

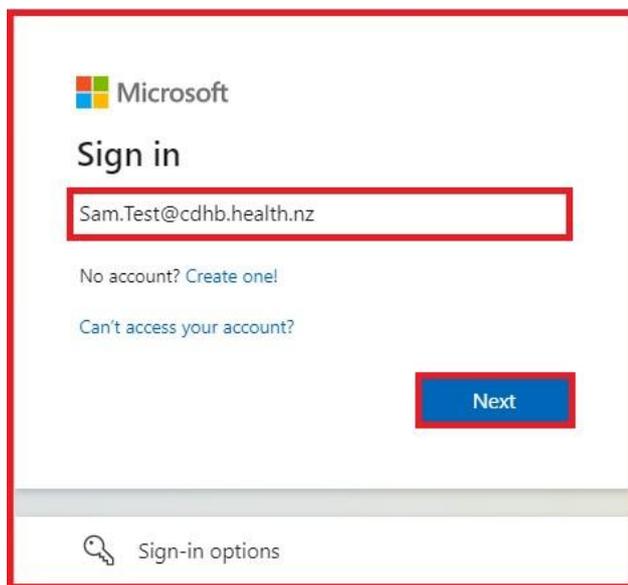
How to register for Self-service Password Reset (SSPR):

1. Registering for self-service password reset is currently a one-time only requirement and can take up to 10 minutes. **We recommend registering for SSPR within CDHB/WCDHB network.**
2. Click on the following link to start your registration (Note you will be redirected to a Microsoft page as SSPR is a Microsoft product).

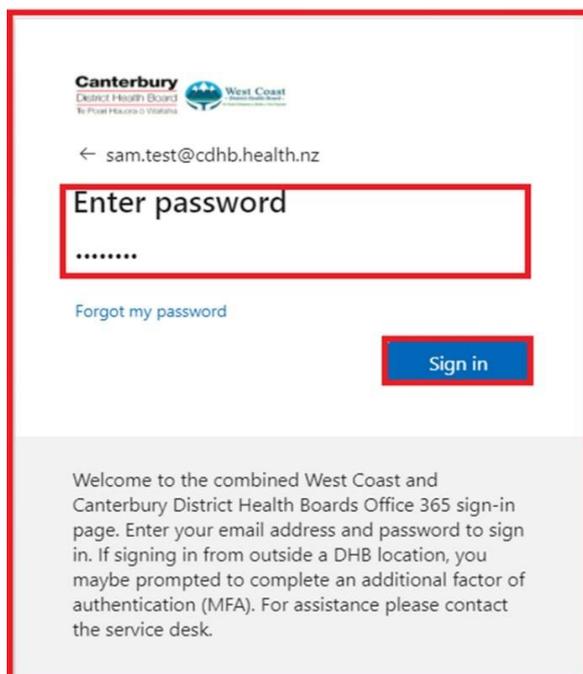
[Register to use SSPR](#)

3. Enter your CDHB/WCDHB email address and click **Next**.

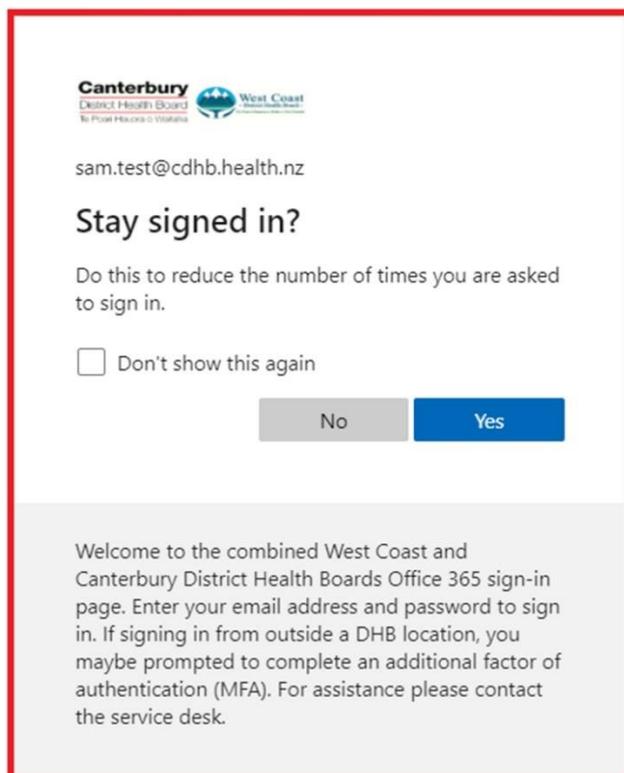
Note: the page will load with a Microsoft logo, the CDHB and WCDHB logo will appear after you enter a valid CDHB/WCDHB email address.



4. Enter your CDHB/WCDHB user account password and click **Sign in**.



5. Enter your response to “Stay signed in?”
Recommended: If you are on a shared computer select **No**.



Canterbury District Health Board
West Coast District Health Board
Te Pūnaha Raukōwhiri

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Stay signed in?

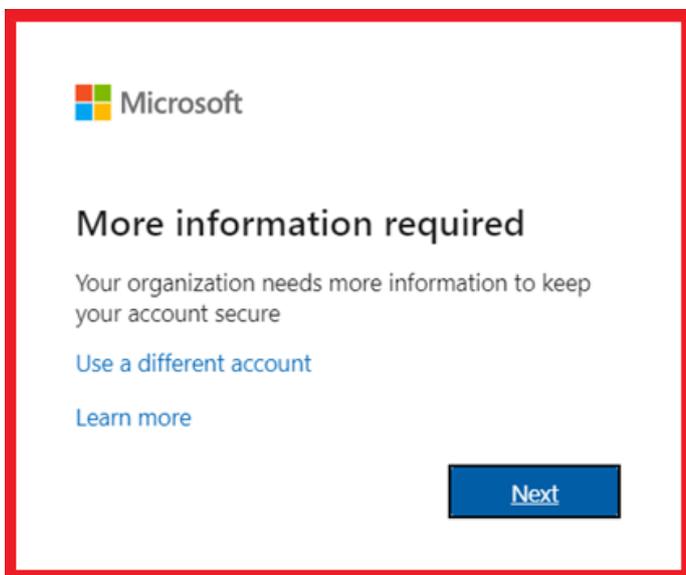
Do this to reduce the number of times you are asked to sign in.

Don't show this again

No Yes

Welcome to the combined West Coast and Canterbury District Health Boards Office 365 sign-in page. Enter your email address and password to sign in. If signing in from outside a DHB location, you may be prompted to complete an additional factor of authentication (MFA). For assistance please contact the service desk.

6. You may be prompted to confirm your mobile number (through a text message or MFA) as per the screen shot below. Please click on next to verify and continue.



Microsoft

More information required

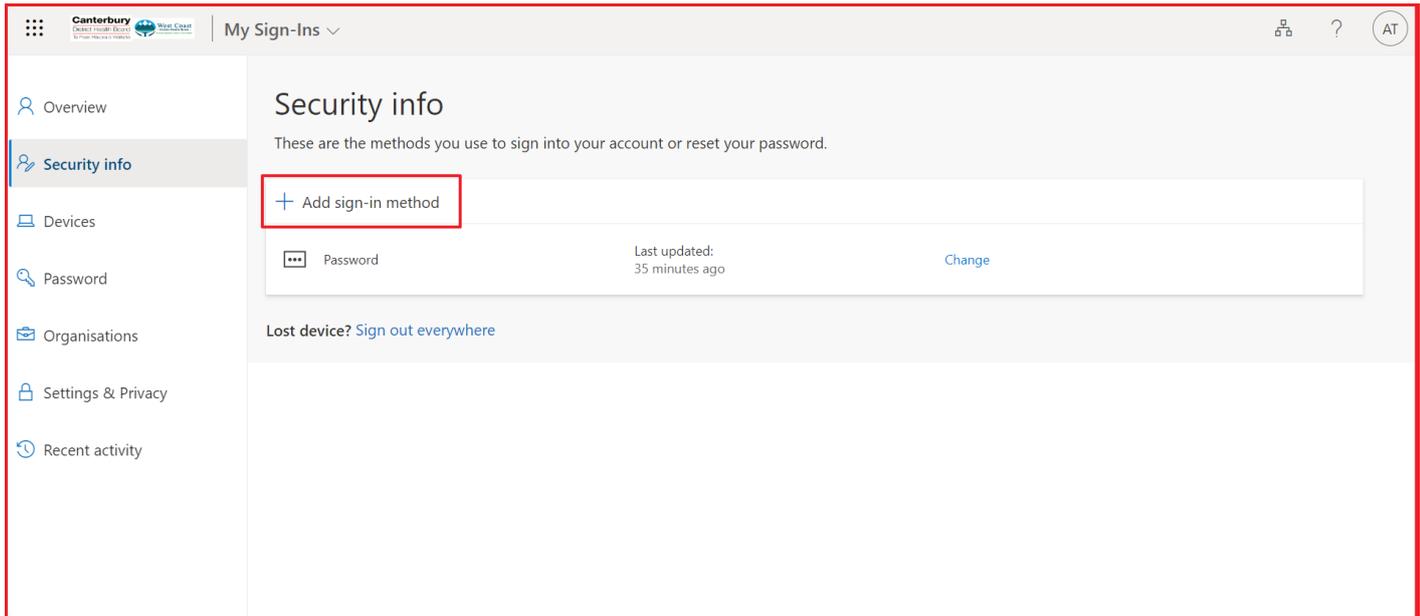
Your organization needs more information to keep your account secure

[Use a different account](#)

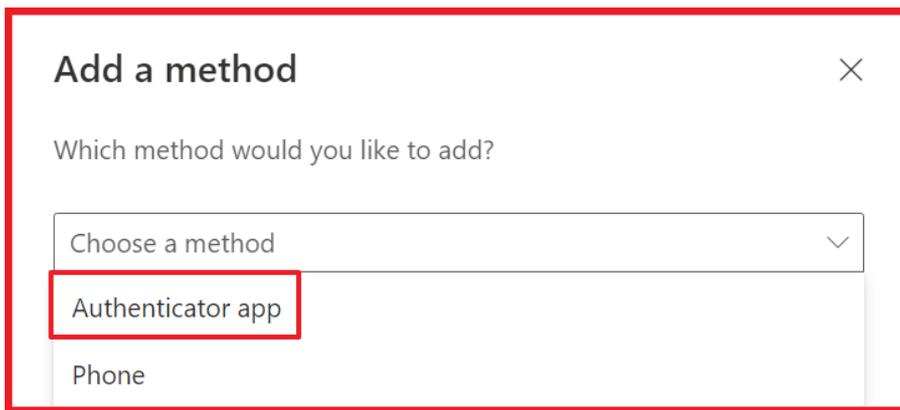
[Learn more](#)

Next

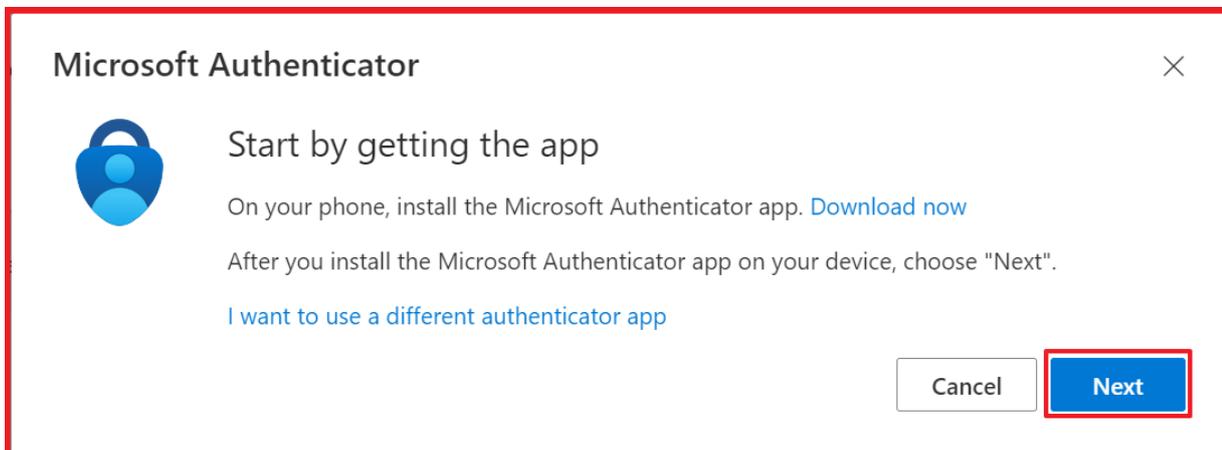
7. You will be presented with a screen to configure your phone and authenticator app to use the Self-Service Password Reset. Click **Add sign-in method** to begin.



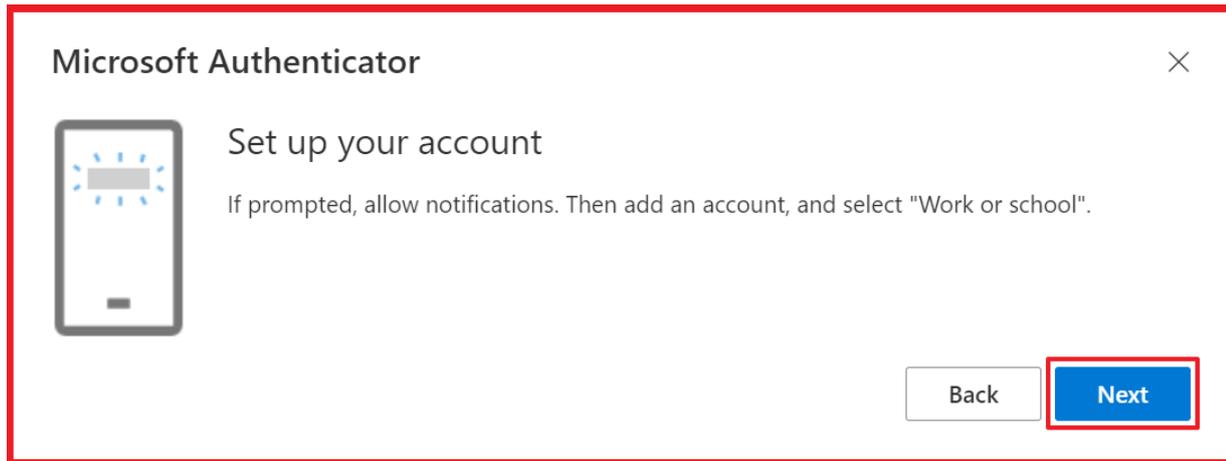
8. Select **Authenticator app**



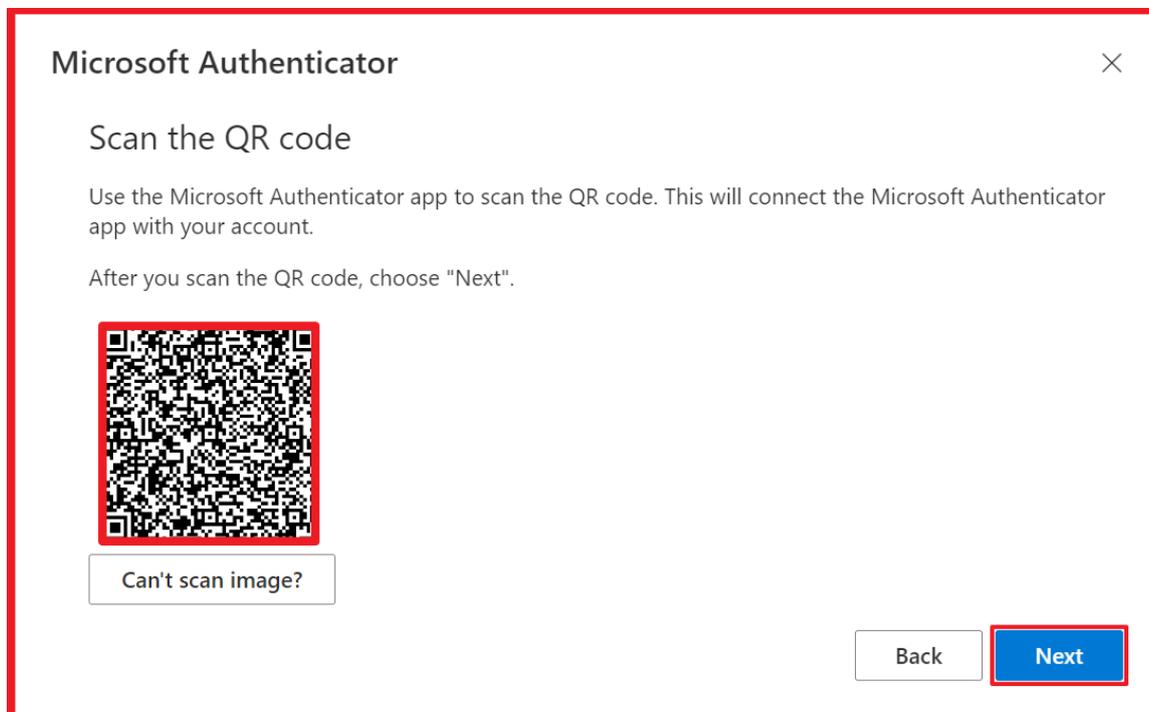
9. You will now be prompted to set up Microsoft Authenticator. You must now download the Microsoft Authenticator app from the App Store or Play Store. Once you have done so, click **Next**.



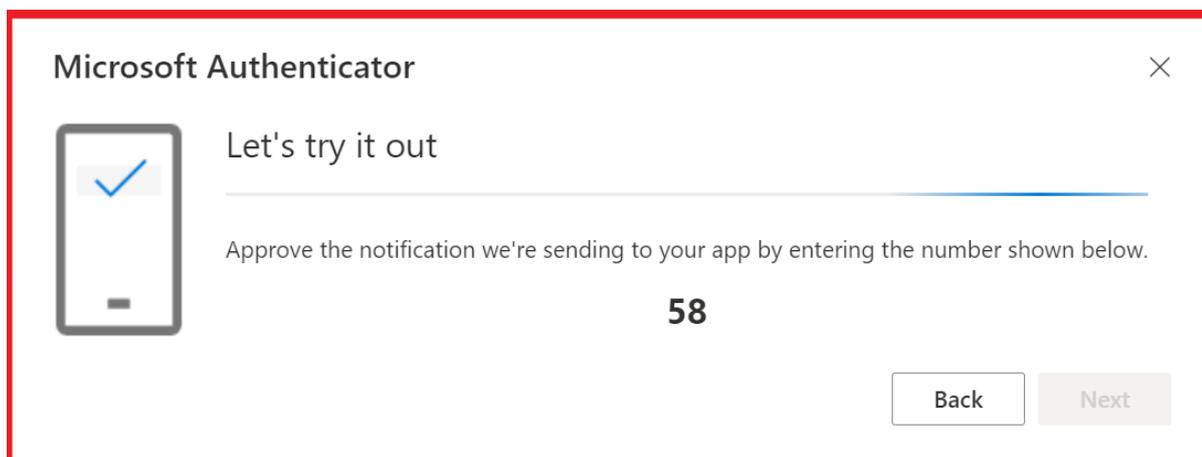
10. In Microsoft Authenticator, tap the **Plus** icon to add an account, and select **Work or school**. Then click **Next**.

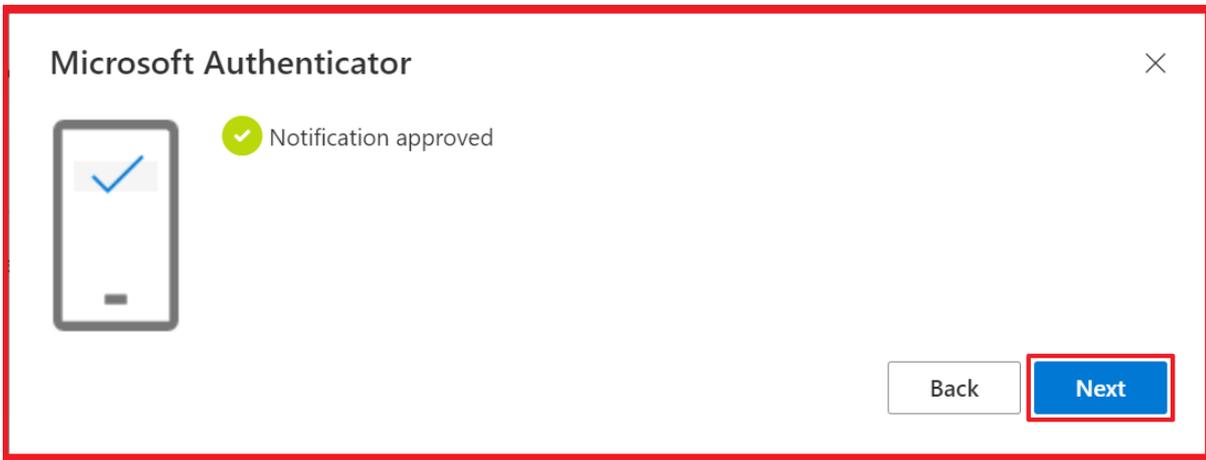


11. Now scan the QR code on your screen and click **Next**.

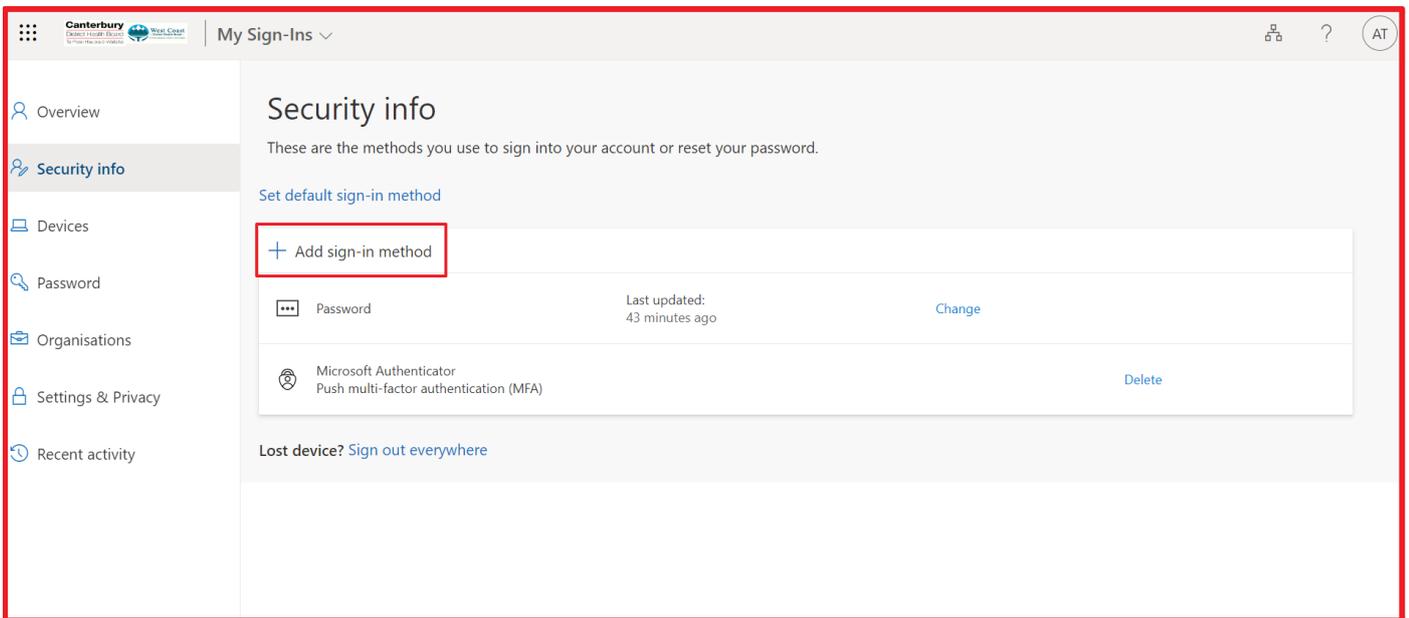


12. Enter the code showing on the screen into your Authenticator app, then click **Next**.

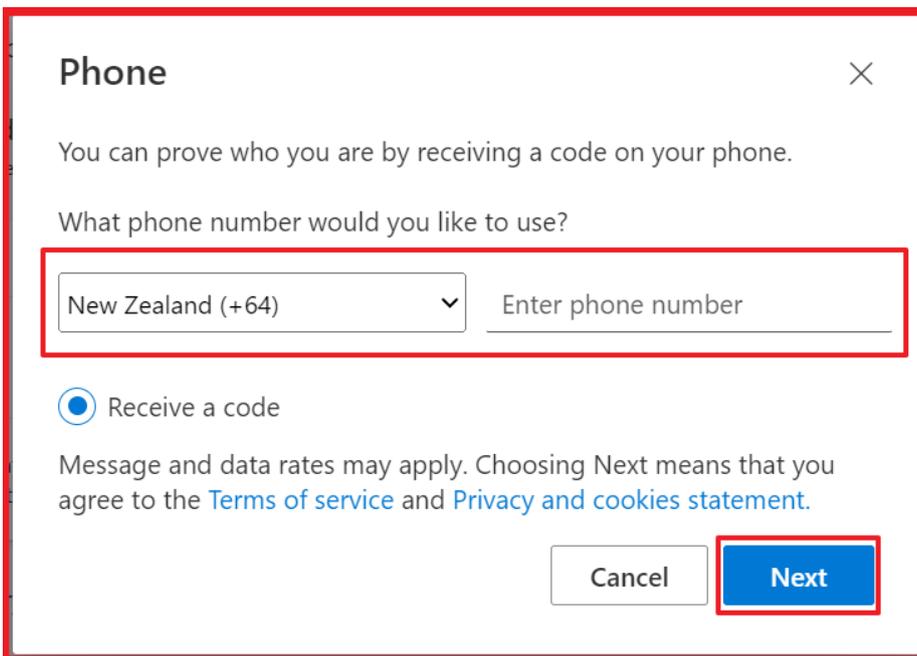




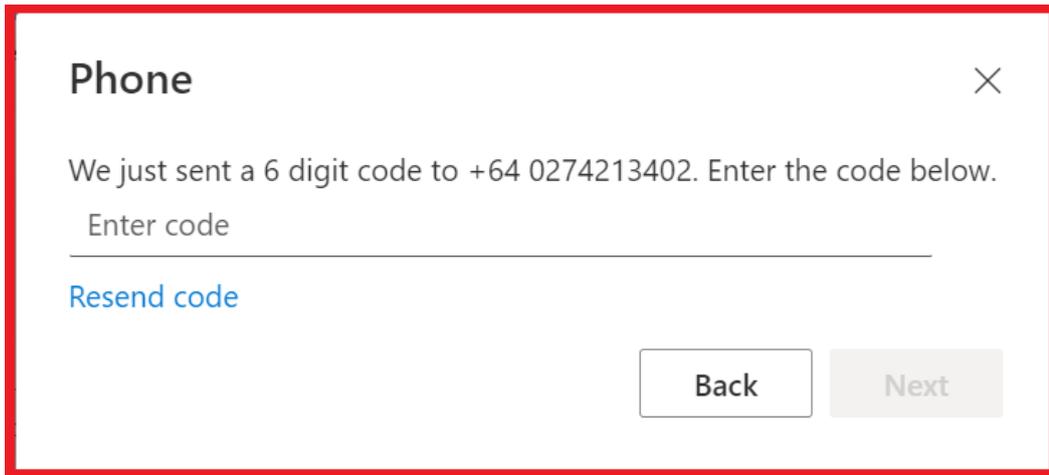
13. Now you must add a second Sign-in method. Click **Add sign-in method** again, and select **Phone**.



14. Change the country code to NZ and enter your mobile number, then click **Next**.



15. A 6 digit code will be sent to your mobile phone, enter it here. Then click **Next**.

A screenshot of a mobile verification screen titled "Phone" with a close button (X) in the top right corner. The screen displays the message: "We just sent a 6 digit code to +64 0274213402. Enter the code below." Below this message is a text input field with the placeholder text "Enter code". Underneath the input field is a blue link labeled "Resend code". At the bottom of the screen are two buttons: "Back" and "Next". The "Next" button is currently disabled (greyed out).

Phone

We just sent a 6 digit code to +64 0274213402. Enter the code below.

Enter code

[Resend code](#)

Back Next

You are now all ready to go! Click the link below to access the Self-Service Password Reset:

<https://aka.ms/sspr>

As always if you are unsure how to proceed, please contact the Service Desk on 03 364 0999 \ ext. 80999