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## AHS IAM Self-Serve Password Change, Reset & Account Unlock User Guide

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### Before you change your password

The Self-Serve Password Reset (SSPR) tool uses Microsoft Azure Multi-Factor Authentication (MFA) as its primary authentication method. Make sure you have [set up your MFA authentication methods](#).


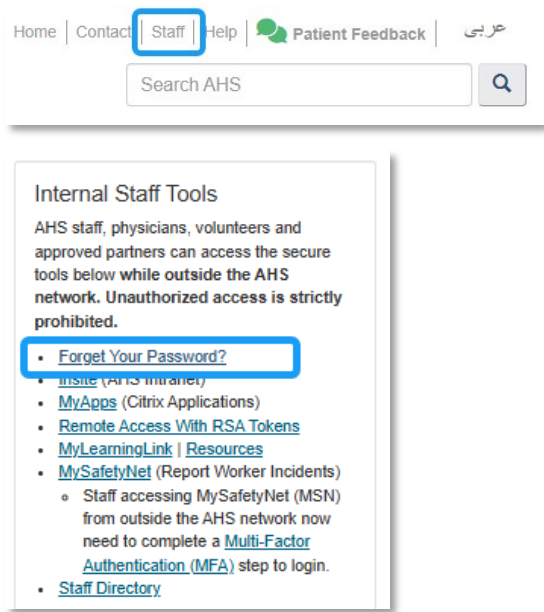
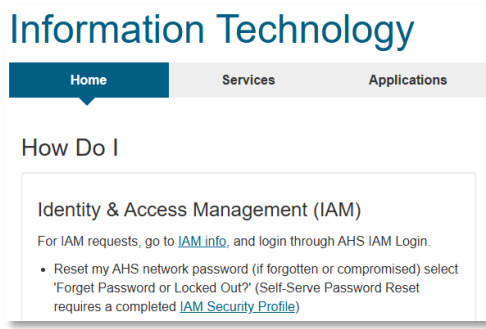
End-users who do not have MFA capability will use their AHS IAM Security Profile question / answer pairs to authenticate. Make sure you have [set up your IAM Security Profile](#).

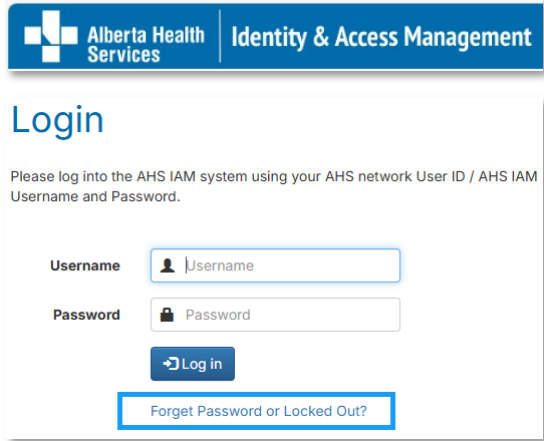

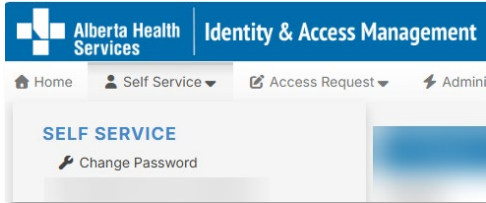
### Reasons to change your password

- **You have forgotten your password** and need a new one.
- **You know your password** and believe it has been compromised, or you just want to change it.
- **You have locked your AHS Network account** after too many unsuccessful login attempts. Skip the 15-minute wait period and reset your password.
- **You like to do it yourself** and it saves a call to the [AHS IT Service Desk & Solution Centre](#). They are always there if you get stuck, but saving time is good for everyone.

## Step 1 – Where is the Forget Password? or Change Password link?

There are at least 5 places to find Forget Password? or Change Password links. Choose whichever method is most convenient to you.

<p>1</p> <p>Click the <a href="#">Forgot Password?</a> tile on your computer's login screen.</p>	
<p>2</p> <p>GO TO <a href="https://www.albertahealthservices.ca">https://www.albertahealthservices.ca</a> CLICK <a href="#">Staff</a> in the upper right corner The <b>AHS Staff, Physicians &amp; Volunteers</b> screen appears CLICK <a href="#">Forget Your Password?</a></p>	
<p>3</p> <p>Insite &gt; <a href="#">Information Technology   Insite How Do I</a></p>	

<p>4</p> <p>GO TO <a href="https://iam.ahs.ca">https://iam.ahs.ca</a> CLICK <a href="#">Forget Your Password?</a></p>	
<p>5</p> <p>GO TO <a href="https://iam.ahs.ca">https://iam.ahs.ca</a> LOGIN CLICK <a href="#">SELF SERVICE</a> CLICK  <a href="#">Change Password</a></p>	

## Step 2 – Enter your Username

ENTER your Username

IAM will detect if you have Microsoft Multi-Factor Authentication (MFA) capability.

If you do, you will be prompted to choose your preferred MFA method. Go to Step 3.

If you don't, you'll be prompted to answer your IAM Security Profile questions. Go to Step 4.

### Forget Password or Locked Out?

Once you enter your username below, IAM will detect if you have a Microsoft Azure Multi-Factor Authentication (MFA) capability. If you do, you will be automatically redirected to the MFA screen to complete your authentication and change your network password. You will no longer be able to use your AHS IAM Security Profile questions / answers.

[Make sure you have your MFA methods set up.](#)


If IAM detects you do not have MFA capability, you will continue to use your AHS IAM Security Profile questions / answers to reset your network password.


[Make sure you have your IAM Security Profile set up.](#)

### Step 1

Enter your User ID and click Next

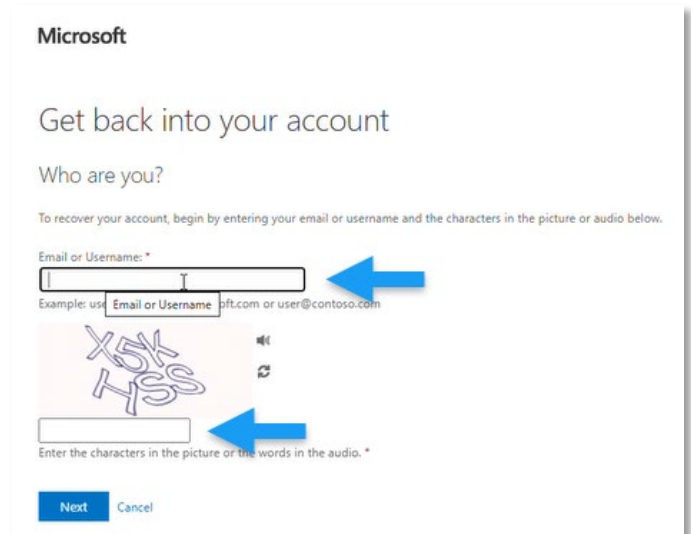
Username





## Step 3 – MFA authentication steps

ENTER your email address and CAPTCHA characters



**Microsoft**

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

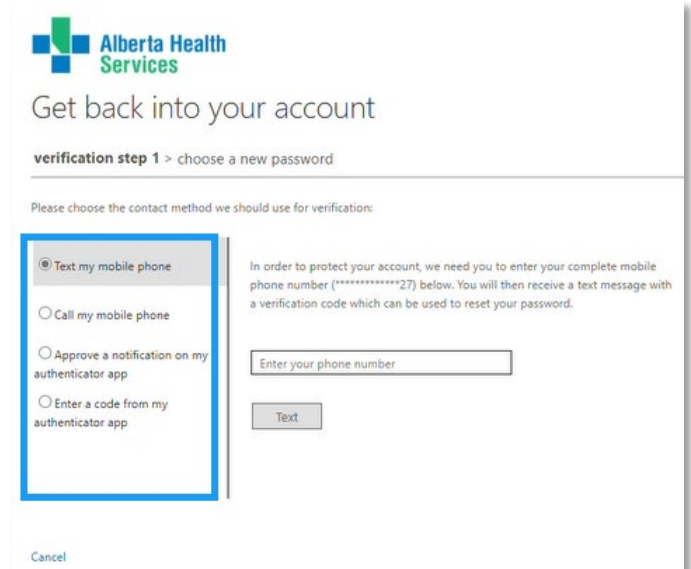
Email or Username: \*

Example: use Email or Username jft.com or user@contoso.com

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

Next Cancel

SELECT and COMPLETE your preferred authentication method.



**Alberta Health  
Services**

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

☐ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

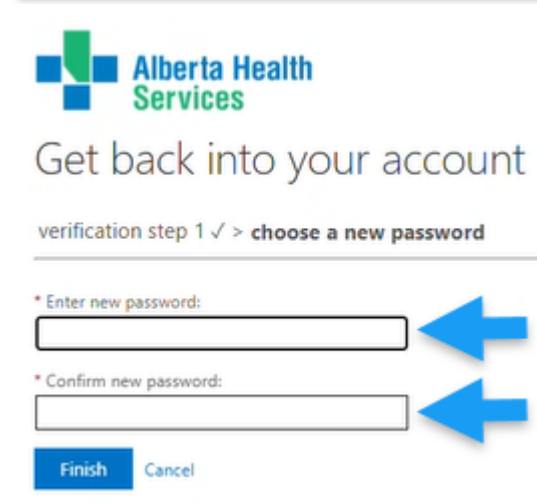
In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*27) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

ENTER your new password  
CONFIRM you new password  
A success message will be displayed



**Alberta Health  
Services**

Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

\* Confirm new password:

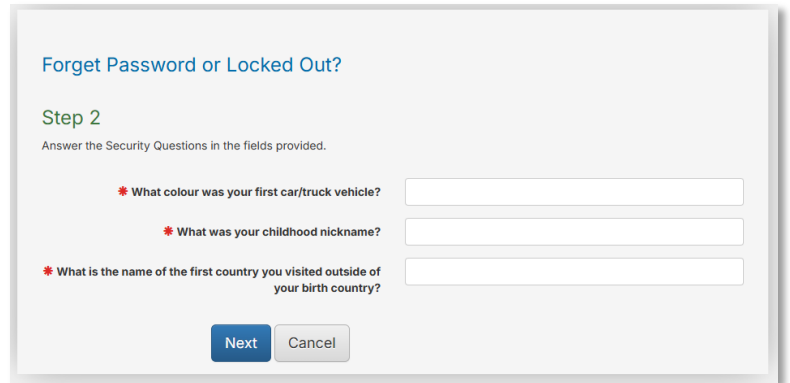
Finish Cancel

LOGIN to the network as usual.

MFA Steps Complete 

## Step 4 – IAM Security Profile authentication steps

ENTER your security question answers  
CLICK Next



Forget Password or Locked Out?

Step 2

Answer the Security Questions in the fields provided.

\* What colour was your first car/truck vehicle?

\* What was your childhood nickname?

\* What is the name of the first country you visited outside of your birth country?

Next Cancel

ENTER new password  
CONFIRM new password  
CLICK Next

A success message will be displayed

LOGIN to the network as usual.

IAM Security Profile Steps Complete 



Forget Password or Locked Out?

Step 3

Change Password

To change your password, enter your new password and confirm it.

- Your password must be at least eight characters.
- It must have at least three different types of characters: lowercase, uppercase, numeric, and symbols.
- It cannot contain your User ID or any part of your name.
- It can only be changed once a day and cannot be the same as any of your last 13 passwords.

\* Enter new password

\* Confirm new password

Next Cancel

\* end \*