



## Password Management

### Access to Password Self Service

1. Open a browser (Google Chrome, Mozilla Firefox, etc...)
2. Go to <https://password.hli.ubc.ca>
3. Login using your **HLI username and password**.

**Note:** If this is the first time logging in, use the username and temporary password provided to you.

PR / HLI - Secure Web Portal

Sign in to use available applications

Secure Name/Password - Form

Username

Password

Sign in

[Forgotten Password](#)

4. Click **Sign in** button

PR / HLI - Self Service Password Reset

**Change Password**  
Change your current password.

**Set Up Security Questions**  
Security questions and answers allow you to recover a forgotten password.

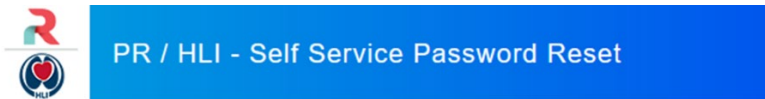
**My Account**  
Information about your password and password policies.

## Setup Security Questions

If you forget your password, you can access your account by answering your security questions.

If this is the first time logging in, you will see the “Setup Security Questions” screen.

1. Please enter the answers to the three defined questions as well as create one question and answer it yourself.



### Set Up Security Questions

If you forget your password, you can access your account by answering your security questions.

Please choose the questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

What city were you born in?

What school did you attend at the end of sixth grade?

What Province/State were you living in when you finished eighth grade?

Question:

Save Answers

A red arrow points from the right side of the page towards the grey header box that says "Please type your security answers".

- What city were you born in?
- What school did you attend at the end of sixth grade?
- What Province/State were you living in when you finished eighth grade?
- Self-created question

2. Please pay attention to what is displayed shown by the red arrow above. When you have successfully entered the correct responses, the display should show:  
“Your answers meet the requirements. Click Save Answers when ready.”

Your answers meet the requirements. Click Save Answers when ready.

What city were you born in?

3. Click **Save Answers** button
4. You should get **Success** screen



## PR / HLI - Self Service Password Reset

### Success

Thank you. Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

Continue

5. Click **Continue** button

## Change Password

If this is the first time logging in, you will see the “**Change Password**” screen after the “Setup Security Questions” screen.

1. Please type your new password



PR / HLI - Self Service Password Reset


### Change Password

**Your password has expired. You must set a new password now.**

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must not include any of the following values: HLI Heart Lung
- Must not include part of your name or username.
- Can be changed no more often than once every 1 day.
- Must have at least 3 types of the following characters:
  - Upper case (A-Z)
  - Lower case (a-z)
  - Number (0-9)
  - Symbol (!, #, \$, etc.)
  - Other language characters not listed above
- New password must not have been used previously.

Please type your new password

New Password 

Confirm Password

Change Password

- Please pay attention to what is displayed shown by the red arrow above. When you have successfully entered your new password, the display should show:  
**“New password accepted, please click change password”**

**Note:** make sure the password strength is **Very Strong**



## PR / HLI - Self Service Password Reset

### Change Password

**Your password has expired. You must set a new password now.**

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. Your new password must meet the following requirements:

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  - Number (0-9)
  - Symbol (!, #, \$, etc.)
  - Other language characters not listed above
- New password must not have been used previously.

New password accepted. Please click Change password.

New Password

Confirm Password

Change Password

Strength: Very Strong

✓

*(Red arrows point to the success message, the strength indicator, and the checkmark.)*

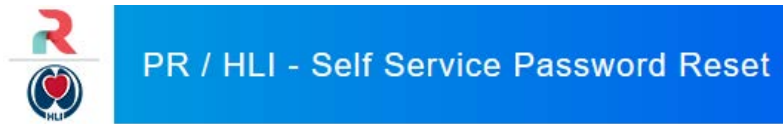
- Click **Change Password** button
- You will get the **Please Wait** screen while the system changes your password.

### Please Wait

Your password is being changed. This process may take several minutes, please be patient.



5. You will get the **Success** screen if your password has been changed successfully.

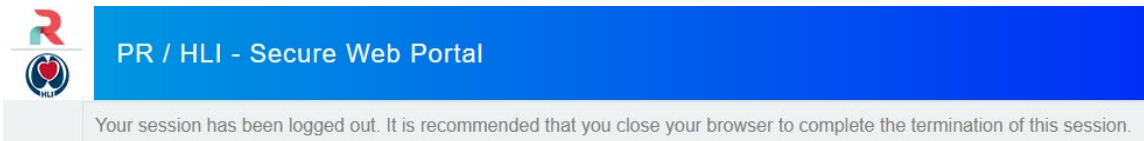


### Success

The password has been changed successfully.

Continue

6. Click **Continue** button
7. The system will log you out and it is recommended that you close your browser to complete the termination of this session.



## Errors

### Error SSPR 4033

If you get SSPR 4033 “Not enough time has passed since last password change”, you need to wait 24 hours before you can change your password.

#### Error

SSPR 4033

Not enough time has passed since last password change

Continue