Pembroke Regional Hospital
MEMO

To: **All Staff & Physicians**

From: **Information Technology Department**

Date: **June 1, 2023**

Subject: **UPGRADE TO MICROSOFT 365 Rescheduled –** <mark>**June 6th, 2023**</mark>

Due to technical issues at TOH, the previous update scheduled for May 31st had to be postponed.

For security reasons, we are required to change our e-mail password as part of the migration into the CRFI (Champlain Regional Federated Identify) with The Ottawa Hospital. What this means is that your e-mail password will be different than your Citrix password. Below are instructions on what you need to know and how to proceed.

If you have any questions or concerns, please contact the Information Technology department extension 8000.

WHAT YOU NEED TO KNOW & DO

<mark>**Prior to June 6th**</mark>

- Prior to the date of the password change, you should have received an email from The Ottawa Hospital from **itlogonid@toh.ca** with your temporary password for Outlook 365 email.

- ***Save this password in a safe place, you will need it on the day of the update.***

<mark>**On Tuesday June 6th**</mark>

Note: Passwords cannot be changed prior to scheduled date

- Go into your regular email using the temporary password provided by TOH.

- Follow the link in the email to update to your new **15-character** password.

    o In addition to outlook, this will change your password for: Teams, SharePoint, OneDrive (they are all the same login)
    o

Password Tips

o Password must contain at least 15 characters.

- o Password must contain the following: a. At least 1 uppercase character (A through Z)
- o At least 1 lowercase character (a through z)
- o At least 1 numerical digit (0 through 9)
- o At least 1 non-alphanumeric digit (~!@#$%^&*_-+=' |\(){}[]:;"'<>,.?/)

3. Password must not include all or any part of the user's first/last names or username.

4. Controls are in place to prevent commonly breached passwords and prevent the use of popular password words such as the month, date, city, and others.

IMPORTANT NOTES
- Citrix and Imprivata are not affected by this change.
- PRH I.T. has a copy of your temporary password should it be required.

UPDATING ALL YOUR PASSWORDS TO MATCH ONCE YOUR NEW EMAIL IS WORKING

- Update your PRH Active Directory (computer) password to match your new 15-character password.
  - o This is your Citrix password.
  - o By updating this, you will ensure all your PRH passwords (Citrix, Computer) are the same to avoid confusion.
  - o Go to any PRH computer and hit CTRL+ALT+DELETE then choose change password.
  - o In one year when you are asked to update your Microsoft 365 password, you will need to do this again.