

## Shust, Susan D HLTH:EX

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**From:** Leonard.MLA, Ronna-Rae <Ronna-Rae.Leonard.MLA@leg.bc.ca>  
**Sent:** August 20, 2020 4:04 PM  
**To:** Leonard, Ronna-Rae HLTH:EX  
**Subject:** Automatic reply: My leg phone battery drained

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

Thank-you for taking the time to write to the Courtenay - Comox community office.

We know this is a difficult time for many in our community and we appreciate your patience as MLA Ronna-Rae Leonard and her team work to respond to your inquiry and the many others received from our neighbours.

Due to the volume of correspondence received, we are not able to respond personally to every inquiry. Anonymous emails, cc'ed emails, and petitions usually do not receive a response.

While our office has restricted walk-ins and has limited in-person meetings as part of our effort to manage the COVID-19 virus, we will continue to provide services for constituents via phone and email.

In the meantime, you can stay up to date on COVID-19 through the following links:

**Share your feedback - complete the BC COVID 19 survey:** <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/covid-19-questionnaire>

### COVID-19 Updates

For comprehensive information on B.C.'s COVID Action Plan, the BC Centre for Disease Control's website and other government resources and updates visit: [www.gov.bc.ca/covid19](http://www.gov.bc.ca/covid19)

To access the self assessment tool: <https://covid19.thrive.health/>

For non-medical information relating to COVID-19 call: 1-888-COVID19 / 1-888-268-4319

BC COVID-19 app (search in your app store): BC covid-19 support

For info on all government services call and help specifically for seniors: 211

Ronna-Rae Leonard, MLA  
Courtenay-Comox  
437 5th Street, Courtenay, BC  
V9N 1J7

## Shust, Susan D HLTH:EX

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**From:** Leonard, Ronna-Rae HLTH:EX  
**Sent:** August 21, 2020 4:31 PM  
**To:** Trimble, Brett FIN:EX  
**Subject:** Fwd: Ronna-Rae's IDIR Password Expiration today

I am contacting people with a government email with a scattergun approach, hoping to find someone who has a moment to send an email to help me get a new idir password.

Sent from my iPhone

Begin forwarded message:

Can you please email 77000@gov.bc.ca with the following info and request them to call me to reset my password? I don't have the correct password with me and she said this is the workaround. Need someone with a gov email address to basically verify me.

Thanks!!!

Ronna-Rae

First name: Ronna-Rae

Last name: Leonard

s.15

Phone: 250-218-5162

Sent from my iPhone

On Aug 21, 2020, at 3:58 PM, Hansen, Lucy HLTH:EX <Lucy.Hansen@gov.bc.ca> wrote:

Did you change your password

Sent from my iPhone

Begin forwarded message:

**From:** "Trimble, Brett FIN:EX" <Brett.Trimble@gov.bc.ca>  
**Date:** August 21, 2020 at 3:24:06 PM PDT  
**To:** "Hansen, Lucy HLTH:EX" <Lucy.Hansen@gov.bc.ca>  
**Cc:** PREM Tech <PREM.Tech@gov.bc.ca>  
**Subject:** RE: Ronna-Rae's IDIR Password Expiration today

Hi Lucy,

Meaning you let Ronna-Rae know hers was expiring today?

Cheers, Brett

**Brett Trimble**  
**Systems Analyst**  
Ministry of Finance | Offices of the Premier  
Tel: 778-698-3782  
Cel: 250-634-4966

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**From:** Hansen, Lucy HLTH:EX <Lucy.Hansen@gov.bc.ca>  
**Sent:** August 21, 2020 12:59 PM  
**To:** Trimble, Brett FIN:EX <Brett.Trimble@gov.bc.ca>; Leonard, Ronna-Rae HLTH:EX <RonnaRae.Leonard@gov.bc.ca>; London, Kathy HLTH:EX <Kathy.London@gov.bc.ca>  
**Cc:** PREM Tech <PREM.Tech@gov.bc.ca>  
**Subject:** RE: Ronna-Rae's IDIR Password Expiration today

Done on my part

<image001.png>

*Lucy Hansen*

Administrative Coordinator to the  
**Honourable Adrian Dix**  
Minister of Health &  
Minister Responsible for Francophone Affairs  
Direct: 778-974-6008  
Office: 250-953-3547  
E-mail: [Lucy.Hansen@gov.bc.ca](mailto:Lucy.Hansen@gov.bc.ca)

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**From:** Trimble, Brett FIN:EX <[Brett.Trimble@gov.bc.ca](mailto:Brett.Trimble@gov.bc.ca)>  
**Sent:** August 21, 2020 12:57 PM  
**To:** Leonard, Ronna-Rae HLTH:EX <[RonnaRae.Leonard@gov.bc.ca](mailto:RonnaRae.Leonard@gov.bc.ca)>; Hansen, Lucy HLTH:EX <[Lucy.Hansen@gov.bc.ca](mailto:Lucy.Hansen@gov.bc.ca)>; London, Kathy HLTH:EX <[Kathy.London@gov.bc.ca](mailto:Kathy.London@gov.bc.ca)>  
**Cc:** PREM Tech <[PREM.Tech@gov.bc.ca](mailto:PREM.Tech@gov.bc.ca)>  
**Subject:** Ronna-Rae's IDIR Password Expiration today  
**Importance:** High

Hello,  
Due to security concerns and to safeguard Government data the OCIO has changed the password rule requirement for IDIR ID's. Ronna-Rae should have received a notification this past Monday stating that your password will expire in 5 days. We have just

received notification that yours has not been changed yet and it will be **expired at 4:30 this afternoon**. In order to avoid a disruption of access, please change your password as soon as possible.

For details on this change please see [Service Bulletin 1312](#).

If logged on to a standard workstation on the BC Government network (or VPN), please change password through the usual process:

- Tap **Ctrl, Alt** and the **Delete key (Del)**. Select: **Change a Password**. Put in current password. Then new password twice and tap the arrow.
- If using a device other than a standard workstation (i.e. home PC), go to <https://www.pwchange.gov.bc.ca/> to change your IDIR password.

s.15

**If any issues or questions please Contact:**

**Tech Support:**

**TEL #: 250-953-5151**

**Email: [prem.tech@gov.bc.ca](mailto:prem.tech@gov.bc.ca)**

\*\*\*\*\*

### **Priority message re: IDIR password expiry information**

**From:** OCIO Major Incident Team <[OCIOMIT@gov.bc.ca](mailto:OCIOMIT@gov.bc.ca)>

**Sent:** August 14, 2020 13:32

**To:** OCIO Major Incident Team CITZ:EX <[OCIOMIT@gov.bc.ca](mailto:OCIOMIT@gov.bc.ca)>

**Subject:** Incident Alert: Reminder - IDIR Password Expiration Notice

**Importance:** High

<image002.png>

Please be advised, on August 10th an IDIR password expiration notice titled "**Your IDIR password will expire in 5 days**" was sent to IDIR account holders who's last name starts with A-F. If you received an IDIR

password expiration notice on August 10th, please reset your IDIR password before 4:30 PM today to avoid any disruption.

A reminder email will be sent today directly to impacted users reminding them to reset their IDIR password before 4:30 PM today. Please see your IDIR password expiration notification email for additional information.

Please note that over the next two weeks, all other IDIR account holders will receive a similar IDIR password expiration notification and will be required to reset their passwords within 5 days.

- IDIR account holders G-N will receive a IDIR password expiration notice on August 17th - password expiration date August 21st.
- IDIR account holders O-Z will receive a IDIR password expiration notice on August 24th - password expiration date August 28th.

Please do not reply to this email. For more information, please visit [My Service Centre](#).

Ref:MSG1646774\_oy9Mb7934lmsVEak4e3N

## Shust, Susan D HLTH:EX

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**From:** Leonard, Ronna-Rae HLTH:EX  
**Sent:** August 21, 2020 9:46 AM  
**To:** Hansen, Lucy HLTH:EX  
**Subject:** Fwd: Your IDIR password will expire in 5 days

I didn't read this email til yesterday and I am not sure I can do the reset. I left all my instructions at home. I don't have the phone number for the gov IT. Can you help me out with a contact umber?

Thanks

Ronna-Rae

Sent from my iPhone

Begin forwarded message:

**From:** "NoReply@gov.bc.ca" <NoReply@gov.bc.ca>  
**Date:** August 17, 2020 at 4:32:49 PM PDT  
**To:** "Leonard, Ronna-Rae HLTH:EX" <RonnaRae.Leonard@gov.bc.ca>  
**Subject:** Your IDIR password will expire in 5 days



On August 6th, 2020 the OCIO published the ???Early IDIR Password Expiration and Password Length Increase??? . This Service Bulletin explains the need for users to change their passwords to safeguard Government data and systems. This one time only, early password change request is outside of the standard 90 day password change cycle. After you change your password, the standard 90 day password change cycle will continue as usual.

As such, please note that your account has been identified for a mandatory password change.

**Your IDIR password will expire in 5 days. However, to help ensure a smooth password reset experience, we highly encourage you to reset your password before August 21st, 2020.**

**To help you with a smooth password reset experience, we encourage you to follow the steps below:**

- 1) Before you change your password, make sure you are logged off all of your devices and have deleted the BCNGN wireless connection from your mobile devices.
- 2) **If you use VPN, or are in the office to connect to the IDIR network**, you should change your password by pressing CTRL+ALT+DEL, then choose ""Change a password"" from the options.

- 3) If you are unable to perform your password reset via CTRL+ALT+DEL, then a secondary approach may be used to reset your password via <https://www.pwchange.gov.bc.ca>; However, if you change your password via the <https://www.pwchange.gov.bc.ca> approach, your workstation credentials will not be updated until you successfully log into the IDIR network.

If you experience problems logging into the IDIR network with your new credentials after using the <https://www.pwchange.gov.bc.ca> approach, we encourage you to perform the following steps to help resolve your connection issue:

- a. Ensure that any device, e.g. mobile phone, attempting to connect to your account with the expired password, is turned off.
- b. Login to your physical machine **using your old, expired (cached) password first**.
- c. Connect to the corporate **VPN using your new password**.
- d. Lock your screen, via pressing CTRL+ALT+DEL, followed by entering your new password to unlock the screen to synchronize the cached credentials with the credentials set in Active Directory.

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Some BC Government forms or websites require a secure log on. For these sites, clients must type the domain IDIR and a back-slash in front of their user ID (e.g., s.15 when entering their credentials.

Links to best practices:

<https://citiz.sp.gov.bc.ca/sites/ES/DS/WS/Shared%20Documents/Support%20Information/Password%20Reset%20Instructions.pdf>

<https://citiz.sp.gov.bc.ca/sites/ES/DS/WS/Shared%20Documents/Support%20Information/Account%20Lockouts.pdf>

For assistance with password reset, please contact 250-387-7000 and select option 2 or email [77000@gov.bc.ca](mailto:77000@gov.bc.ca)

If you have any questions regarding these activities, please contact Security Advisory Services mailbox ([InfoSecAdvisoryServices@gov.bc.ca](mailto:InfoSecAdvisoryServices@gov.bc.ca)).



## Shust, Susan D HLTH:EX

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**From:** Leonard, Ronna-Rae HLTH:EX  
**Sent:** August 21, 2020 9:49 AM  
**To:** Hansen, Lucy HLTH:EX  
**Subject:** Fwd: Your IDIR password will expire in 5 days

Dumb me! The contact is in the email. Sorry to bother you!

Ronna-Rae

Sent from my iPhone

Begin forwarded message:

**From:** "NoReply@gov.bc.ca" <NoReply@gov.bc.ca>  
**Date:** August 17, 2020 at 4:32:49 PM PDT  
**To:** "Leonard, Ronna-Rae HLTH:EX" <RonnaRae.Leonard@gov.bc.ca>  
**Subject:** Your IDIR password will expire in 5 days



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- 1) Before you change your password, make sure you are logged off all of your devices and have deleted the BCNGN wireless connection from your mobile devices.
- 2) **If you use VPN, or are in the office to connect to the IDIR network**, you should change your password by pressing CTRL+ALT+DEL, then choose ""Change a password"" from the options.
- 3) If you are unable to perform your password reset via CTRL+ALT+DEL, then a secondary approach may be used to reset your password via \_\_\_\_\_; However,



if you change your password via the <https://www.pwchange.gov.bc.ca> approach, your workstation credentials will not be updated until you successfully log into the IDIR network.

If you experience problems logging into the IDIR network with your new credentials after using the <https://www.pwchange.gov.bc.ca> approach, we encourage you to perform the following steps to help resolve your connection issue:

- a. Ensure that any device, e.g. mobile phone, attempting to connect to your account with the expired password, is turned off.
- b. Login to your physical machine **using your old, expired (cached) password first**.
- c. Connect to the corporate **VPN using your new password**.
- d. Lock your screen, via pressing CTRL+ALT+DEL, followed by entering your new password to unlock the screen to synchronize the cached credentials with the credentials set in Active Directory.

s.15

Some BC Government forms or websites require a secure log on. For these sites, clients must type the domain IDIR and a back-slash in front of their user ID s.15 when entering their credentials.

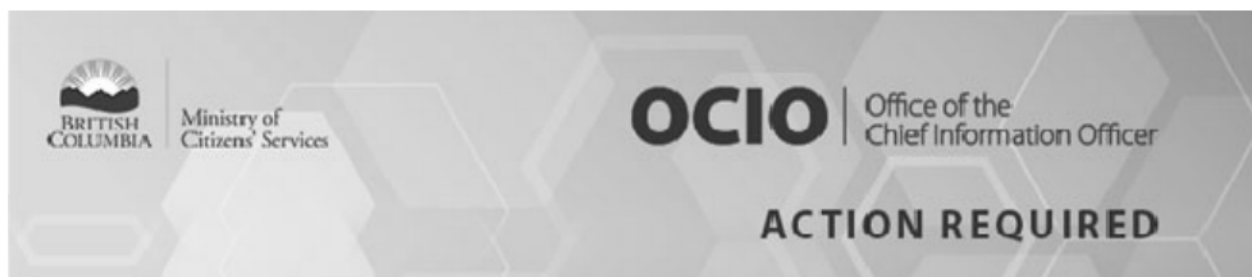
Links to best practices:

<https://citiz.sp.gov.bc.ca/sites/ES/DS/WS/Shared%20Documents/Support%20Information/Password%20Reset%20Instructions.pdf>

<https://citiz.sp.gov.bc.ca/sites/ES/DS/WS/Shared%20Documents/Support%20Information/Account%20Lockouts.pdf>

For assistance with password reset, please contact 250-387-7000 and select option 2 or email [77000@gov.bc.ca](mailto:77000@gov.bc.ca)

If you have any questions regarding these activities, please contact Security Advisory Services mailbox ([InfoSecAdvisoryServices@gov.bc.ca](mailto:InfoSecAdvisoryServices@gov.bc.ca)).



**Shust, Susan D HLTH:EX**

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**From:** Leonard, Ronna-Rae HLTH:EX <RonnaRae.Leonard@gov.bc.ca>  
**Sent:** August 20, 2020 4:04 PM  
**To:** Leonard.MLA, Ronna-Rae LASS:EX  
**Subject:** My leg phone battery drained

Turned that phone off. I can check this email if you need to connect.  
We are in gridlock in Surrey.  
RR

Sent from my iPhone

## Shust, Susan D HLTH:EX

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**From:** Leonard, Ronna-Rae HLTH:EX  
**Sent:** August 20, 2020 3:20 PM  
**To:** Yeung, Lucinda HLTH:EX  
**Cc:** Leonard, Ronna-Rae  
**Subject:** Re:

Thanks Lucinda. Lots going on today!

I think the general public will be more preoccupied with the wildfire and the weather. And people involved in the LTC will be reassured by this announcement.

Hopefully, the upcoming announcement with AEST will help with the forward progress needed to see full success there and throughout the Interior.

Regards

Ronna-Rae

Sent from my iPhone

On Aug 19, 2020, at 6:34 PM, Yeung, Lucinda HLTH:EX <Lucinda.Yeung@gov.bc.ca> wrote:

Hi Ronna-Rae,

Please find attached. Hope you find it helpful

Warmly,  
Lucinda

<IN\_IH\_SummerlandSeniorsVillage\_20Aug\_2020.doc>  
<NR-SSV\_Administrator\_20Aug20.docx>

## Shust, Susan D HLTH:EX

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**From:** Leonard, Ronna-Rae HLTH:EX  
**Sent:** August 20, 2020 3:13 PM  
**To:** Hansen, Lucy HLTH:EX  
**Cc:** Pham, Thuy HLTH:EX; Yeung, Lucinda HLTH:EX  
**Subject:** Re: Invitation to participate in panel discussion

Yes, I am interested. I thought I said yes a couple of weeks ago! <sup>s.22</sup>

<sup>s.22</sup> Going to have to figure out this communication train then.

Thanks  
Ronna-Rae

Sent from my iPhone

On Aug 17, 2020, at 4:28 PM, Hansen, Lucy HLTH:EX <Lucy.Hansen@gov.bc.ca> wrote:

Hi Ronna-Rae,

Just wanted to see if you might be interested in being part of the Webinar for Alzheimer's society.

Lucy

<image001.png>

*Lucy Hansen*

Administrative Coordinator to the  
**Honourable Adrian Dix**  
Minister of Health &  
Minister Responsible for Francophone Affairs  
Direct: 778-974-6008  
Office: 250-953-3547  
E-mail: [Lucy.Hansen@gov.bc.ca](mailto:Lucy.Hansen@gov.bc.ca)

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**From:** Katie Hoy <khoy@alzheimercb.org>  
**Sent:** August 5, 2020 12:15 PM  
**To:** Leonard, Ronna-Rae <R.Leonard@leg.bc.ca>  
**Cc:** Hansen, Lucy HLTH:EX <Lucy.Hansen@gov.bc.ca>; Rathje, Leanne LASS:EX <Leanne.Rathje@leg.bc.ca>  
**Subject:** Invitation to participate in panel discussion

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

Dear Parliamentary Secretary Ronna-Rae Leonard,

To celebrate World Alzheimer's Month, the Society is hosting a series of online events throughout September. This includes a panel discussion on systemic advocacy that would allow people to learn about the issues affecting people living with dementia, and help inspire them to explore how they can be part of the movement to improve care for people affected by dementia in B.C.

We would like to invite Parliamentary Secretary for Seniors Ms. Ronna-Rae Leonard to participate and provide insight in the panel session which will focus on how elected officials and community members can work together to inspire change and inform policy. The panel would have prepared questions as well as a moderated Question & Answer session.

We are currently quite flexible on a time and date for the panel and can arrange this according to your schedule and availability. We would be delighted if you are interested in taking part and could speak to constituents throughout B.C. who are keen to advocate for those who are affected by dementia. Please let me know if this is of interest and I will be happy to work with you and your staff to find a time that is suitable for all.

Sincerely,  
Katie

Katie Hoy  
Provincial Coordinator, Advocacy & Public Policy  
Alzheimer Society of B.C.  
#300-828 West 8th Avenue  
Vancouver, B.C. V5Z 1E2  
**Phone: (604) 742-4935**  
Fax: (604) 669-6907

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**Join us for the *Climb for Alzheimer's*** as we come together as a province to hike or climb a collective 70,000 kilometres this summer: that's one kilometre for each of the 70,000 British Columbians currently living with dementia! From **July 21 until September 21**, team up with your friends, families and colleagues to tackle trails across the province. From the Summit Peak Trail in Fort Nelson to the legendary Grouse Grind® in North Vancouver, there are endless journeys you can take to help reach our goal. Funds raised will help the Alzheimer Society of B.C. provide vital programs and services for families affected by dementia, and enable research that will advance knowledge of the disease. **Register and start fundraising at [climbforalzheimers.ca](http://climbforalzheimers.ca)**

This email message and any attachments are confidential and may contain privileged information that is intended only for the use of the recipient(s). Please note that email is not a secure method of communication and if you have received this communication in error, please contact us and delete this email message.

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## Shust, Susan D HLTH:EX

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**From:** Leonard, Ronna-Rae HLTH:EX  
**Sent:** August 20, 2020 3:15 PM  
**To:** Yeung, Lucinda HLTH:EX  
**Subject:** Re: question from today

Thanks Lucinda.  
Ronna-Rae

Sent from my iPhone

On Aug 19, 2020, at 6:50 PM, Yeung, Lucinda HLTH:EX <Lucinda.Yeung@gov.bc.ca> wrote:

Hi Ronna-Rae,

FYI

Reporter: In regards to long-term care home visits, a lot of families in the past few days have been anxious to find out if there will be an update any time soon about perhaps expanding the number of loved ones allowed to visit a family member in a facility? I believe there was a plan to revisit that rule every month, so just wondering if there's any movement on that.

Dix: Yes, we're reviewing that right now. Again, I want to emphasize that our success in diagnostic testing, our success in surgeries is truly extraordinary. Our success in having visits in all long-term care homes now in BC except those that are on outbreak protocol, our success in all those things is dependent on our collective effort.

The fact is, there are 47,000 workers in long-term care in BC. There are well over 100,000 people working in health care and if there is a lot of COVID in the community that affects people who work in healthcare. It's all of our task to support this.

In terms of visits, we are reviewing the first month of visits to see if there's a possibility to expand that. I know both personally and in terms of all the contacts and all the people I talk to who have family members in long-term care or friends in long-term care, how much it means.

I'm pleased with the success we've had so far. We are investing an extraordinary effort to continue that and hopefully extend it. We are reviewing it. I wouldn't expect an announcement in the next week or so but it is something that's under review and I regularly report on long term care issues on Thursday and I will be again this Thursday.

**Shust, Susan D HLTH:EX**

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**From:** Leonard, Ronna-Rae HLTH:EX  
**Sent:** August 21, 2020 5:11 PM  
**To:** Pham, Thuy HLTH:EX  
**Cc:** 77000 Shared Services BC Service Desk CITZ:EX; Hansen, Lucy HLTH:EX; London, Kathy HLTH:EX  
**Subject:** Re: Reset password

Have now got my new password. Thanks for taking care of me!  
Ronna-Rae

Sent from my iPhone

On Aug 21, 2020, at 4:50 PM, Pham, Thuy HLTH:EX <Thuy.Pham@gov.bc.ca> wrote:

Hi there,

PS Ronna-Rae Leonard is having trouble changing her IDIR password, and is hoping for assistance.

She's currently in transit, but is available via phone to get this done so that she'll be able to access her emails and other log-ins. Can you please assist with this? The PS can be reached at 250-218-5162

Thank you kindly,  
Thuy

**Thuy Pham**

Ministerial Assistant to  
Hon. Adrian Dix, Minister of Health  
& Minister Responsible for Francophone Affairs  
Room 337 | Parliament Buildings, Victoria, BC | V8W 9V1  
Direct: 1-778-974-6006 | Cell: 250-880-5019  
[Thuy.Pham@gov.bc.ca](mailto:Thuy.Pham@gov.bc.ca)

## Shust, Susan D HLTH:EX

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**From:** Leonard, Ronna-Rae HLTH:EX  
**Sent:** August 21, 2020 4:12 PM  
**To:** Hansen, Lucy HLTH:EX  
**Subject:** Re: Ronna-Rae's IDIR Password Expiration today

Can you please email 77000@gov.bc.ca with the following info and request them to call me to reset my password? I don't have the correct password with me and she said this is the workaround. Need someone with a gov email address to basically verify me.

Thanks!!!

Ronna-Rae

First name: Ronna-Rae

Last name: Leonard

s.15

Phone: 250-218-5162

Sent from my iPhone

On Aug 21, 2020, at 3:58 PM, Hansen, Lucy HLTH:EX <Lucy.Hansen@gov.bc.ca> wrote:

Did you change your password

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**Subject:** RE: Ronna-Rae's IDIR Password Expiration today

Hi Lucy,  
Meaning you let Ronna-Rae know hers was expiring today?  
Cheers, Brett

**Brett Trimble**  
**Systems Analyst**  
Ministry of Finance | Offices of the Premier  
Tel: 778-698-3782  
Cel: 250-634-4966



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**Cc:** PREM Tech <PREM.Tech@gov.bc.ca>  
**Subject:** RE: Ronna-Rae's IDIR Password Expiration today

Done on my part

<image001.png>

*Lucy Hansen*

Administrative Coordinator to the  
**Honourable Adrian Dix**  
Minister of Health &  
Minister Responsible for Francophone Affairs  
Direct: 778-974-6008  
Office: 250-953-3547  
E-mail: [Lucy.Hansen@gov.bc.ca](mailto:Lucy.Hansen@gov.bc.ca)

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**Sent:** August 21, 2020 12:57 PM  
**To:** Leonard, Ronna-Rae HLTH:EX <[RonnaRae.Leonard@gov.bc.ca](mailto:RonnaRae.Leonard@gov.bc.ca)>; Hansen, Lucy HLTH:EX <[Lucy.Hansen@gov.bc.ca](mailto:Lucy.Hansen@gov.bc.ca)>; London, Kathy HLTH:EX <[Kathy.London@gov.bc.ca](mailto:Kathy.London@gov.bc.ca)>  
**Cc:** PREM Tech <[PREM.Tech@gov.bc.ca](mailto:PREM.Tech@gov.bc.ca)>  
**Subject:** Ronna-Rae's IDIR Password Expiration today  
**Importance:** High

Hello,

Due to security concerns and to safeguard Government data the OCIO has changed the password rule requirement for IDIR ID's. Ronna-Rae should have received a notification this past Monday stating that your password will expire in 5 days. We have just received notification that yours has not been changed yet and it will be **expired at 4:30 this afternoon**. In order to avoid a disruption of access, please change your password as soon as possible.

For details on this change please see [Service Bulletin 1312](#) .

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- Tap **Ctrl, Alt** and the **Delete key (Del)**. Select: **Change a Password**. Put in current password. Then new password twice and tap the arrow.
- If using a device other than a standard workstation (i.e. home PC), go to <https://www.pwchange.gov.bc.ca/> to change your IDIR password.

s.15

**If any issues or questions please Contact:**

**Tech Support:**

**TEL #: 250-953-5151**

**Email: [prem.tech@gov.bc.ca](mailto:prem.tech@gov.bc.ca)**

\*\*\*\*\*

### **Priority message re: IDIR password expiry information**

**From:** OCIO Major Incident Team <[OCIOMIT@gov.bc.ca](mailto:OCIOMIT@gov.bc.ca)>

**Sent:** August 14, 2020 13:32

**To:** OCIO Major Incident Team CITZ:EX <[OCIOMIT@gov.bc.ca](mailto:OCIOMIT@gov.bc.ca)>

**Subject:** Incident Alert: Reminder - IDIR Password Expiration Notice

**Importance:** High

<image002.png>

Please be advised, on August 10th an IDIR password expiration notice titled "**Your IDIR password will expire in 5 days**" was sent to IDIR account holders who's last name starts with A-F. If you received an IDIR password expiration notice on August 10th, please reset your IDIR password before 4:30 PM today to avoid any disruption.

A reminder email will be sent today directly to impacted users reminding them to reset their IDIR password before 4:30 PM today. Please see your IDIR password expiration notification email for additional information.

Please note that over the next two weeks, all other IDIR account holders will receive a similar IDIR password expiration notification and will be required to reset their passwords within 5 days.

- IDIR account holders G-N will receive a IDIR password expiration notice on August 17th - password expiration date August 21st.
- IDIR account holders O-Z will receive a IDIR password expiration notice on August 24th - password expiration date August 28th.

Please do not reply to this email. For more information, please visit [My Service Centre](#).

Ref:MSG1646774\_oy9Mb7934lmsVEak4e3N

**Shust, Susan D HLTH:EX**

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**From:** Leonard, Ronna-Rae HLTH:EX  
**Sent:** August 28, 2020 6:49 PM  
**To:** London, Kathy HLTH:EX  
**Cc:** Yeung, Lucinda HLTH:EX  
**Subject:** Re: UPDATE: determining dates for ASBC panel & PS availability

Sorry for the slow response. I don't tend to regularly check this email through the day. Maybe I need to turn on a noisemaker to alert me...

Any time is good for me on those two days Regards Ronna-Rae

Sent from my iPhone

> On Aug 28, 2020, at 2:43 PM, London, Kathy HLTH:EX <Kathy.London@gov.bc.ca> wrote:  
>  
> is

**Shust, Susan D HLTH:EX**

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**From:** Leonard, Ronna-Rae HLTH:EX  
**Sent:** August 27, 2020 8:55 AM  
**To:** Leonard, Ronna-Rae  
**Subject:** Accepted: TRU Nursing & Population Health Building