Change Long Password from SHA Device over VPN

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## Acronym List

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<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>eHS</td>
<td>eHealth Saskatchewan</td>
</tr>
<tr>
<td>SHA</td>
<td>Saskatchewan Health Authority</td>
</tr>
<tr>
<td>VPN</td>
<td>Virtual Private Network</td>
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## Review History

<table>
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<th>Review Date</th>
<th>Reason</th>
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## Version History

<table>
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<th>Implemented by</th>
<th>Revision Date</th>
<th>Approval</th>
<th>Reason</th>
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<tr>
<td>1.1</td>
<td>KBA – Nikki Zwirsky</td>
<td>June 01, 2021</td>
<td></td>
<td>Create for fSunrise Password Change</td>
</tr>
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</table>
Important Pre-Requisites

- **Must** be logged into VPN before you can change your long password.

  **NOTE:** If you do not know your long password, please contact the eHealth Service Desk at 1 888-316-7446 to have your password reset and use that password in this process.

- These instructions/processes assume you have access to a SHA supplied physical computer (Laptop/workstation) that uses Windows, has Cisco AnyConnect (VPN) installed and DUO Mobile setup for your account.

- These instructions **do not apply** to people who connect to VDI or a SHA physical device on site.

Log into Network via VPN

1. Log In to Workstation

   a. Log into your SHA Device with your Sunrise username and password.

   ![Login Screen]

   b. Once you have entered your login credentials, press the **Enter** key or click the **right arrow** button to submit.
2. Log In to Cisco VPN

   a. Right click on the Cisco AnyConnect icon in taskbar (bottom right corner).

   b. Click on the icon to connect and enter `vpn.ehealthsask.ca` if not populated. Click Connect.

   c. Enter your network `Domain\Username` (`Username: sunrise\username`) and Password.

   d. In Second Password field you have two options:

      i. Type the keyword “push” (without quotes) and then OK to receive a push notification from Duo security to your cell phone. Cell phone will receive a notification from Duo press Approve.
ii. Enter the six digit Duo-Protected code from the Duo Mobile app and then click 'OK'. Enter as one number with no space (e.g. 612613 not 612 613).

![Duo Mobile App](image)

e. You should now be able to use the eHealth Saskatchewan VPN.

**NOTE:** Should you encounter any problems, please contact the eHealth Service Desk at 1-888-316-7446.
Change Long Password

1. Change Password

   a. While logged onto the workstation press [**Ctrl**] + [**Alt**] + [**Delete**] keys at same time.

   b. Choose **Change a password** from the following options:

   ![Change a password](image)

   c. You will now see the **Change Password** screen.

   ![Change Password screen](image)

   d. To change the password:

      i. Type in the default password into the **Old Password** field.

      ii. Type in a new password of your choice into both the **New password** and **Confirm password** fields.

      **NOTE:** Password needs to be 8 characters with at least 1 upper case, 1 lowercase and 1 number (or special character).
iii. Press the **Enter** key or click the **right arrow** button to submit password changes.

iv. You should receive a password change confirmation.

2. **Verify Long Password Change via Locking Workstation**

   a. While logged onto the workstation and VPN, lock your workstation by following either of these options:

      i. Click the **Window** key + **L** key at the same time.

      ii. Click **[Ctrl] + [Alt] + [Delete]** at the same time and then choose **Lock**.

   b. Log into workstation with **username** and new **password**.

3. **Verify Long Password Change after Disconnecting From VPN**

   a. While logged onto the workstation and VPN, save and close out any applications.

   b. Click the **Cisco AnyConnect Secure Mobility Client** icon from the Taskbar or from System Tray and click **Disconnect**.
c. Click [Ctrl] + [Alt] + [Delete] and choose **Sign out** from the options below:

![Sign out options](image)

<table>
<thead>
<tr>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lock</td>
</tr>
<tr>
<td>Switch user</td>
</tr>
<tr>
<td>Sign out</td>
</tr>
<tr>
<td>Change a password</td>
</tr>
<tr>
<td>Task Manager</td>
</tr>
<tr>
<td>Cancel</td>
</tr>
</tbody>
</table>

d. Log into workstation with **username** and new **password**.

e. Log into VPN with your network **Domain\Username** (Username: sunrise\username) and new **Password**.

**NOTE:** Should you encounter any problems, please contact the eHealth Service Desk at 1-888-316-7446.