

Network Login ID: n#

Temporary Password: password you created

### **Step 1: Log In to Healthstream**

You will log in to Healthstream to complete your online safety education assignments using the same user ID and password you created previously.

- Navigate to <https://www.healthstream.com/hlc/phs>

**Step 1a:** Enter Login ID and password you created then click “Sign In”.

**Step 1b:** Once logged in, click continue to be taken to your “To Do” list. Assignments works best on PC computers in Internet Explorer 11.

### **Step 2: If Your Password is Expired**

If your password is expired and you remember your old password you can change your password using the following method:

- Navigate to <https://citrixapps.providence.org>

**Step 1a:** Enter Login ID and old password then click “Log On”

**Step 1b:** You will get a message saying your password has expired. Enter a new password and submit.

**Step 1c:** Repeat step 1b.

**Step 1d:** You will get a message saying **access denied** – **IGNORE** this statement. You have now successfully changed your password.

#### **Providence Password Requirements:**

- Minimum 8 characters
- The password must contain 3 out of 4 of the following:
  1. Lower case letters (a - z)
  2. Upper case letters (A - Z)
  3. Digits (0 - 9)
  4. Special characters (~!#\$%^&\* \_-+=`|\(){}[];'"<>.,?/@)
- You cannot reuse previous passwords
- Proper names cannot be used

### **Step 3: If you have not yet set up Personal Identifiers**

Security Questions (aka Personal Identifiers/PIDs) will be used to verify identity for password assistance if a call to the Service Desk is required. You will need to create your Security Questions and Answers. Use the following web site: <https://appsor.providence.org/pid/> to do so.