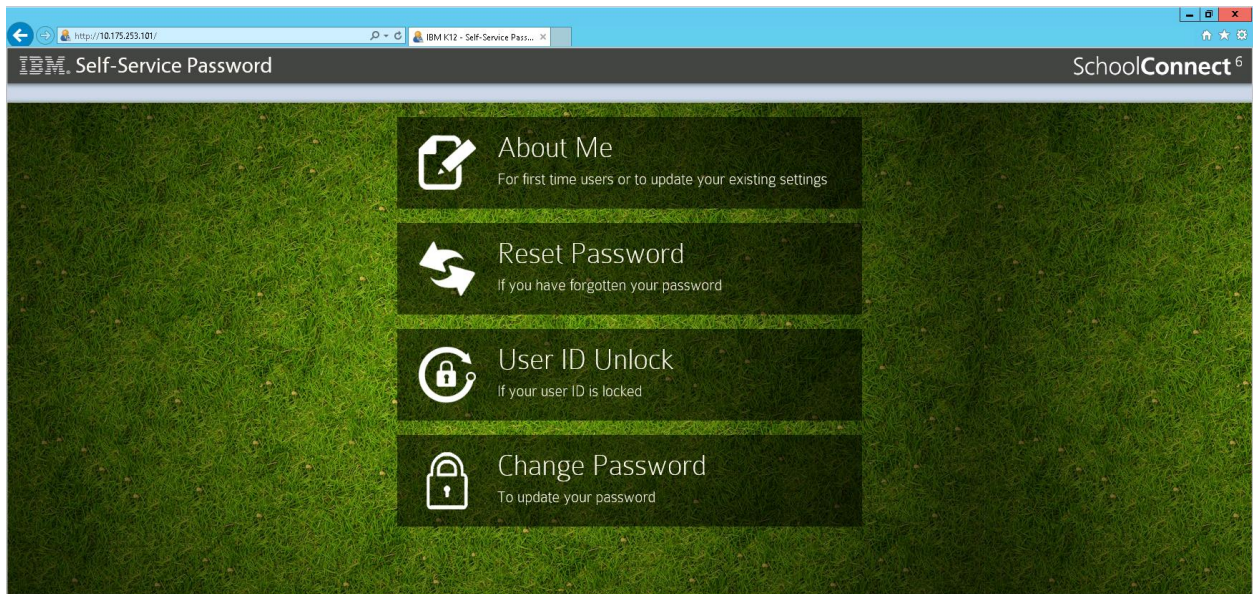


SchoolConnect Self Service Password Reset

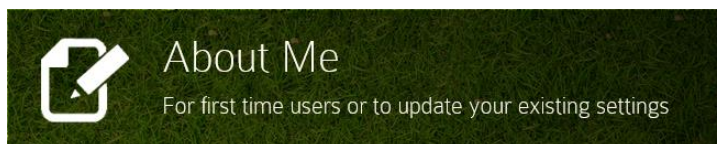
This document details how to use the SchoolConnect Self Service Password Reset webpage. This will be extremely valuable for users that forget their password or are locked out once the new password policies are implemented.

First Time Use - Create Your Security Questions

1. Open a web browser and type the following link in the address bar <http://password.chinooksd.ca>
2. The Self Service Password page will appear.



3. Click About Me to setup your security questions.



4. Enter your username and password, then click Login.

About Me

Please login with your username and password.

Username:

Password:

Login

5. Select your desired security questions and fill in the answers. Click Register when finished.

About Me

Please select and answer your security questions.

Question 1:

Answer 1:

Question 2:

Answer 2:

Question 3:

Answer 3:

Register


6. A message will confirm that your security questions have been entered. Click Close to return to the main screen.

About Me

You have successfully registered your security questions, you may now reset your password with correct answers.

Close

7. Click Reset Password.

 Reset Password

If you have forgotten your password

8. Enter your username and press the Enter button.

Reset Password

Please enter your username.

Username:

Reset operation will be timeout in: 112 seconds

9. The Reset Password page will randomly select 2 of the 3 security questions that you created earlier to challenge you with. Enter your responses and click Submit when ready.

Reset Password

Please answer your security questions.

Question 1: In what city does your nearest sibling live?
Answer 1:

Question 2: What is your oldest cousin's first and last name?
Answer 2:

Reset operation will be timeout in: 86 seconds

10. The Reset Password screen will appear. Here you will be prompted to enter your new password twice and then press Submit.

Reset Password

Please enter your new password.

New Password:

Retype New Password:

Password Requirements:

- Passwords must be 8 characters in length
- Must contain at least one number (i.e. 0, 1, 2, ... 9)
- Must contain at least one alphabetic character (i.e. a, b, c, ... z)
- Security maintains a history of each user's most recent five (5) passwords and does not allow the reuse.

[Submit](#)

Reset operation will be timeout in: 43 seconds

11. Your password has now been reset. You can try logging into a workstation or the portal with your new password to verify that it is working.

Reset Password

Your password have been changed successfully.

[Close](#)