

HOW DO I UPDATE MY PASSWORD?



WORKING ON SITE?



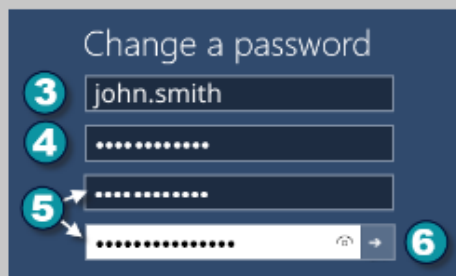
OPTION 1

CTRL + ALT + DELETE



For CST Blue computers, option 1 is not available. Please refer to option 2.

- 1 On your health organization (HO) provided laptop/computer, press **Ctrl** + **Alt** + **Del** keys together to get the security screen.
- 2 Click **change password**.
- 3 Enter your **username**.
- 4 Enter your **current password**.
- 5 Enter a **new password** with 8 or more *upper* and *lower case* letters and at least 1 special character.
- 6 Click the **arrow** button.



OPTION 2

PASSWORD RESET TOOL



If this is your first time using the password reset tool, please follow the registration instructions [here](#).

- 1 Visit <https://MyPassword.healthbc.org> (only available on the network)
- 2 Select the **I need to change my password** option and click **Next**.
- 3 Select your **HO domain** and enter your **username**.
- 4 Enter your **current password**.
- 5 Enter a **new password** with 8 or more *upper* and *lower case* letters and at least 1 special character.
- 6 Click the **Change Password** button.



- **If you are updating your password off-site, first log out of all current online applications (e.g. Citrix, webmail, VPN. etc.). This will prevent account lockouts.**
- Once you change your password, you will have: (1) your new password to log into Citrix, work email (laptop, webmail and mobile), Skype, and other applications and (2) your old password to log into your laptop.
- To sync your passwords, you will need to have your laptop connected to the HO network. Passwords will automatically sync once on the HO network.

Note: If you have any issues, contact IMITS Service Desk at **VCH** 604-875-4334, **PHC** 604-806-9333, **PHSA** 604-675-4299.



OPTION 1

CITRIX REMOTE ACCESS

- 1 Log into Citrix Remote Access (Click here for a login guide).
- 2 Click your **name** in the top right hand corner and select **Change Password**.
- 3 Enter your **current password**.
- 4 Enter a **new password** with 8 or more upper and lower case letters and at least 1 special character.
- 5 Click the **Submit** button.

healthbc\john.smith ▾

Change password... 2
About
Log Off

Change Password

User name : tom.smith@healthbc.org

Old Password : 3

New Password : 4

Confirm Password : 4

5 Submit Cancel



OPTION 2

WEBMAIL

- 1 Visit <https://webmail.healthbc.org>.
- 2 Log in to Webmail (follow login instructions based on your HO).
- 3 Click the **settings** ⚙ button in the top right hand corner and select **Change password**.
- 4 Enter your **current password**.
- 5 Enter a **new password** with 8 or more upper and lower case letters and at least 1 special character.
- 6 Click the **save** button.

john.smith ⚙

Refresh
Set automatic replies
Display settings
Manage apps
Change theme
Change password 3
Options

Domain\user name: healthbc\john.smith

Current password: 4

New password: 5

Confirm new password: 5

save 6