

# Changing your HAD account password using Microsoft 365

Please note that if you are at an SA Health site or have access to a SA Health device with VPN off site, it is recommended that you reset your password using the device connected to the network or VPN Service.

If you are **off the SA Health network** and **don't have an SA Health device**, you can reset your password using Microsoft's 365 Portal following the steps below.

## Before you start, a note on SA Health password requirements:

In SA Health, your username to login to services is referred to as your HAD Account.

Your new password should be at least 8 characters long and requires at least 1 each of the following:

- An upper-case letter (A - Z)
- A number (0 - 9)
- A non-alphabetic characters (such as !, \$, #, %)

Avoid passwords:

- Using words from an English or foreign language dictionary
- With more than two consecutive identical characters
- Containing day, month or year
- Containing HAD account or name
- That have a personal association, such as names of family members, birth dates etc.
- Using strings of repeated characters that are easy for an observer to distinguish.

**Please Note** - Your previous 24 passwords are kept in system memory and cannot be used again within this cycle.

Your password will remain valid for 120 days, after that time you will need to change it by following the steps below.

It is your responsibility to keep all passwords confidential and are not to divulge your password to another person, nor allow another person to use your account.

## Requirements for changing your password for these instructions

- a. An active connection to the Internet on your computer or mobile device
- b. You must know your current SA Health Account password
- c. You must have Multi Factor Authentication (MFA) enabled on your Microsoft Office 365 account.

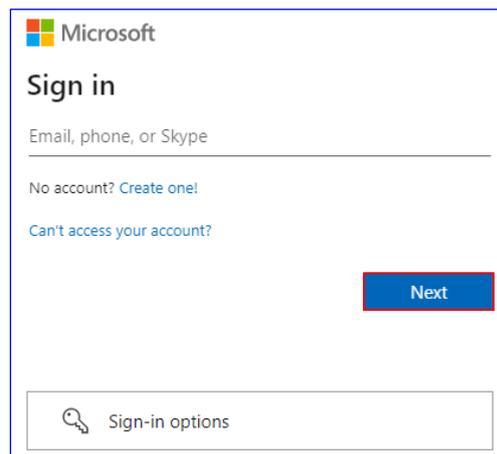
**Please Note** - If you are already accessing your SA Health email account off the SA Health network, then you meet this requirement already.

## Changing your HAD password

1. On your mobile device or computer, click the following link to open the Microsoft Portal in your default browser:

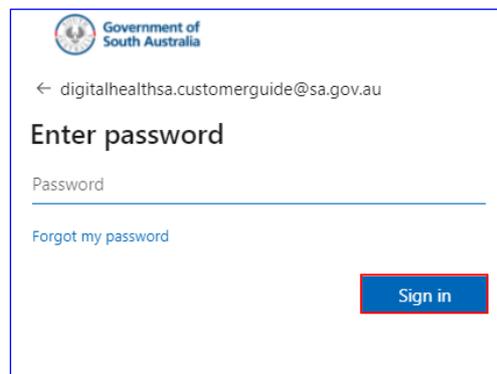
<https://account.activedirectory.windowsazure.com/ChangePassword.aspx>

2. Enter your SA Health email address and click 'Next'



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is the text 'Sign in'. There is a text input field labeled 'Email, phone, or Skype'. Below the input field are two links: 'No account? Create one!' and 'Can't access your account?'. A blue 'Next' button is positioned to the right of the input field. At the bottom of the form is a 'Sign-in options' section with a magnifying glass icon.

3. Enter your current HAD password and click 'Sign in'



The screenshot shows the password entry page for the Government of South Australia. At the top left is the Government of South Australia logo. Below it is the email address '← digitalhealthsa.customerguide@sa.gov.au'. The main heading is 'Enter password'. There is a text input field labeled 'Password'. Below the input field is a link 'Forgot my password'. A blue 'Sign in' button is positioned to the right of the input field.

4. Approve the sign in using your preferred Multifactor Authentication (MFA) method by following the prompts on screen.

The below examples are using the Microsoft Authenticator App or SMS

Authenticator App MFA Prompt



Government of South Australia  
digitalhealthsa.customerguide@sa.gov.au

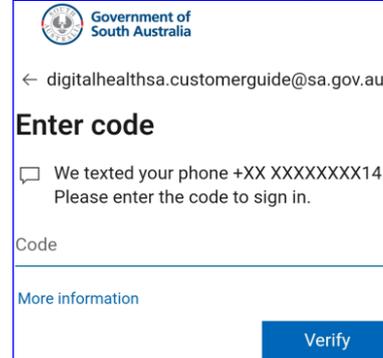
**Approve sign in request**

Open your Microsoft Authenticator app and approve the request to sign in.

I can't use my Microsoft Authenticator app right now

More information

SMS Authenticator Prompt



Government of South Australia  
← digitalhealthsa.customerguide@sa.gov.au

**Enter code**

We texted your phone +XX XXXXXXXX14. Please enter the code to sign in.

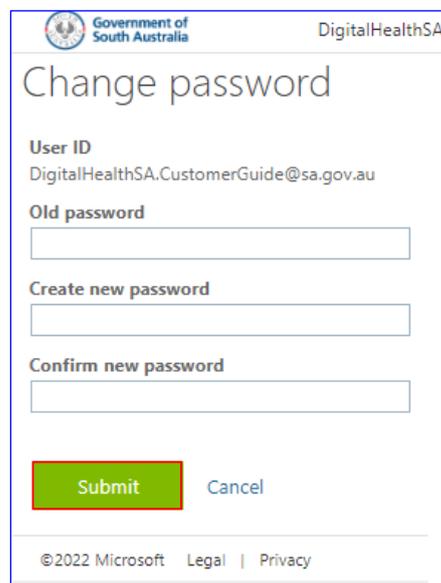
Code

More information

Verify

**Please note** - If you are unable to complete or approve your MFA method, you will be unable to proceed to the next step, click [HERE](#) for links to troubleshooting assistance.

5. The following page will be displayed. Perform the following steps to change the password:
  - a. Enter your current HAD password in the 'Old password' field
  - b. Type your new HAD password in the 'Create new password' field
  - c. Re-enter your new HAD password in the 'Confirm new password' field then click 'Submit'



Government of South Australia DigitalHealthSA

Change password

User ID  
DigitalHealthSA.CustomerGuide@sa.gov.au

Old password

Create new password

Confirm new password

Submit Cancel

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**Please note** that if you received one of the following messages, the password you are changing may not meet the password complexity requirements. Try creating a more complex password to help keep your account secure.

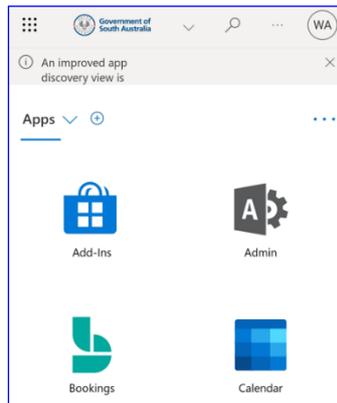
Create new password

This password does not meet the length, complexity, age, or history requirements of your corporate password policy.

Create new password

Choose a password that's harder for people to guess.

6. If your password was successfully changed you will be redirected to the following page.

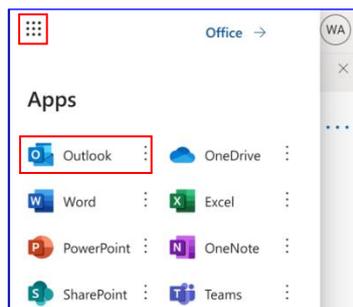


**Please note** - If you are unable to change your password, please phone the Digital Health SA Service Desk for further assistance, the Service Desk is open 24 x 7.

7. Tap the  icon and select 'Outlook' to open Outlook Online.

Alternatively, you can go directly to Outlook Online by clicking on the link:

<https://outlook.office365.com/owa/sa.gov.au>



## Troubleshooting your Multi-Factor Authentication method

If you are experiencing issues with MFA that is preventing you from completing your sign in, it is recommended that you first review the setup guide for the device you are using and then check the User Guide for additional troubleshooting steps.

- [iPhone Setup Guide for MFA](#)
- [Android Setup Guide for MFA](#)
- [User Guide for MFA](#).

If you require further assistance, please phone the Service Desk.

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### For more information

Digital Health SA Service Desk

Telephone: 1300 138 913

Self Service: [Marval Self Service Portal](#)

Email: [Health.DigitalHealthSAServiceDesk@sa.gov.au](mailto:Health.DigitalHealthSAServiceDesk@sa.gov.au)

Website: [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)



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