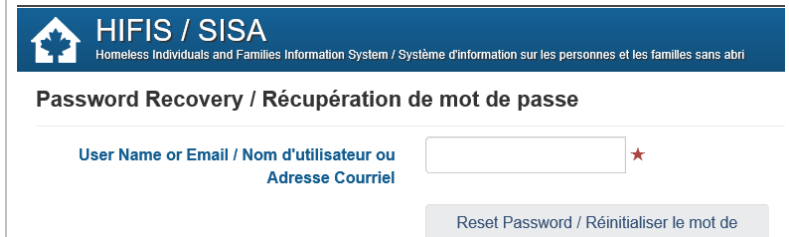


## How To Reset Your HIFIS Password

1. If you have forgotten your HIFIS password, you can click on the **Forgot Password** link on the **Log In Screen** to be taken to the **Password Recovery** screen.
2. In order to recover a password, you must enter your *Username* or *email address* linked to your user account, then click the **Reset Password** button.
3. The HIFIS Team will send an email to the email address linked to your HIFIS account with password reset instructions.
4. The email will contain password reset instructions, and a link you can follow to reset your password.
5. Following the link sent via email, you can create a new password.



The screenshot shows the HIFIS / SISA login interface. At the top, it says 'HIFIS / SISA' and 'Homeless Individuals and Families Information System / Système d'information sur les personnes et les familles sans abri'. Below this is the 'Log In / Connexion' section. It contains three input fields: 'User Name / Nom d'utilisateur', 'Password / Mot de passe', and 'Service Provider / Fournisseur de services'. The password field has a red star icon to its right. Below the input fields is a 'Log In / Connexion' button. A red box highlights a link that says 'Forgot Password? / Mot de passe oublié?'.



The screenshot shows the HIFIS / SISA password recovery interface. At the top, it says 'HIFIS / SISA' and 'Homeless Individuals and Families Information System / Système d'information sur les personnes et les familles sans abri'. Below this is the 'Password Recovery / Récupération de mot de passe' section. It contains one input field labeled 'User Name or Email / Nom d'utilisateur ou Adresse Courriel' with a red star icon to its right. Below the input field is a 'Reset Password / Réinitialiser le mot de' button.

## How To Unlock Your HIFIS Account

1. If you attempt to log in unsuccessfully *5 times*, your account will become locked.
2. You will be notified with an error message informing that your account is locked.
3. Once an account becomes locked, please contact us at [HIFIS@simcoe.ca](mailto:HIFIS@simcoe.ca) to unlock it.

### HIFIS Guide – How To Recover or Unlock HIFIS Account

HIFIS Help Desk: [HIFIS@simcoe.ca](mailto:HIFIS@simcoe.ca)

Simcoe County HIFIS Support Centre: <https://www.simcoe.ca/HIFIS>