

Online Claims System

User ID Password Change/Security Question Set-Up

Tip Sheet

As of February 27, 2017, all C3P users will no longer be using SNEEXT to reset their passwords.

The new link for Self-Service Password Reset (SSPR) will be <https://password.gov.ab.ca>. This tool is used to manage the user passwords (reset/change/challenge questions).

If the questions/answers are not completed, C3P users can still reset their password using their existing password.

Once the new questions/answers are entered, they can be used to reset a forgotten password instead of contacting the GoA Service Desk.

Please Note: If users don't know their password, and there are no challenge questions for them to use, they must contact the GOA Service Desk for assistance.

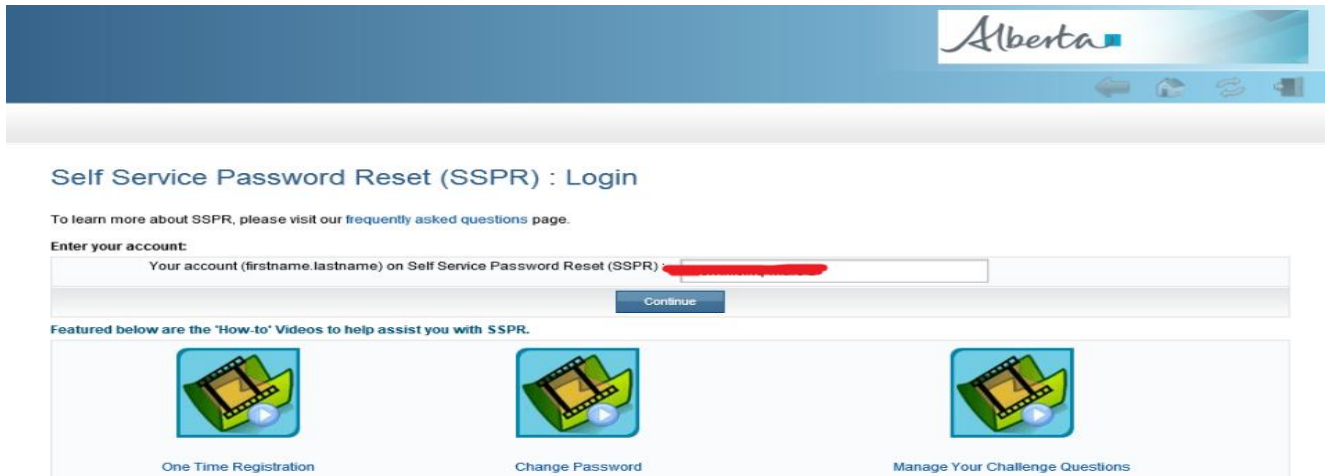
Telephone: 780-427-1GoA (1462)
Toll-Free: 1-888-427-1GoA (1462)
Email: GoA.ServiceDesk@gov.ab.ca

Note: The videos on the website are not up-to-date but generally provide some assistance/information to assist users.

Creating Security Questions:

Go to <https://password.gov.ab.ca> to get started.

Enter your user name, first.lastname (some may include a middle initial), then press 'Continue'.



Next step is to click on “Use password”:

Self Service Password Reset (SSPR) : Login




To learn more about SSPR, please visit our frequently asked questions page.

Authentication methods:

Use password

Answer security questions

Featured below are the 'How-to' Videos to help assist you with SSPR.

 One Time Registration	 Change Password	 Manage Your Challenge Questions
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Then enter your current password:

Verify password


To learn more about SSPR, please visit our frequently asked questions page.

Enter password:

Enter password for GOA Active Directory Domain:

Verify password

Featured below are the 'How-to' Videos to help assist you with SSPR.

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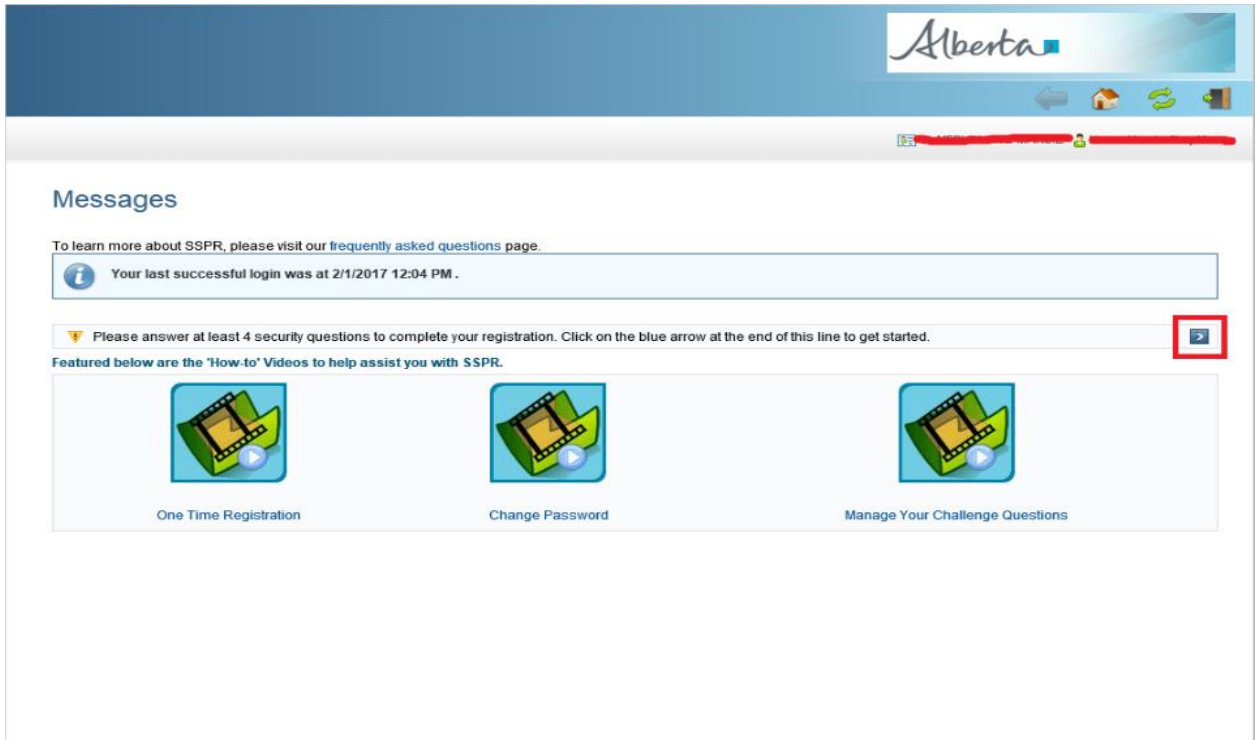
You will need to create your security questions – Under General, click “update security questions”:

Password Manager My profile Change passwords	General My profile Update security questions
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Featured below are the 'How-to' Videos to help assist you with SSPR.

 One Time Registration	 Change Password	 Manage Your Challenge Questions
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Enter Security Questions – click arrow at the end of the line to get started:



Enter all required security questions and corresponding answers. Once completed, press update:

