

**HIFIS – Cheat Sheet**

**HIFIS Login Cheat Sheet**

For Service Providers in the City of Lethbridge

**For LWSSU Intake Workers**

**November 2025**

**Version 1.0**



**Questions?**

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

## How to Login to HIFIS

### Pre-Requisites





There are 2 different sites for HIFIS. **Make sure you are logging into the PROD** site while doing intake at the shelter:

1. **DEV Site** ([devhifis.lethbridge.ca](http://devhifis.lethbridge.ca))
  - Test/practice site used in training to gain familiarity with HIFIS
  - Pink banner at the top says “DEV ENVIRONMENT”
  - DO NOT use this site to book in or enter real client data
2. **PROD Site** ([hifis.lethbridge.ca](http://hifis.lethbridge.ca))
  - The HIFIS site you will use to book in and enter real client data
  - DOES NOT have any pink banner up top
  - It has a **Security Token** textbox below where you enter in your password



### Before You Start

Have your phone ready beside you, for when you get a text message with the security token.

### Step-by-Step Login

1. Go to the HIFIS (PROD) site - [Hifis.lethbridge.ca](http://Hifis.lethbridge.ca)
2.  Enter your Username - Type your username in the Username field.
3.  Enter your Password - Type your password in the password field.
4.  Click in the Security Token Box – Leave it empty for now.
5.  Check your Phone – Look for a text message with the Security Token code.

**Tip:** If you do not receive a security token, confirm your phone number with your supervisor and escalate this to your HIFIS Site Admin for support.

6.  Enter the Security Token Code - Type the code from the text message into Security Token box (Ex: HDWB8N)
7.  Click Login – You’re in!

**\*\*Note\*\***

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After 5 failed login attempts, a user’s account will lock. You will need to inform your Site Administrator, and they will need to contact the HIFIS Support Team at the City to unlock it.

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