

Password Reset (assystReset) provides the ability to reset forgotten passwords. It provides a temporary password through self-service rather than having to call the Service Desk.

To start you will need to setup “My Account” by answering 3 standard questions and setting up 3 personal questions and answers. Once setup you can use assystReset to obtain your temporary password.

If you forget your password in the future, you can provide answers to all 6 questions in assystReset to obtain a temporary password.

Note:

- You can change your standard answers and personal questions & answers at any time.
- You will be prompted to change the temporary password on next logon to the network or email.

To access, double-click the **Password Reset icon** on your desktop:



Password Reset

Or visit: <https://ictsreset.nshealth.ca>

Complete the captcha by retyping the word and clicking **Enter**.

Note: The letters are case sensitive.

Set up your account:

1 **Welcome to assystReset**
Select My Account to setup your Challenge and Response information. This must be done before you will be able to use the Reset my password function.

Step 1 – Click My Account.

2 **My account**

Logon Name
smithab

Password
.....

Domain
NSHEALTH

Step 2 – Enter your network email user id and password.

Select your domain from the dropdown. Click **Next**.

3 Standard questions ?

What is your favorite color? *

What is the first car you drove? *

What is your favorite vacation spot? *

4 Your questions ?

Question 1: * Answer for question 1: *

Question 2: * Answer for question 2: *

Question 3: * Answer for question 3: *

Save **Cancel**

Step 3 – Provide responses to the 3 standard questions.

Step 4 – Provide 3 personal questions and answers. Click **Save.**

Note:

- You will need to remember your answers to reset your password if you forget it
- No answers can be the same
- No questions can be the same
- Questions and answers must be at least 3 characters

To create a temporary password:

This temporary password will allow you to logon to the network or email. When you logon with your temporary password, you will be prompted to change your temporary password.

1 Welcome to assystReset

Select My Account to setup your Challenge and Response information. This must be done before you will be able to use the Reset my password function.

Reset my password **My account**

Step 1 – Click **Reset my password**

2 Reset my password

To reset your password please enter your username and domain. You will also be required to answer the questions you have set previously. Please note if you have not set up questions and answers you will not be able to reset your password in this system.

Logon Name
smithab

Domain
NSHEALTH

Next **Cancel**

Step 2 – Enter your network email user id.

Select your domain from the dropdown. Click **Next**.

3 The first step is to provide your answers to the standard questions.

What is your favorite color? *

What is the first car you drove? *

What is your favorite vacation spot? *

Next **Cancel**

Step 3 – Enter your responses to the 3 standard questions. Click **Next.**

4 Personal Questions

Please answer your personal questions.

Who is the funniest person I know? *

What is my favorite animal? *

Who is my favorite teacher? *

Next

Step 4 – Enter your responses to your 3 personal questions. Click **Next.**

Note: If you answer the questions incorrectly 3 times, the system will lock you out for 5 minutes.

5 Verification successful

Please enter your temporary password

Please re-enter your temporary password

Save

You will be prompted to change your password at next Windows logon.

Step 5 – Create your temporary password and re-enter your temporary password. Click **Save.**

Your temporary password is now set!