

# User Account Password Management

Canadian Transplant Registry

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## Having trouble logging in? Try these helpful tips.

<https://faq.otdcalculator.ca/en/knowledgebase/having-trouble-logging-in-try-these-helpful-tips/>

## Locked out?

If you are unable to login and you are receiving an error that your account is locked out, then this may be due to too many (5) invalid login attempts.

Please note: The invalid login counter starts at the first invalid attempt and keeps track until a valid login is entered or you reach the maximum number of attempts. Invalid logins, therefore, can be attempted at different time/day and are accumulated until a valid entry is made or you are locked-out.

Follow the tip below for unlocking your account.

### Tip:

Click on the **Forgot Password** button on the login screen. You will then be required to enter your username and the email address associated with your account. Once this information is entered, click on the **Reset Password** button. In a few moments, you should see an email with a temporary password... this information will be sent to the email address that is associated to your account – the same email that you used when completing the Forgot Password screen.

The Forgot Password process will unlock your account, but it will also assign a new temporary password. Once you login with the temporary password, you will be required to select a new password. Please see the section below, titled [Password Rules](#), for more information.

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## Forgot your password?

If you're unable to login due to an incorrect username or password, please ensure the username is correct and please remember that all **passwords are case-sensitive**. The username is not case-sensitive.

Follow the tip below to have your password reset.

### Tip:

Click on the **Forgot Password** button on the login screen. You will then be required to enter your username and the email address associated with your account. Once this information is entered, click on the **Reset Password** button. In a few moments, you should see an email with a temporary password... this information will be sent to the email address that is associated to your account – the same email that you used when completing the Forgot Password screen.

Once you login with the temporary password, you will be required to select a new password. Please see the section below, titled [Password Rules](#), for more information.

The image shows two screenshots of the Canadian Transplant Registry login interface. The top screenshot shows the 'Sign In' page with fields for 'Username:' and 'Password:'. Both fields have a red error message: 'This field is required'. Below the password field is a 'Show Password' checkbox. At the bottom are two buttons: 'Sign In' (green) and 'Forgot Password' (blue). A red arrow points from the 'Forgot Password' button to the second screenshot. The second screenshot shows the 'Forgot Password' screen. It has a blue header 'Sign In' and a text box with instructions: 'Please enter your username and email address. An email with a temporary password will be sent to the email address registered to your account. If you do not receive an email message from us, please contact the Canadian Transplant Registry Support Team for assistance.' Below this are fields for 'Username:' and 'Email:'. Both fields have a red error message: 'This field is required'. At the bottom are two buttons: 'Cancel' (green) and 'Reset Password' (green).

## Changing your password

There are different reasons for changing your password; one may be that the application is forcing you to change your password, and the other may be your choice to change the password.

Below are some details for each reason, as well as tips and instructions for changing your password.

### The application is forcing me to change my password...

If the system is forcing you to change your password, then it is because you have had the same password for an extended period.

You will see this happen immediately after logging in. You will be presented with a change password screen.

In this screen, you must provide your current username and password and then provide your new password. You will also be required to enter your new password again, to confirm that it matches with the first entry.

Please remember, you must meet the minimum criteria for passwords, and **you are not permitted to use a password that is the same as any of your previous 5 passwords.**

See the [Password Rules](#) section for details on the minimum criteria for a password.

### I want to change my password...

Changing your password at any time is possible. First, you must login to the application. Once logged in, be sure you're on the main page – the Dashboard.

Near the top of the page, you will see a **Welcome [your name]** label, where the **[your name]** part is your first name, and it will be clickable (a hyperlink).

Clicking on your name, which is a hyperlink, will bring you to your user profile and preferences. Within this screen you will see fields for **Current Password**, **New Password** and **Confirm Password**. You will need to enter your current password, along with the new password and the new password again in the Confirm Password field.

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Enter your current password. As you enter your New Password, the system displays hints in choosing the password. Once the chosen password meets the prerequisites, the hints are no longer displayed.

Please remember, you must meet the minimum criteria for passwords, and you are not permitted to use a password that is the same as any of your previous 5 passwords.

See the [Password Rules](#) section for details on the minimum criteria for a password.

The screenshot shows the Canadian Transplant Registry dashboard on the left and the Preferences page on the right. The dashboard includes a navigation menu with options like National Waitlist, Recently Visited, Patients, Offers, Match Cycles, and Facilities. The main content area shows a 'Welcome Example' message and links for 'My Patients' and 'Recipients - KPD'. The Preferences page shows a 'CONTACT' section with an 'IMPORTANT' notice and a table of contact information.

Type ↑	Contact	Principal
Email	example@example.com	Yes
Phone	1111111111	Yes

The screenshot shows the 'bc promis' preferences page. It includes a toolbar with 'Save', 'Refresh', 'Print', 'Help', and 'History' icons. The 'Preferences' section is titled 'USER' and contains several form fields: Salutation (Please Select), First Name (Example), Last Name (Smith), User Title, Professional Designation, Institution Name, Current Password, New Password, and Confirm Password. There is also a 'Show Password' checkbox.

## Password Rules

When entering, a new password remember that it must contain:

- At least one upper case letter
- At least one lower case letter
- At least one number
- At least one special character (~! @\$%^&\\*()-\_=[{}]\|;:,<.>/^?)
- The password must be at least 8 characters long
- Cannot be the same password previously used (5 instances)