

## Communiqué

**DATE:** November 8, 2019  
**TO:** Hospital Employees  
**RE:** **NEW** Password Reset Email Confirmation

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As part of TransForm's ongoing commitment to service excellence and maintaining the highest level of security, effective November 18, 2019, all Citrix password resets will be followed up with a confirmation email. The email will be sent to user who requested the password reset and to their respective manager. The email is only a notice and does not require any action from the user or their manager. If you receive the confirmation email and did not request a password reset, please contact the Regional IT/IM Service Desk at 519-973-4411, extension 7771.

A sample of the new confirmation email is below for your reference.



Hello \*\*\*\*\*,

This message is to let you know your **Storefront (Citrix)** account password has recently been changed at your request.

If you did not request this change, please contact us during business hours at extension 7771 or after hours at 1-866-822-4521.

Thank you,

Regional Service Desk  
**TransForm Shared Service Organization**  
Phone: 519-973-4411 ext. 7771