

## New WTIS Password Management Process

The WTIS Password Management System has been upgraded to support a new process for easier password management and improved security. You can now use secure identity management questions (formerly known as Shared-Secrets) and an email address for quick recovery of expired or forgotten passwords; reducing the need to contact the ATC Help Desk.

The following summary outlines the steps required to navigating the password management process.

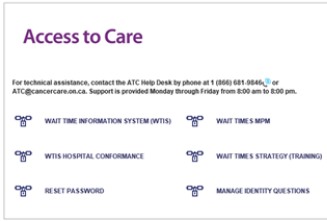
**Detailed instructions for Steps 1 & 2 are available in later sections of this document.**

Prepare

Before using the new password process for the first time, all users must have a valid WTIS password.

If you forget your password, or it is expired, call the ATC Help Desk at 1-866-681-9846 to reset your password.


Using your internet browser, navigate to <https://ssl.accesstocare.on.ca/>



Step 1: Manage Your Identity

Each user will need to first set-up a set of NEW Identity Questions, and register an email address for future password recovery. Navigate to <https://ssl.accesstocare.on.ca/> and

*click on:*


MANAGE IDENTITY QUESTIONS

After each user has set up their identity, this activity is complete.

This initial registration set-up must be completed by August 15, 2017.

Step 2: Password Updates

Anytime **after your identity is set-up in Step 1**, users can use the new functionality to change or reset forgotten/expired WTIS passwords.

I want to change my current password and/or it is about to expire.

Change Your WTIS Password

Valid current passwords can be updated from within the WTIS through the Change Password or password expiry notification links in the top right hand corner of the WTIS. After logging into the WTIS with your current password,

*click on:*

Change Password

*or*


Your password expires in: 2 days.

Is my password expired or forgotten? Am I locked out of my account?

Reset Your WTIS Password

If you have forgotten your WTIS password, have been locked out, or it has expired, the Reset Password process will use your determined identity questions and email address to reset your password. Navigate to <https://ssl.accesstocare.on.ca/> and

*click on:*


RESET PASSWORD



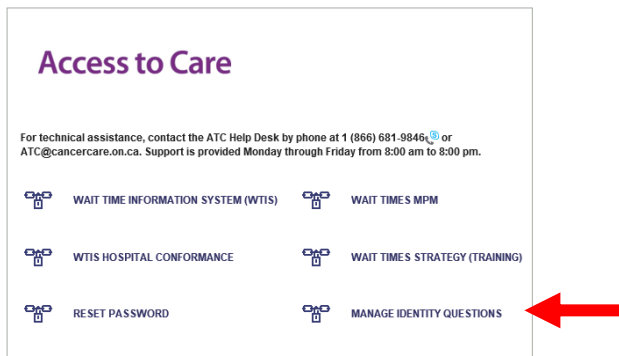
## Step 1: Manage Your Identity

All users will need to first register your identity questions and an email address. This process requires a current valid password and must be completed at least once. Users may choose to update their identity questions and email addresses at any time by re-registering.

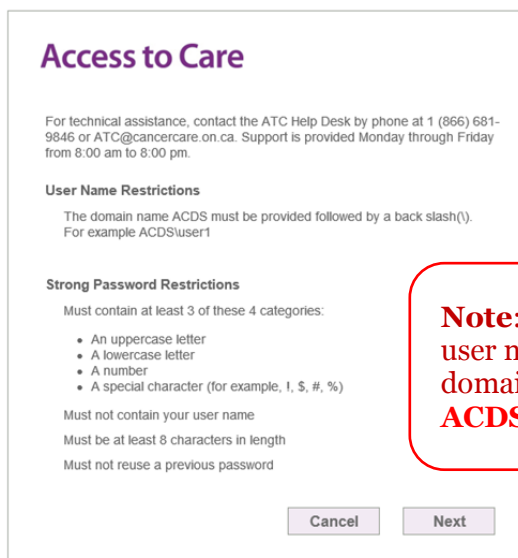


**Important:** Completing the MANAGE IDENTITY QUESTIONS registration is an important security measure to validate existing WTIS users. All users must complete this identity registration before **August 15<sup>th</sup>, 2017**. After this date, requests to the ATC HelpDesk for password resets may require ATC to validate your WTIS credentials directly with your facility Local Registration Authority (LRA). To avoid potential delays in future access, please complete your identity registration as soon as possible.

1. Select **MANAGE IDENTITY QUESTIONS** from the Access to Care landing page: <https://ssl.accesstocare.on.ca/>.

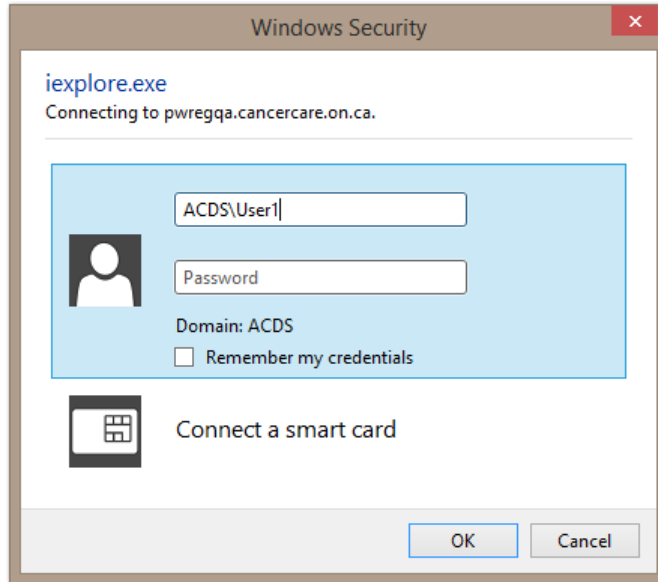


2. Read the user name and password restrictions and then click **Next**.

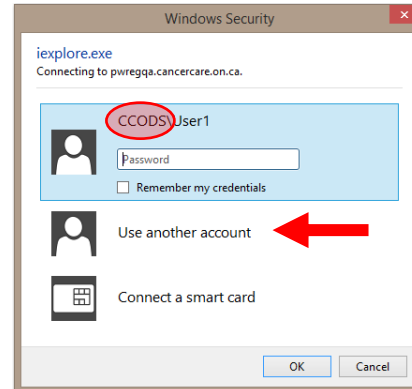


**Note:** For all password activities, user names must be entered with the domain name as follows:  
**ACDS\UserName**

3. Enter your current user name and password (in the format shown below: **ACDS\UserName**) in the browser authentication pop-up window and click on **OK**.

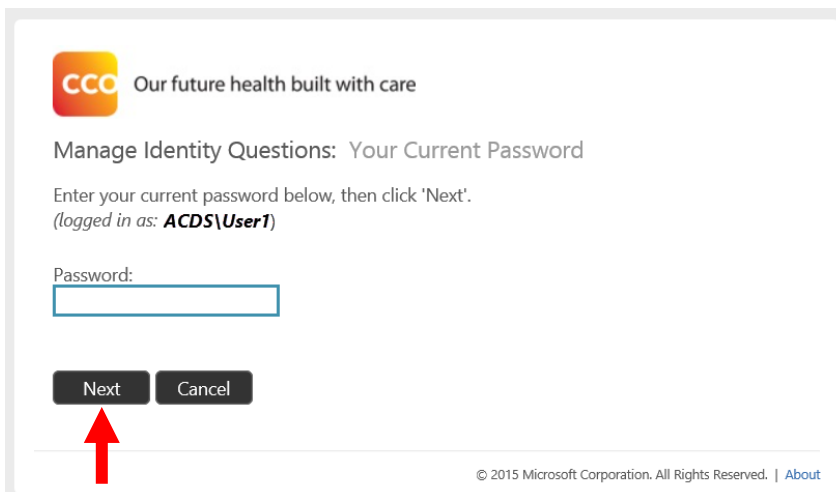


**Note:** If the pop-up already contains other domain information for your hospital or office as shown here:



Choose the **USE ANOTHER ACCOUNT** option and enter your WTIS user name with the **ACDS\UserName**

4. Click **Next** on the Manage Identity Questions screen.
5. Enter your current password and click **Next**.





6. Enter answers for at least 6 questions on the Manage Identity questions screen and then click **Next**.

CCO Our future health built with care

Manage Identity Questions: Register Your Answers

You must answer at least 6 questions to register.

Each answer must contain at least four characters (if it is a word or phrase), or 1 digit (if it is numeric). No two answers may be the same.

The responses you provide are stored by CCO in Forefront Identity Manager.

Next Cancel

© 2015 Microsoft Corporation. All Rights Reserved. | About

**Note:**

- Each answer must contain at least 4 characters (word or phrase) or 1 digit (numeric)
- If you select the Manage Identity link from the home screen again your answers will be erased and you will need to register them again.

7. Enter your email address and click **Next**.



**Important:** Make sure you enter your email address correctly. You will not get a chance to validate it during this set-up. If it is incorrect or requires updating, you can complete the registration process again to set-up identity questions and a different email address.

CCO Our future health built with care

Manage Identity Questions: Email Address Verification

Please make sure you type your email address CORRECTLY as it will be used to reset your password

Email address:  
example@email.com

The email address is stored by CCO in Forefront Identity Manager.

Next Cancel

© 2015 Microsoft Corporation. All Rights Reserved. | About

8. View confirmation of completion.



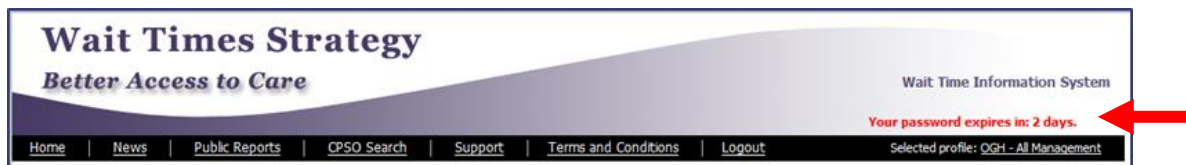
## Step 2: Password Updates

## Change Your WTIS Password

### When your current password is known and not yet expired:

Passwords for the WTIS expire every 90 days. A reminder notice appears within the WTIS on the top right corner of the screen to let you know how many days you have left before your password expires.

1. Log into the WTIS.
2. Click on the **CHANGE PASSWORD** or password expiration notification link in the top right hand corner of the WTIS.




3. Note the user name and password requirements and then click **Next**. You will be directed to the Update Password screen.
4. Enter your user ID and current password, then complete the **New Password** and **Confirm New Password** fields and click **Submit**.



**Important:** Do not enter your email in the first box. All password activities, user names must be entered with the domain name as follows: **ACDS\UserName**

Update Password

Reminder: Enter your user ID in the format "domain\user" or "user@domain".

5. View confirmation that 'Your password is successfully updated'.



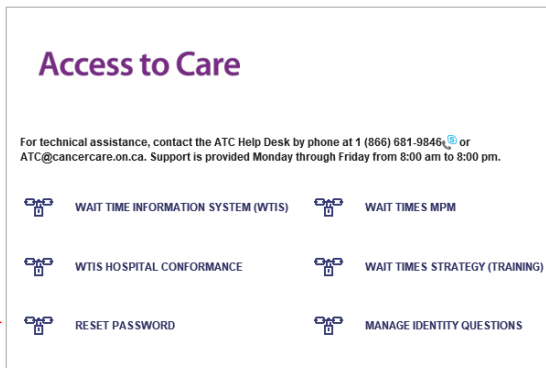
## Step 2: Password Updates

## Reset Your WTIS Password

### When your current password is expired or unknown/forgotten:

If you have forgotten your password or are locked out/password has expired, you can reset it if you have completed Step 2 and [set up your identity questions](#). Otherwise you will need to contact the ATC Help desk at 1 (866) 681-9846 or [ATC@cancercare.on.ca](mailto:ATC@cancercare.on.ca). Support is provided Monday through Friday from 8:00 am to 8:00 pm.

1. Select **RESET PASSWORD** from the WTIS landing page: <https://ssl.accesstocare.on.ca/>



2. Review the user name and password restriction information and then click **Next**.
3. Enter your user name in the format **ACDS\UserName** and click **Next**.

4. Enter an answer for 2 of your identity questions to verify your identity and click **Next**.



**Tip:** If you cannot answer the questions click on Next to skip to another set.



5. Once your identity is verified an email is sent to you from **donotreply@cancercare.on.ca** with the subject line: **“CCO Password Reset Security Code”**. Please ensure it does not get lost in your junk mail folder.
6. Enter the code contained in the email in the **Security Code** field and click **Next**.

7. Select one of 2 options shown below and then click **Next**.

- **Account Unlock:** use this if you know your current password but have been locked out.

- **Password Reset:** use this option to reset a forgotten or expired password. Enter a new password when prompted.

8. View confirmation of success.