

HIFIS – Cheat Sheet

Password Reset Cheat Sheet

For Service Providers in the City of Lethbridge

Login and Password Reset with the Forgot Password Link

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Version 1.0



Questions?

Speak with your site administrator, email us at HIFIS@lethbridge.ca, or submit a support ticket at [HIFIS - City of Lethbridge](#)

How to Reset Your Password

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

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

Password Recovery / Récupération de mot de passe

4. Click the Reset Password button.
5. An email will be sent to the email address linked to your HIFI 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 your supervisor to arrange for your password to be reset manually.

****NOTE****

After 5 failed login attempts, a user's account will lock and the instructions above will not work. If your account is locked, you must contact your Super User to unlock your account.

Without an assigned work email, you will not be able to recover your password yourself as described in this guide. You will need to contact your Super User to reset your password if you forget it.