



HT1: HOW TO RESET YOUR PASSWORD

1. Go to the HIFIS site, as you normally would to log in.
2. Click on the Forgot Password link below the Log In button.

Log In / Connexion

User Name / Nom d'utilisateur

Password / Mot de passe

Log In / Connexion

[Forgot Password? / Mot de passe oublié?](#)

3. Enter your Username or the work email address linked to your user account.

Password Recovery / Récupération de mot de passe

User Name or Email / Nom d'utilisateur ou Adresse Courriel

Reset Password / Réinitialiser le mot de

4. Click the Reset Password button.
5. An email will be sent to the email address linked to your HIFIS account containing password reset instructions and a link you can follow to reset your password.
6. Follow the instructions to create a new password for your account.
7. If you do not have an email address linked to your HIFIS account, you will need to ask your supervisor to arrange for your password to be reset manually.



If a user has 5 failed login attempts their account will lock and the instructions above will not work. If your account becomes locked, you must contact your Super User to unlock your account.

If you do not have an assigned work email, you will not be able to recover your password yourself as described in this How-To Guide. You will need to contact your Super User to reset your password if you forget it.