



From the Support Desk

Dear DSM Users,

A recent security upgrade to our DSM system has caused the side-effect of causing DSM webmail users who have not previously changed their password to become locked out of their account.

Affected users would see the following message when attempting to login via webmail:

You could not be logged in. Please check the following:

- Cannot sign in? Please check your capitalization and that there are no extra spaces in your username or password.
- Signing in for the first time? Have you changed your initial password and set up your challenge responses?

If you still cannot sign in, please contact your Health Network administrator.

OK

To remedy this issue, please follow these steps:

1. From your web browser, go to the management console: <https://management.orionhealthcloud.com>
2. Login using your existing user credentials
3. You will be prompted to change your password upon logging in

We apologize that this information was not communicated to you in advance of the change.

NOTE: Please do NOT save your DSM password in any web browser, as it will create password update issues. It is also important to clear your web browser cache (data that is automatically downloaded to reduce load times for frequently visited websites), as this data does not update frequently and can cause password update complications. Step-by-step instructions can be found here: <https://www.ak-ehealth.org/how-to-clear-your-cache/>

If you have questions or need assistance with these steps, please contact support@ak-ehealth.org