

Title: Self-Serve Password Resets Now Available!

Island Health is continuing to align its access and password technologies with those identified by the province and other Health Authorities. As of March 15, 2022, Island Health will introduce a Self-Serve Password Reset (SSPR) tool to provide an efficient and time-saving option for all users to securely reset their password. Island Health and the other BC Health Authorities are collaborating to implement this tool across the province.

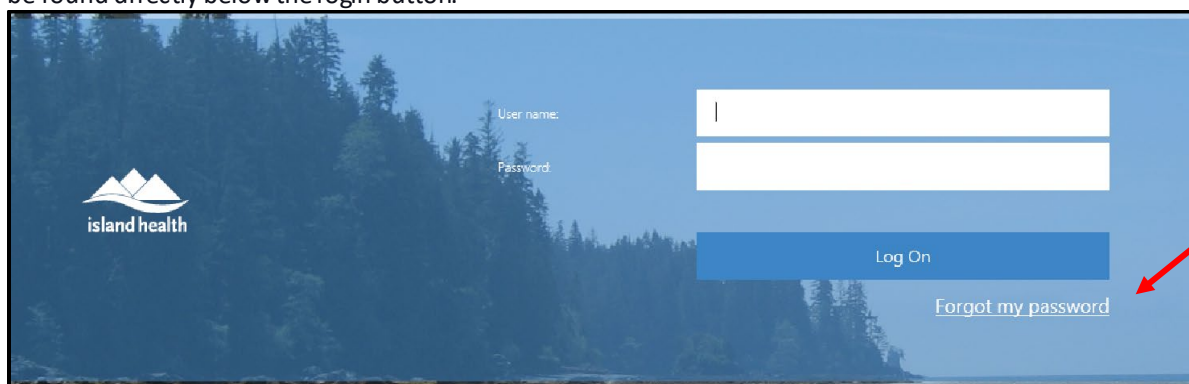
Currently, the Service Desk receives up to 125 calls a day for password resets alone. This consumes the 28% of the Service desk calls and does not allow for these resources to focus on other calls requiring clinically relevant support. This can lead to longer wait times through the Service Desk.

With this change, what will Self-Serve Password Resets look like?

- **SSPR Security Questions and Answers:** To utilize SSPR, Island Health staff need to set up five (out of a possible eighteen) security questions.
- **SSPR Tool:** A tool that is used to securely reset your forgotten password or unlock your account. It requires users to have their Multi-Factor Authentication (MFA) device and security questions/answers preconfigured.
- **Multi-Factor Authentication Device:** Mobile device with a Microsoft Authenticator App that is linked to your Island Health Windows account. The user is required to use the one-time password code found on the Authenticator app or Hardware Token as part of the SSPR tool authentication.

All users were enabled for the Self-Serve Password Reset (SSPR) tool starting March 15, 2022. It is expected that all users will use this tool rather than call the Service Desk after March 29, 2022. The Service Desk will still be available for password resets should the SSPR tool not be functioning or for users requiring other password resets (non-Island Health Windows accounts).

As part of this change, Island Health will provide a convenient link on the remote access login screen. This link can be found directly below the login button.



How to Set up and Use your SSPR Security Questions:

https://intranet.islandhealth.ca/departments/imit/servicedesk/online_help/passwords/Documents/SSPR_User_Guide.pdf

If you have not setup your MFA Device and SSPR Security Questions, please refer to the document below:

https://intranet.islandhealth.ca/departments/imit/servicedesk/online_help/access/Documents/MFA_Setup_Phone.pdf#search=MFA

If you need help in setting up your SSPR Security Questions, please contact:

The BC Health Service Desk and Clinical Service Desk are 24 Hours X 7 Days:

Local: 18777 or 250.370.8777 | Toll-free: 877.563.3152

Please send any general MFA or SSPR questions or addition advanced SSPR knowledge requests to

MFAFeedback@islandhealth.ca

Glossary:

SOLUTION	USE CASE
Microsoft Authenticator App	Application downloaded to a mobile phone, tablet or other mobile operating system and aligned to your MFA profile. Available from the Microsoft, Apple or Google stores. Has an option to generate a unique code if the mobile device is unable to connect to any network.
Multi-Factor Authentication (MFA)	A second factor required in addition to your username and password to validate that it is really you logging in (“Something you have”). Island Health has adopted MS Azure MFA and MS authenticator app to provide this second factor user security challenge
Remote access	Any connection to an Island Health System from a site that does not have a direct Island Health network connection. MFA is not required on Island Health Network sites including those accessing Island Health using VPN on an Island Health supported window’s computer.
Mobile Device	Phones, Tablets, iPad running IOS (apple), Android or Window 10 Mobile OS. Users can have more than one mobile device configured for convenience.
Token	A unique user time sensitive code that is used instead of a on screen notification. May include third party hardware.
Notification	A notification sent to your configured mobile device MS Authenticator App that allows you to “approve” or “deny” the access request. This uses your Device ID to App Store registration and not your cell number for correct notification to device.
Self-Serve Password Reset (SSPR)	A tool that allows users to reset their password, with no administrator or service desk involvement.
Systems Accessed Remotely	All Citrix applications (e.g. Cerner Power Chart, Outlook, Medi Tech, SharePoint) All Non-Citrix apps (e.g. Intranet; Mail.Viha.ca; ESS)
Phishing	The attempt by groups or individuals to “trick” you to give them your username and password to gain access to personal or Island Health information. A security threat that can affect any individual accessing information electronically.