# User Guide for Registering / Resetting / Unlocking your Healthirl password

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## Step 1 – Registering your account

In order for you to reset and unlock your Healthirl account, you must first register your details:

1. From your internet browser, go to http://aka.ms/ssprsetup or click on the *Register Windows Security Password* Icon.
2. The registration page will load.
3. You now need to specify the contact method and security questions in order to verify who you are.
4. If you have a HSE mobile or smartphone, click on:

   🔴 Authentication Phone is not configured. Set it up now

Select *Set it up now:*

   a) Select your country or region from the drop down box, for example select *Ireland (+353)*
   b) Enter your phone number and click on either the *text me* or *call me* button
5. If you select the call me option, wait for the incoming phone call and answer it.

   We're calling your phone. Please answer it to continue.

6. You should be advised by the automated assistant you have reached the Microsoft Sign-In Verification System.
7. **Click** the hash "**#**" key on your keypad to verify your phone number.
8. The authentication phone should now be setup and you can progress to the Security Questions setup.
9. If you select the *text me* option:
   a) Wait for the SMS message with the Microsoft Verification Code.

   c) **Enter** the received *code* in the input box on the registration portal.
10. Click *Verify.*

## Security Questions

1. Select *Set them up now*.
2. Select *Three Security Questions* from the drop down list and provide answers applicable to yourself.
3. **Click** *Save answers*.
4. Confirmation details for your phone and Or 3 security questions should now be displayed.
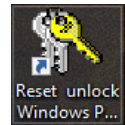5. Click *Finish* button.
6. Close the browser.

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## Step 2 - When you need to reset your Healthirl Password

From your internet browser, go to https://passwordreset.microsoftonline.com/ or click on *Reset unlock Windows Password* icon (if you have access to a machine) or click on the *Cannot Access your account link* on the sign in window.

john.doe@hse.ie

Password

**Sign in**

**Cannot access your account?**

2. On the **Password Reset portal**, landing page,
   a. **Enter** the **User ID,** for example John.Doe@hse.ie
   b. **Enter** the characters in the picture in the input box
   c. Click **Next**.
3. On the 'Why are you having trouble signing in page', select I **forgot my password** and click **Next**.

4. On the verification page, select the preferred verification option for step 1, e.g. *Text My mobile phone.* You will need to enter your mobile phone number and click Text.
5. Enter the received code and click **Next**.
6. After verifying your identity, enter and confirm your new password.
7. When the Password has been reset, a prompt will confirm success.

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## Step 3 – When you need to unlock your account

From your internet browser, go to https://passwordreset.microsoftonline.com/ or click on *Reset unlock Windows Password* icon (if you have access to a machine) click on the *Cannot Access your account link* on the sign in window.

2. On the **Password Reset portal**, landing page:
   a. **Enter** the **User ID,** for example John.Doe@hse.ie
   b. **Enter** the characters in the picture in the input box
   c. Click **Next**.
3. On the 'Why are you having trouble signing in page', select I **know my password, but still can't sign in** and click **Next**.
4. On the verification page, select the preferred verification option. For example, select 'Text My mobile phone' if you used this during your registration. You will need to enter your mobile phone number and click **Text**.
5. Enter the received code and click Next.
6. You should receive a prompt advising the account has been unlocked

If you have any issues, please contact the National Service Desk on 0818 300300.