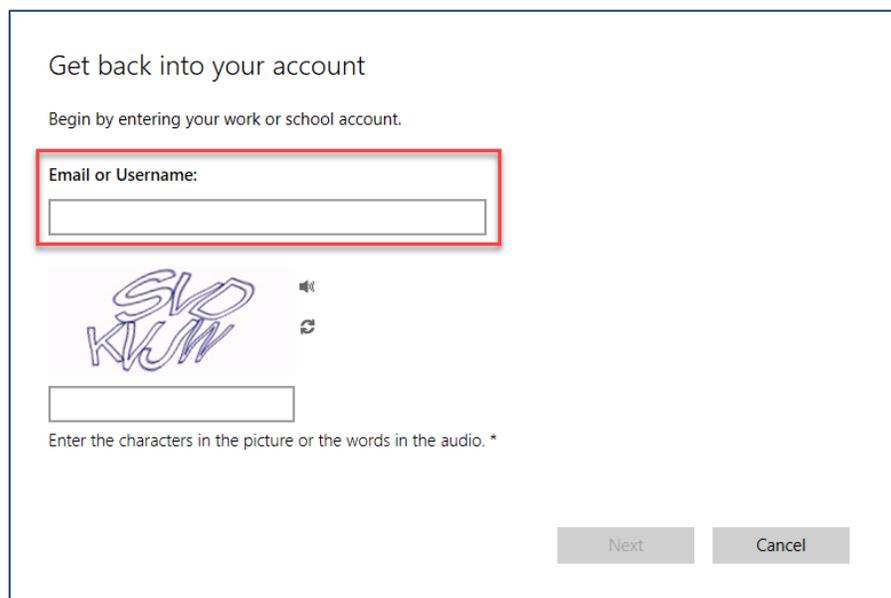   Visit this link: https://aka.ms/sspr

   or

   Scan this QR code:

2. Enter your IH email address.

   If you do not have an IH email address, enter your username@interiorhealth.ca (example lasf@interiorhealth.ca)

Reset Forgotten Password

3. Enter the randomly generated Captcha Code.

4. Click **Next**

Get back into your account

Begin by entering your work or school account.

Email or Username:

azuremfatest4@interiorhealth.ca

HealthBC

SVDKVJW

Enter the characters in the picture or the words in the audio. *

Next   Cancel

5. Select **I forgot my password**.

6. Click **Next**.

Get back into your account

HealthBC

Why are you having trouble signing in?

⦿ I forgot my password

◯ I know my password, but still can't sign in

Choose this option to keep your existing password and unlock your account

Next   Cancel

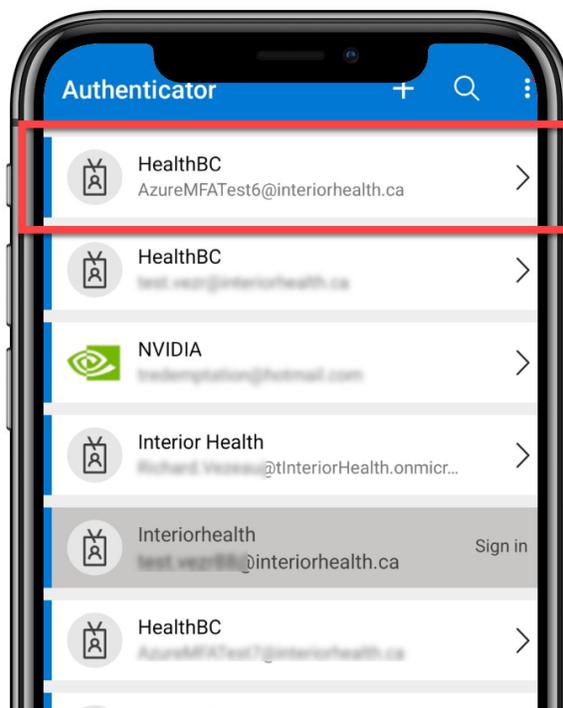7. Select *Enter a code from my authenticator app* in the first dropdown menu.

Get back into your account

Please choose the contact method we should use for verification:

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Contact your administrator

8. Open Microsoft Authenticator on your phone and tap on your **HealthBC** account.

Authenticator

HealthBC
AzureMFATest6@interiorhealth.ca

HealthBC
test.vez@interiorhealth.ca

NVIDIA
tredemptation@hotmail.com

Interior Health
Richard Vezeau@tInteriorHealth.onmicr...

Interiorhealth   Sign in
test.vez@interiorhealth.ca

HealthBC
AzureMFATest7@interiorhealth.ca

9. Enter the six-digit *One-time password code* from Authenticator into the *Enter the code displayed in your authenticator app* field.

Note: The six-digit code is time sensitive. Once the current code expires, a new code will display.

10. Click **Next**.

11. Select *Answer my security questions* in the dropdown menu.

12. Enter the answers to your security questions.

13. Click **Next**.

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14. Enter your new password in the *Enter new password* field and *Confirm new password* field. These fields must match.

    Note: The new password must adhere to the [IH password policy](#).

15. Click **Next**.

16. Your password has now been reset. Click **Next** to return to your previous screen.

    Note: We recommend confirming your new password works as expected ahead of your next shift.

If you require assistance resetting your password, call the Service Desk at 1-855-242-1300.