

Reset Your Onboarding Password

Overview

If you partially completed your Onboarding activities, and then logged out of the system to finish later, you will be required to enter your Onboarding password when you return.

If you forget your Onboarding password, you can reset it by following this procedure.

Procedure

1. Click the **Forgot Password? Click here** link.

Note: Take note of your *User Name*. You may be asked to enter it again.

English

Enter your Password

User Name

First Name Last Name

Password

[Forgot Password? Click here.](#)

Click [Start Employee Wizard](#) to complete new hire forms.

[Start Employee Wizard](#)

2. Enter the answer to your **security question** in the field.
3. Click **Submit**.

English

Forgot Password

Please answer the security question(s)

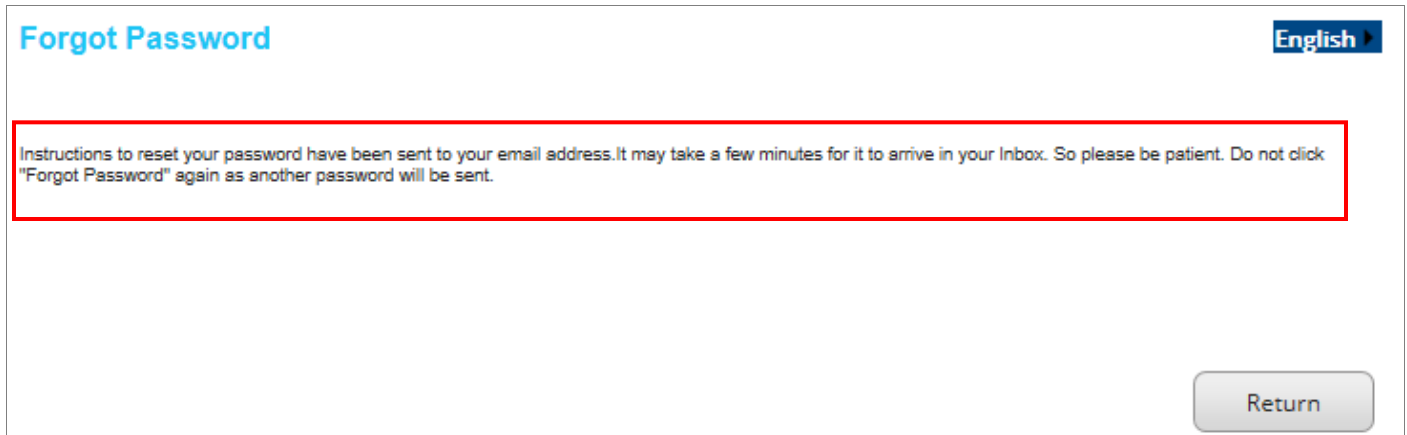
Security Question

Security Answer

Remember security answer is case sensitive.

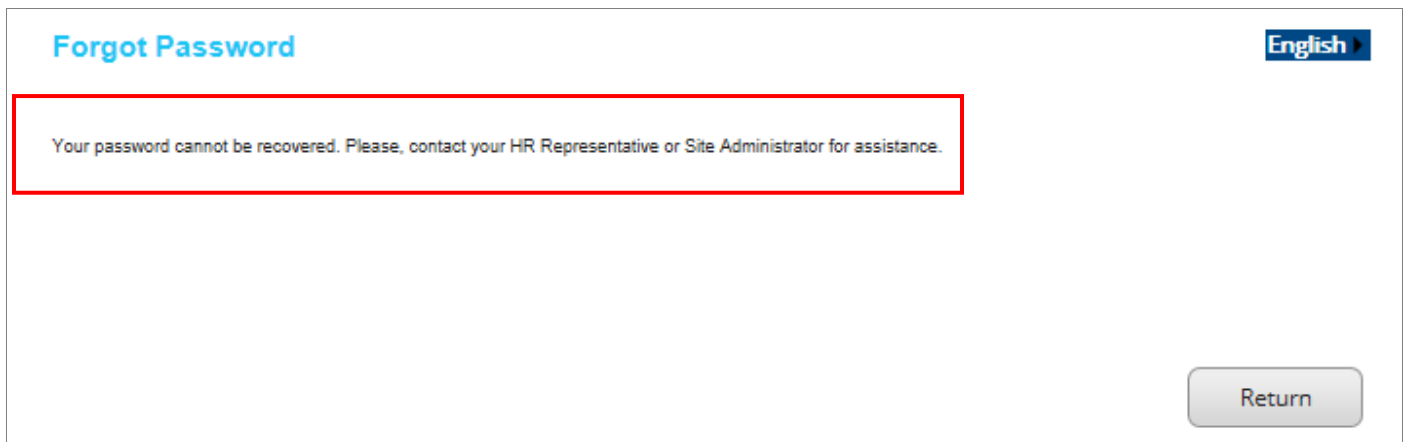
[Submit](#) [Cancel](#)

A message displays to indicate that instructions to reset your password have been sent to your email address. Note that the email may take a few minutes to arrive in your inbox.



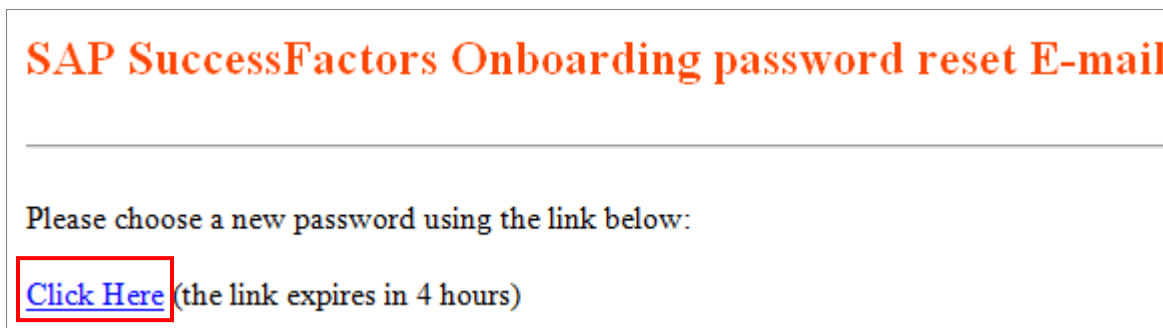
Note: If you have made too many previous attempts to login unsuccessfully, or have been unable to submit the correct answer to your security question, you may become locked out of the system.

In this case, a message displays to indicate that your password cannot be recovered. Contact the Shared Health Service Desk (204-940-8500) for assistance with resetting your Onboarding password.



4. Click the link in the email message.

Note: The password reset link will expire after 4 hours. If you attempt to use it after that time, it will not work. You will need to start this procedure again.



5. Enter the answer to your security question in the field.

6. Enter a new password in the **New Password** field, and then enter it again in the **Re-type New Password** field.
7. Enter the answer to your security question in the **Security Answer** field.
8. Click **Submit**.

A message displays to confirm that your password has been reset.

9. Click **Return** to sign in to Onboarding.

Note: You can also click the *Begin Onboarding* link in your original Onboarding notification email to sign in.

10. Enter your password in the **Password** field.

11. Click **Start Employee Wizard**.

The screenshot shows a login interface with the following elements:

- Language selector: English
- Section title: Enter your Password
- User Name field: [blurred text]
- First Name field: Patricia
- Last Name field: Harpole
- Password field: [red border]
- Link: [Forgot Password? Click here.](#)
- Instructional text: Click Start Employee Wizard to complete new hire forms.
- Button: Start Employee Wizard [red border]

You return to Onboarding.