

“I can’t remember my password”

ENITS Self-Service Management Instructions

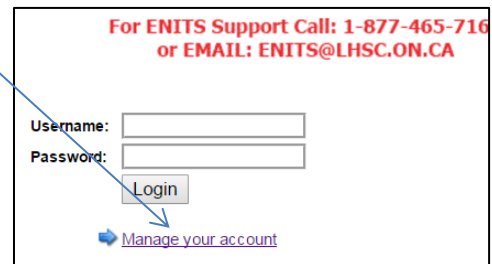
This document provides step-by-step instructions to approved ENITS users to complete the following:

Create a new password if the end user cannot remember their previous password

End users will not be able to use these self-serve features based on the following conditions:

- The end user has locked themselves out of ENITS based on the following:
 - An end user has exceeded 6 (six) password attempts
 - An end user has exceeded 3 (three) challenge and response attempts
 - End-users must contact the Service desk for assistance.
-

Step 1: From the main logon page- select “Manage your Account”



For ENITS Support Call: 1-877-465-716
or EMAIL: ENITS@LHSC.ON.CA

Username:

Password:

Login

[Manage your account](#)

Step 2: On the next page, select “Forgot Your Password”



Log In

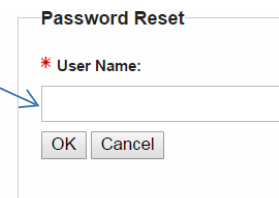
* User Name:

* Password:

Log In

[Forgot your password?](#)

Step 3: End user will be required to provide their ENITS username. User selects OK.



Password Reset

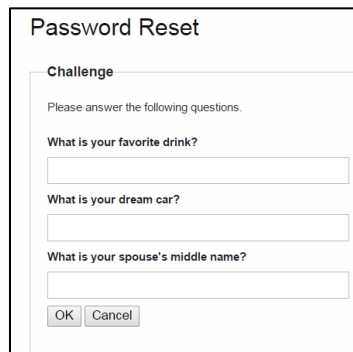
* User Name:

OK Cancel

“I can’t remember my password”

ENITS Self-Service Management Instructions

Step 4: End user must successfully answer 3 randomly selected challenge and response questions



The screenshot shows a 'Password Reset' window with a 'Challenge' section. It asks the user to answer three questions: 'What is your favorite drink?', 'What is your dream car?', and 'What is your spouse's middle name?'. Each question has a corresponding text input field. At the bottom of the challenge section are 'OK' and 'Cancel' buttons.

Step 5: Successfully responding to 3 (three) challenge and response questions- end user is re-directed to ENITS password reset page. Passwords must meet the criteria as denoted.

ENITS Password

Please enter a new ENITS password and then confirm it by entering it a second time. Note that your new password must adhere to the password rules found below.

* New Password:

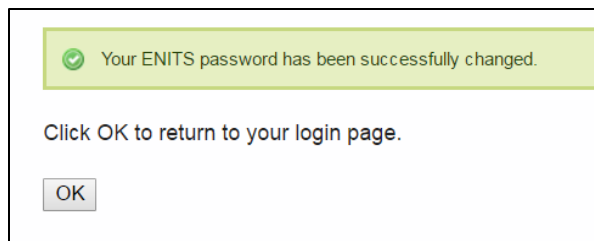
* Confirm Password:

OK Cancel

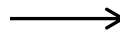
Password Rules

- ✗ Password must be at least 8 characters long
- ✗ Password must contain at least 1 uppercase character
- ✗ Password must contain at least 1 lowercase character
- ✗ Password must contain at least 1 numeric character
- ✗ Password cannot contain your user name
- ✗ Password and confirm password must match
- ✔ Password cannot be one that is disallowed
- ✔ Password cannot contain contact information

Step 6: Updated Password- End user receives confirmation that the password was updated and after selecting OK, end-user is returned to the ENITS log-on page. The end-user will use their existing ENITS username and **updated** password to log-on



The screenshot shows a green confirmation message: 'Your ENITS password has been successfully changed.' Below the message, it says 'Click OK to return to your login page.' and there is an 'OK' button.



The screenshot shows the ENITS login page. It features the 'Emergency Neuro Image Transfer System' logo with a 'DEMO' watermark. Below the logo, it says 'Ontario Health Ontario' and 'Your Family Ontario'. There is a support contact number and email address. At the bottom, there are fields for 'Username:' and 'Password:', a 'Login' button, and a link to 'Manage your account'.