HDP Training & Education

Update, Change, or Reset HDP Passwords

Version: V1.2
Updated: April 2023
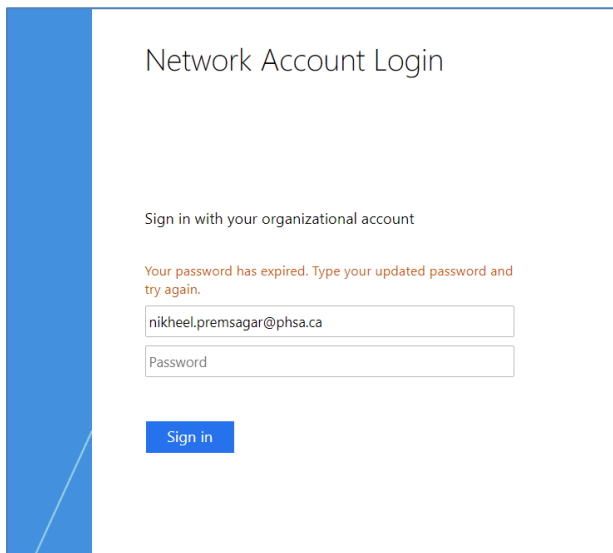
Purpose

This document will demonstrate how to reset your HDP password.

Contents

Background

You will occasionally be required to **update** your HDP access password. The frequency of the updates will vary depending on your organization's system rules.

There may also be times when you would like to **change** your HDP password.

If you forget your HDP Password, you will need to contact your system administrator to **reset** your password.

PHSA Users

If you login to HDP using PHSA access credentials, please follow the steps in this section of the document to reset your password.
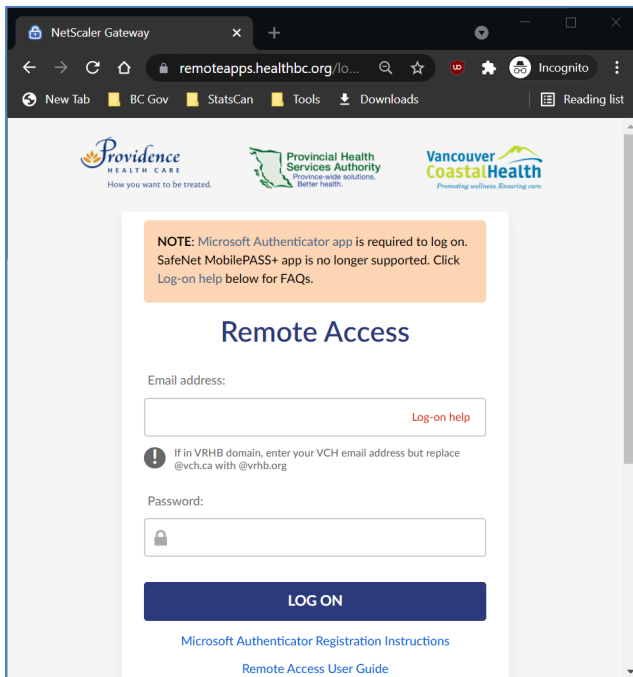
Change Passwords

Figure 1: Remoteapps.healthbc.org login page

Step 1: Open an internet browser and navigate to [VPN Remote Access](#)

Full link: remoteapps.healthbc.org

Note: If you encounter issues accessing the site, please try again using an incognito browser or a different internet browser than you typically use.

Chrome has been shown to work well.

Step 2: Log in using your existing HDP access credentials and complete the multifactor authentication (MFA) steps.

- ➢ Note: When you log in, please use your full PHSA email as the username (username@phsa.ca)
- ➢ Usually, PHSA emails are in the format (firstname.lastname@phsa.ca)
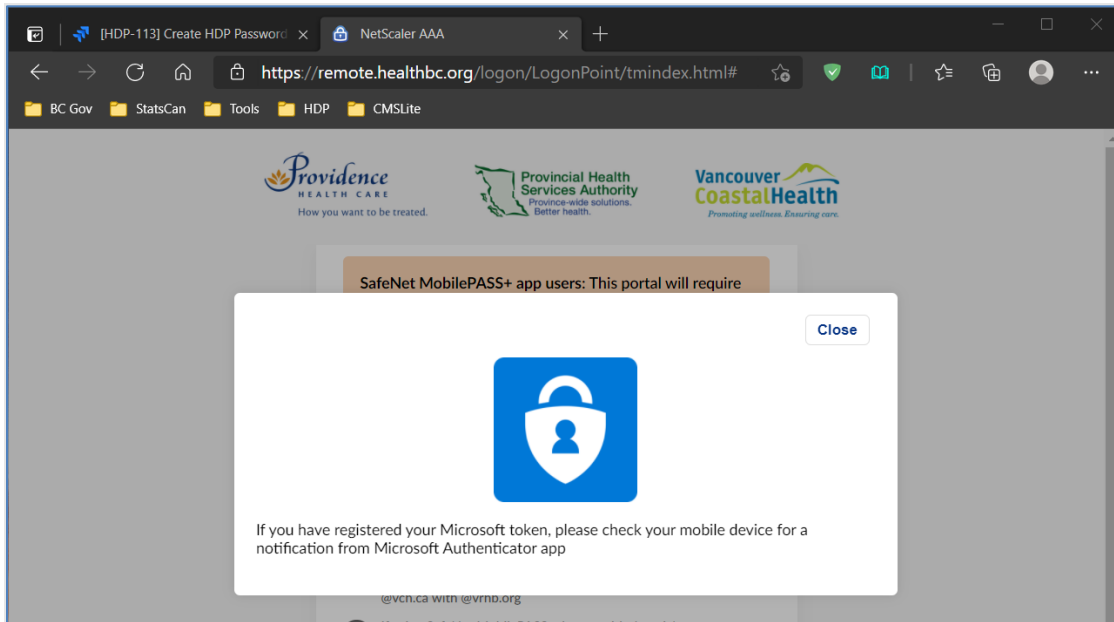
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Figure 2: You will be prompted to complete the MFA authentication

Step 3: Access your profile by clicking on your username at the top right-hand corner of the screen (Figure 3).
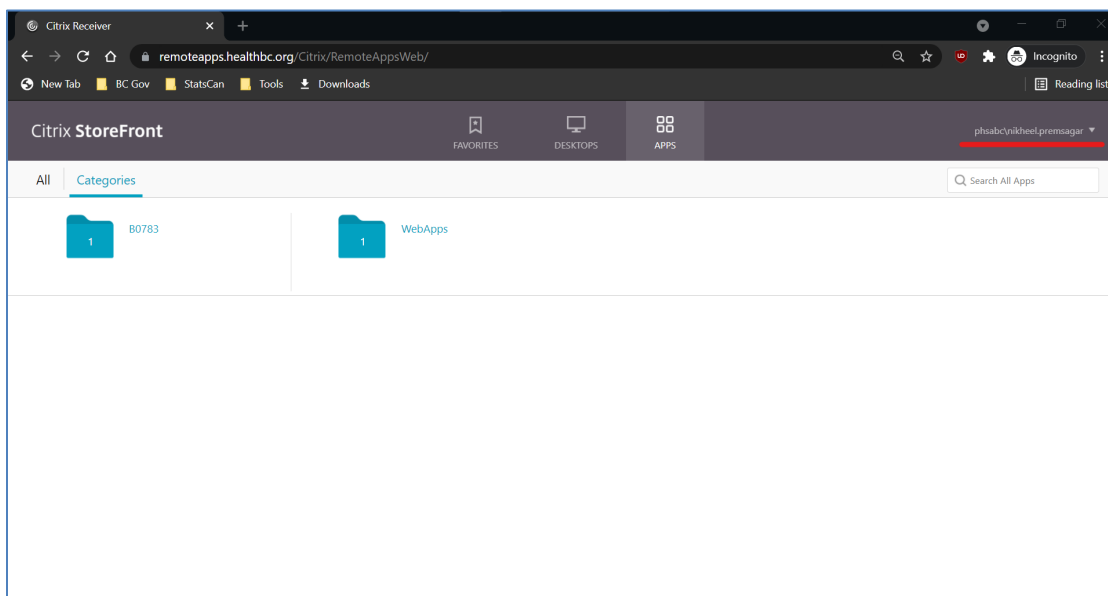

Figure 3: Click on your username to access your profile

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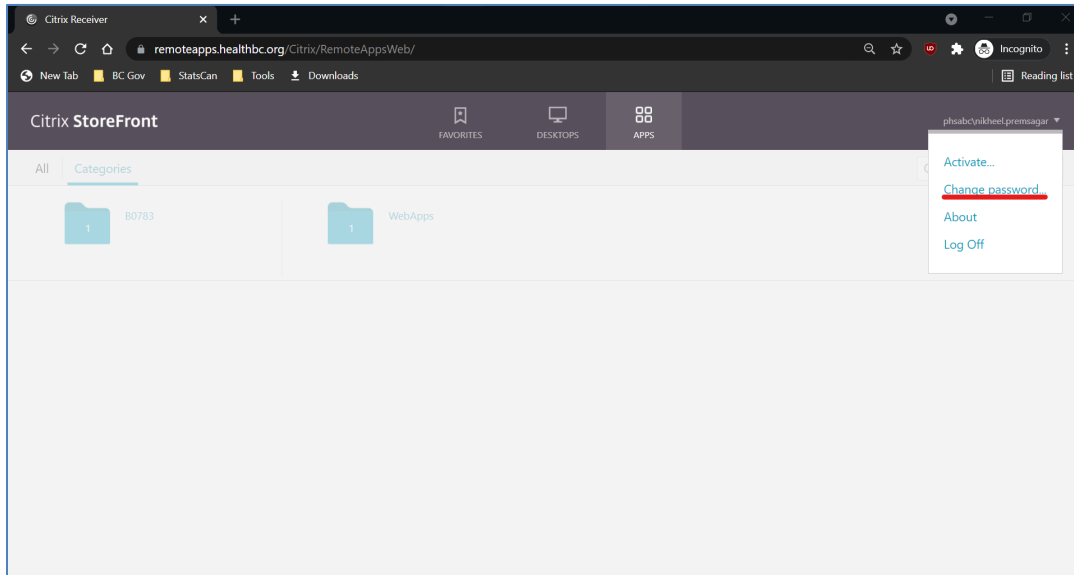Step 4: Select the change password option.

Figure 4: Select "Change Password"

You will receive the following alert message informing you that you will have to re-login to use PHSA apps after changing your password. Click continue. (Figure 5)
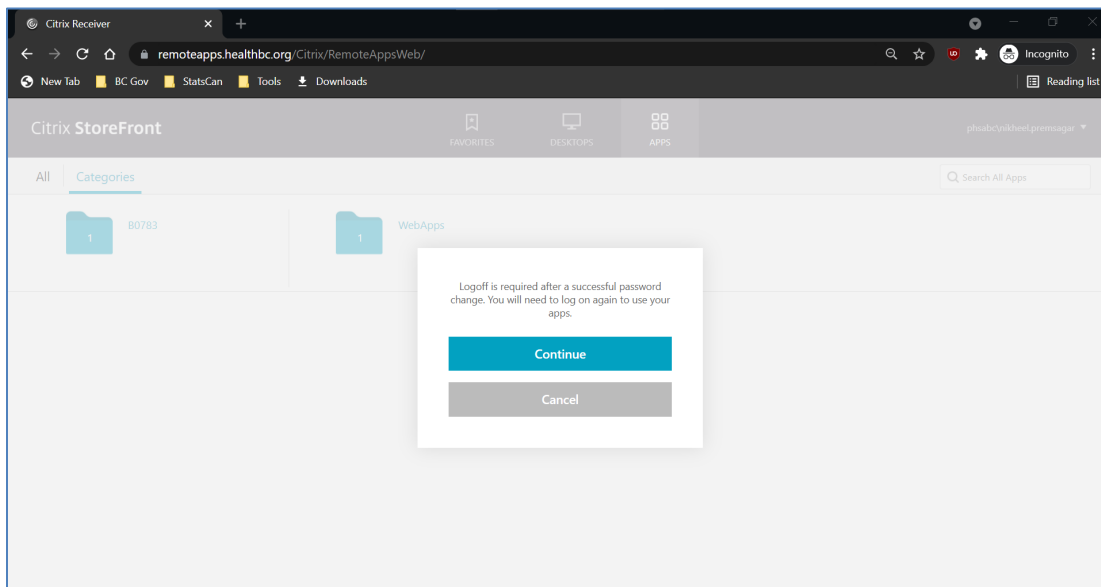

Figure 5: You will receive an alert message

Step 5: Update your password by completing the form.

Your password must be at least 12 characters, and must contain at least one upper case letter, as well as a numeric value. You may also not repeat previous passwords.
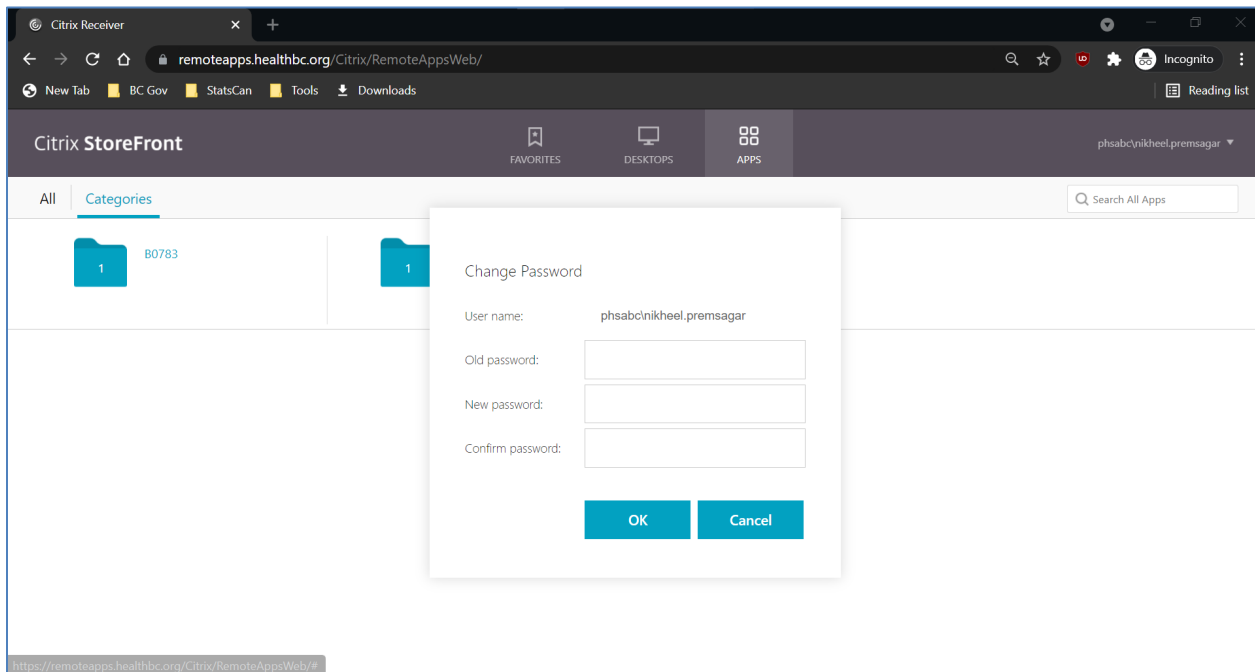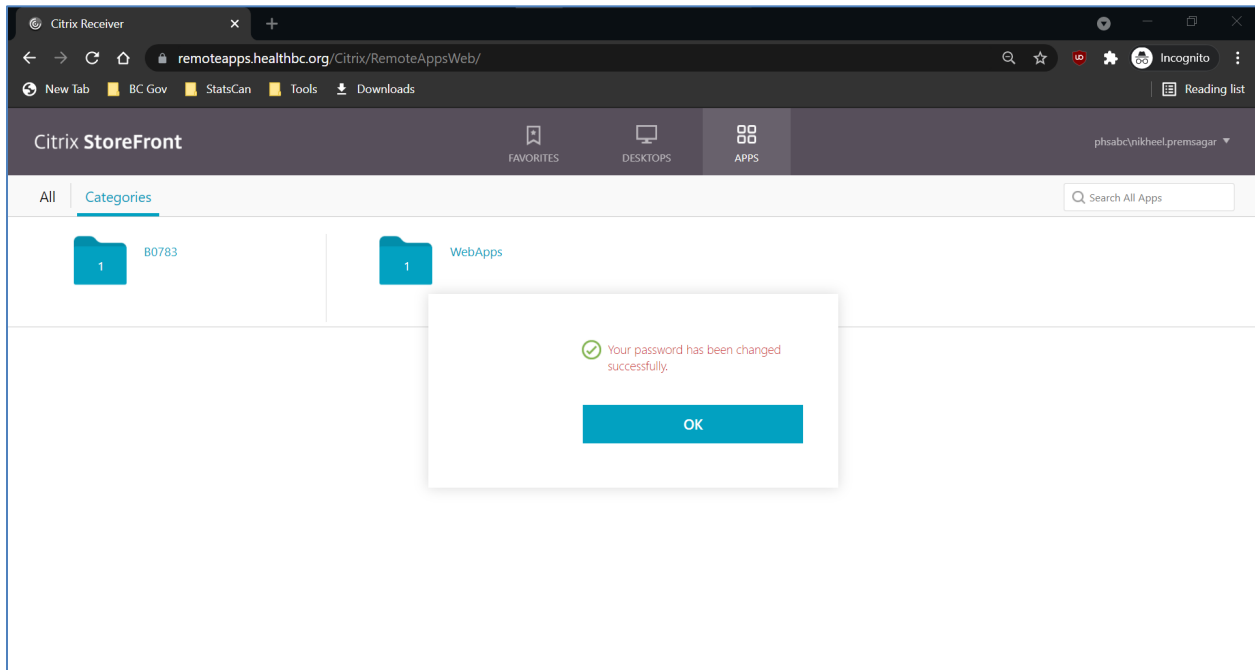

Figure 6: Insert a new password

Figure 7: Password change success message

You may receive a "Logoff error" message. Ignore this message. Your password has been successfully changed (Figure 8).
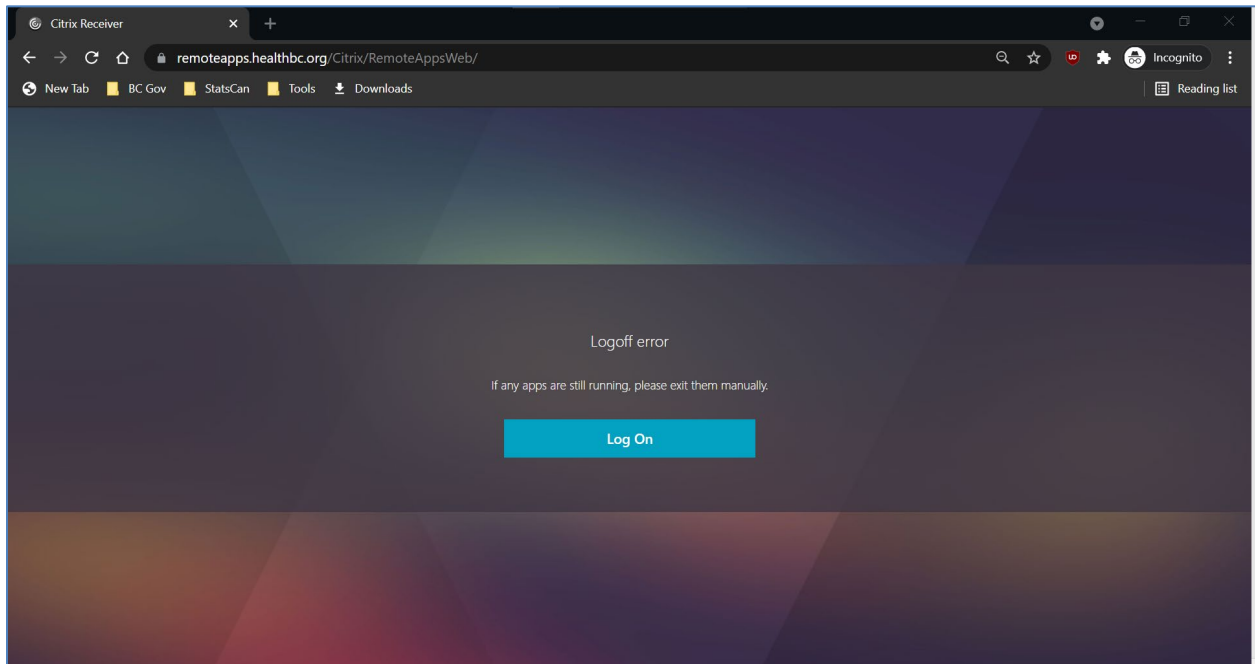
Figure 8: Disregard this error message

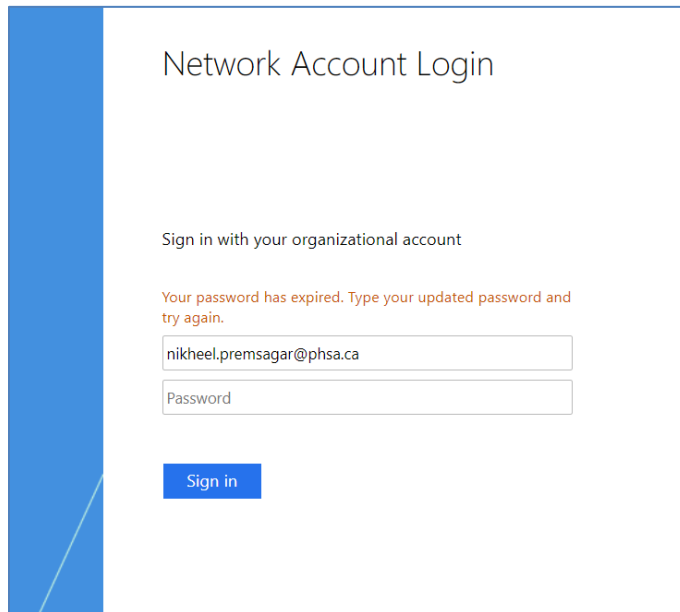Step 6: Log in to VPN Remote Access again to confirm your password has been changed.

- ➤ Full Link: remoteapps.healthbc.org
- ➤ Note: It may take up to 10 minutes for your password reset to take effect in the system.

If you are able to log back into the remote access page with your new password, you have successfully updated your password.
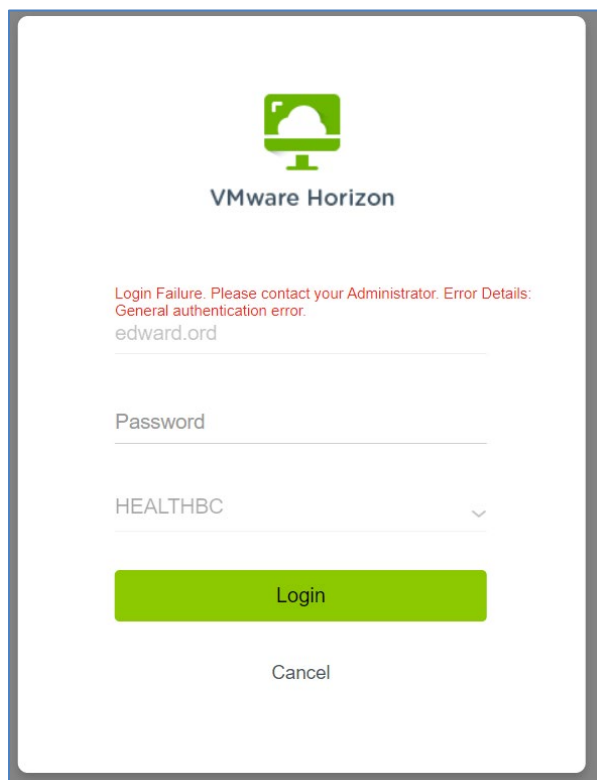
Update Password

If you login to HDP and receive the following messages, it is time to update your HDP Password.

Step 1: Open an internet browser and navigate to VPN Remote Access.
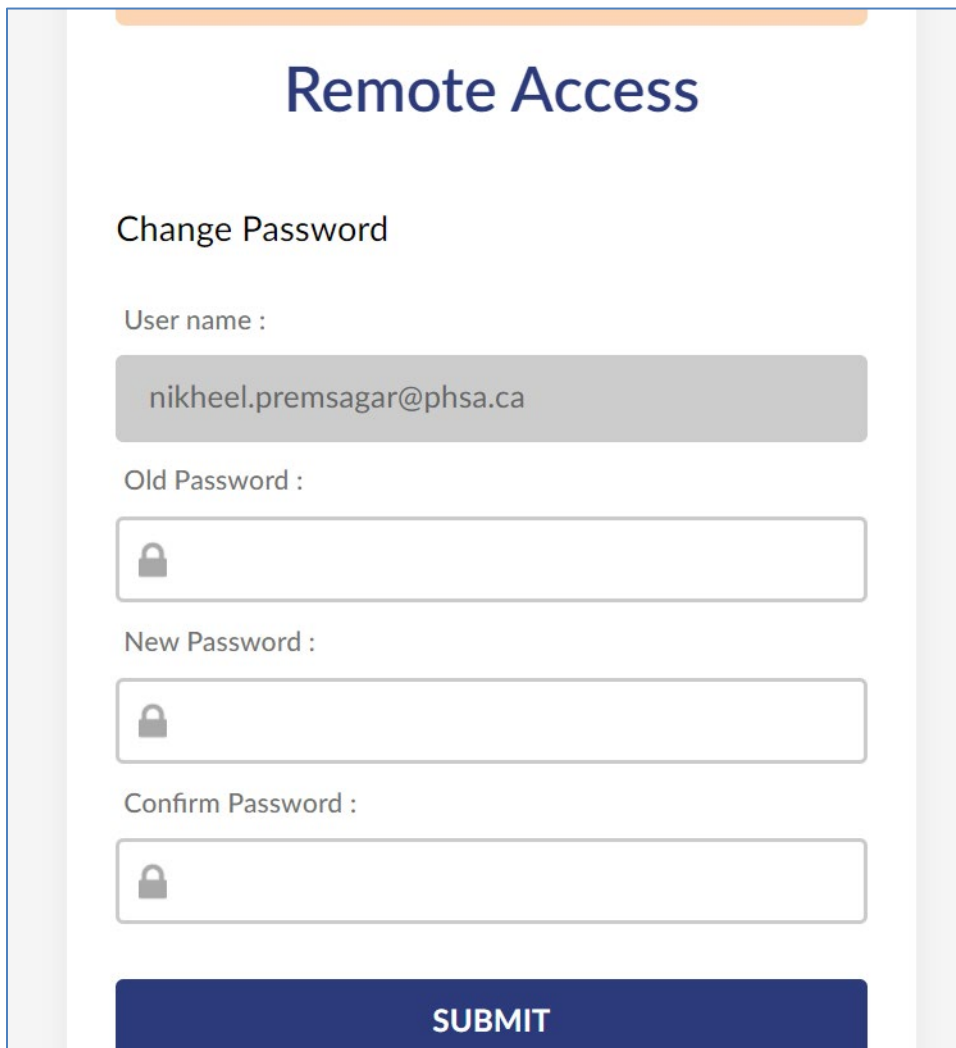
Full link: remoteapps.healthbc.org

➢ Note: If you encounter issues accessing the site, please try again using an incognito browser and/or a different internet browser than you typically use.

Step 2: Log in using your existing HDP username and password.

➢ Note: Use your full PHSA email as the username.

Step 3: When prompted, enter a new HDP password.

Remote Access

Change Password

User name :

nikheel.premsagar@phsa.ca

Old Password :

🔒

New Password :

🔒

Confirm Password :

🔒

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> **NOTE:** Microsoft Authenticator app is required to log on. SafeNet MobilePASS+ app is no longer supported. Click Log-on help below for FAQs.
>
> **Remote Access**
>
> You are not authorized to connect to this portal. Please contact support.

Please note, you may see the above message after you enter your new password. Please disregard this message. You have now successfully updated your HDP password.

Navigate to the HDP Login and log in using your HDP email and new password.

Reset Password

If you forget your password and need to reset it, PHSA users may contact servicedesk@phsa.ca or phone 604-675-4299.

If you still require assistance, please contact MoHAnalytics@gov.bc.ca.

Document History

Date	Author	Version	Change Reference
2021-05-11	HDP Project Team	1.0	Draft initial version of document
2021-09-16	HDP Project Team	1.1	Login URL updates
2023-04-13	HDP Project Team	1.2	Updated password rules