



# BORN Information BITS

## Updating Your Password

Welcome to this edition of the BORN Information BITS which will focus on your BORN password.

### Creating Your Password

When selecting a password for the BORN System there are several rules you must follow:

1. The password must be between 6 – 10 characters in length.
2. The password must not have any spaces in it.
3. It must follow 3 of the 4 following rules:
  - a. It must contain at least 1 upper-case letter (A-Z).
  - b. It must contain at least 1 lower-case letter (a-z).
  - c. It must contain at least 1 number (0-9).
  - d. It must contain at least 1 non-alphanumeric character. For example \$ or ! or #.
4. It must not contain any part of your name or username.

Here is a sample password that follows the rules: Lemon\$2012.

When entering your password please remember to check if the Caps Lock is on. If it is, turn it off. Try to create a password that is easy to remember. You will be required to change the password every 90 days, so try to come up with a pattern that is easy to remember.

**NB: The system remembers your last 10 passwords so you cannot reuse a previously used password.**

### Password Expiry

Your password is set to expire **every 90 days**. At 15, 5, and 1 day before your password is set to expire, an email will be sent to you indicating that you need to change your password. In order for this notice to go out you need to make sure your email address is up to date in BORN. Contact your local administrator if you are not sure. If your password has expired you will be prompted to change it the next time you login to BORN.

**N.B. Midwife Users – because you need to login to VPN before you login to BORN, if your password has expired you will be prevented from logging in. If this occurs, please contact your local administrator or the BORN help desk.**

### Local Administrators

The User Management screen now contains a field which indicates the status of your users' passwords. You can see right away if a user's password has expired.

User ID	Family Name	Given Name	Organization/Job Title	Is Active	Is Locked	Password Expired
<a href="#">BORN\UAT\mkotuba</a>	Kotuba	Michael	BORN/BSA, Newborn Screening Centre, Children's Hospital of Eastern Ontario/test, Arnprior & District Memorial/born, NSO /BORN, Chatham-Kent Health Alliance - Chatham/test, Access MW (Stoney Creek)/test, Blind River Health/test	Yes	No	N

To see when a password for a specific user is set to expire, select that user from the User management screen. On the next screen you will see a red line indicating when a password will expire or if it has already expired.

### Edit User

\* fields are mandatory

User ID \*:  Prefix \*:

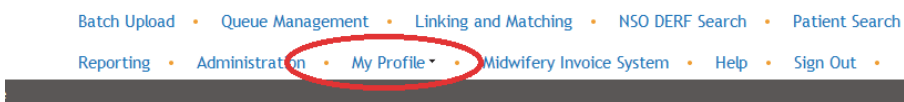
Given Name \*:  Middle Name:  Family Name \*:

The user's password is set to expire on : 9/5/2012 9:23:57 AM

Is Active \*:  Yes  No

### Changing Your Password

Everyone has the ability to change their own password. Once you have logged into BORN select **My Profile** from the top menus.



Then select **Change My Password**. You will be taken to the change password screen.

### Change Password

\* field is mandatory

Current Password \*:

- The password cannot contain the users account name or parts of the users full name that exceed two consecutive characters  
- The password must be at least 6 characters in length  
- The password must contain characters from three of the following – Uppercase/Lowercase/Number/Non-Alphabetic Characters

New Password \*:

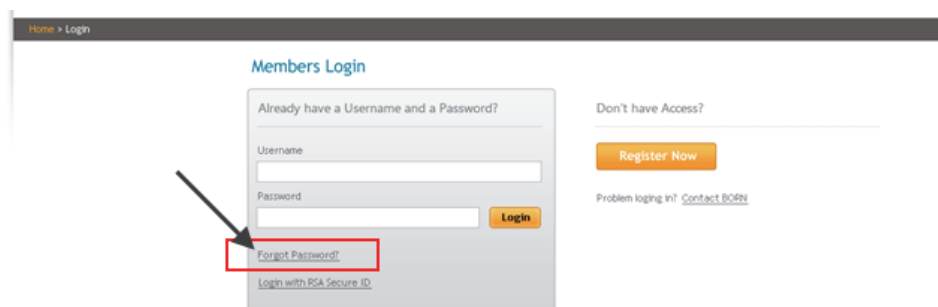
Confirm New Password \*:

Type in your current password, followed by your new password and click Save. Remember your password creation rules!

### Forgot Your Password

If you have previously created an account, but have forgotten your password, you can request a new password. To request a new password, follow the steps below:

- 1) Click on the **Forgot Password** link on the login page.



- 2) Your browser will be redirected to the **Forgot My Password** page.

BORN Public Portal > Password Retrieval  
**Forgot My Password**

Please provide your User Id and answer the security questions for your user account. For additional assistance, please contact your BORN Administrator.

User ID:

Security Question 1:  
Answer:

Security Question 2:  
Answer:

- 3) Enter your **User ID** and click the **OK** button. Your security questions will be displayed.

User ID:

Security Question 1: Mothers maiden name  
Answer:

Security Question 2: City of birth  
Answer:

- 4) Enter the answers to the questions and click the **Submit** button.
- 5) At the bottom of the screen a **Create New Password** section will appear

**Create New Password**

- The password cannot contain the users account name or parts of the users full name that exceed two consecutive characters
- The password must be at least 6 characters in length
- The password must contain characters from three of the following – Uppercase/Lowercase/Number/Non-Alphabetic Characters

New Password:

Confirm Password:

- 6) Enter a **new** password following the rules on the screen (**you cannot reuse an old password**) and click **the Reset Password** button.
- 7) If you entered the password correctly you will see the following message:



- 8) Return to the login page and use your new password.

**Contacting the BORN Help Desk**

- 1) Local Call – 613-737-2404
- 2) Toll Free Call – 1-855-881-BORN (2676)
- 3) Email – [helpdesk@bornontario.ca](mailto:helpdesk@bornontario.ca)

**Calling the Help Desk:**

**During business hours (7:30 a.m. – 5:00 p.m. Monday-Friday)**, the help desk agent will take your information and details around your problem/issue and will perform basic troubleshooting. If the helpdesk is unable to resolve your problem/issue they will escalate to the appropriate group/individual.

**After business hours (5:00 p.m. – 7:30 a.m., weekends and holidays)**, phones are answered by an on-call agent. If it is an emergency, the on-call agent will immediately escalate your call to the appropriate group/individual. If the issue can wait until the next business day, the on-call agent will take your information and pass it on to the BORN help desk which will address the issue during regular business hours.

***N.B.: After hours contact is only recommended if there is an emergency or a system outage. Issues such as password resets and questions about the system cannot be performed/answered by the on-call agent. The use of downtime forms is recommended in these situations.***

**Escalation**

If you are having difficulty contacting the BORN Help Desk or wish more information regarding BORN Ontario, please contact [info@bornontario.ca](mailto:info@bornontario.ca).

BORN Ontario  
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