

Self-Service Password Reset

Reset or Unlock Your Network Account in minutes!

eHealth handles around 60,000 password reset calls a year, each taking about 7 minutes—that's over 7,000 hours spent just resetting passwords. That means longer wait times for you. By registering for Self-Service Password Reset (SSPR), you'll have the ability to reset or unlock your account on your own whenever you need to.

How to Register for SSPR:

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1. On your cell phone:
 - a. Go to the app store & download the free "Microsoft Authenticator" App.
 - b. Open the Authenticator app and set the phone aside temporarily.
2. Go to your work computer (eHealth managed computer) or virtual desktop instance (VDI).
 - a. Open MS Edge browser. Go to this site: <https://mysignins.microsoft.com/security-info>
 - b. Click the "+Add sign-in method" button. In the pop-up choose the "Microsoft Authenticator" option.
In the pop-up, press Next until the QR code appears.
3. Go back to your cell phone:
 - a. In the Authenticator App, press the Scan QR code button or icon (in the bottom right).
 - b. Scan the QR code displayed on the computer screen with the phone.
4. Go back to your work computer or VDI session.
 - a. On the "Scan the QR Code" pop-up, press Next.
 - b. The "Let's try it out" pop-up will appear, note the provided number. Keep this open.
5. Go back to your cell phone:
 - a. In the Authenticator App, enter the number from your computer screen and press Yes.
 - b. Enter your security code to unlock the Authenticator app.
6. Go back to your work computer or VDI session. Press Done.

Congratulations...You are now registered!



How to reset your password or unlock your network account:

1. Go to <https://passwordreset.microsoftonline.com/> from any computer or cell phone.
2. Enter your work email address.
3. Enter the characters as per the screen message. Press Next.
4. Choose the option you require and then press Next:
 - "I forgot my password" (to reset your password)
 - "I know my password but still can't sign in" (to unlock your account).
5. Choose how to verify your identity: using the authenticator app (on your phone) or by answering security questions (on your computer).
6. Finish the verification process based on your selection.
7. If resetting your password, you will now be prompted to enter a new password.

NOTE: If your password reset doesn't work, it may be because the password is too weak. Use a strong password: at least 8 characters, include a capital letter and a symbol, and avoid using your name. Weak examples: Winter123, Apple123@

For Physicians & Affiliates (non eHealth managed computers) - Contact the Service Desk requesting a "tap code for Microsoft MFA"

1-888-316-7446

Contact Us: servicedesk@ehealthsask.ca