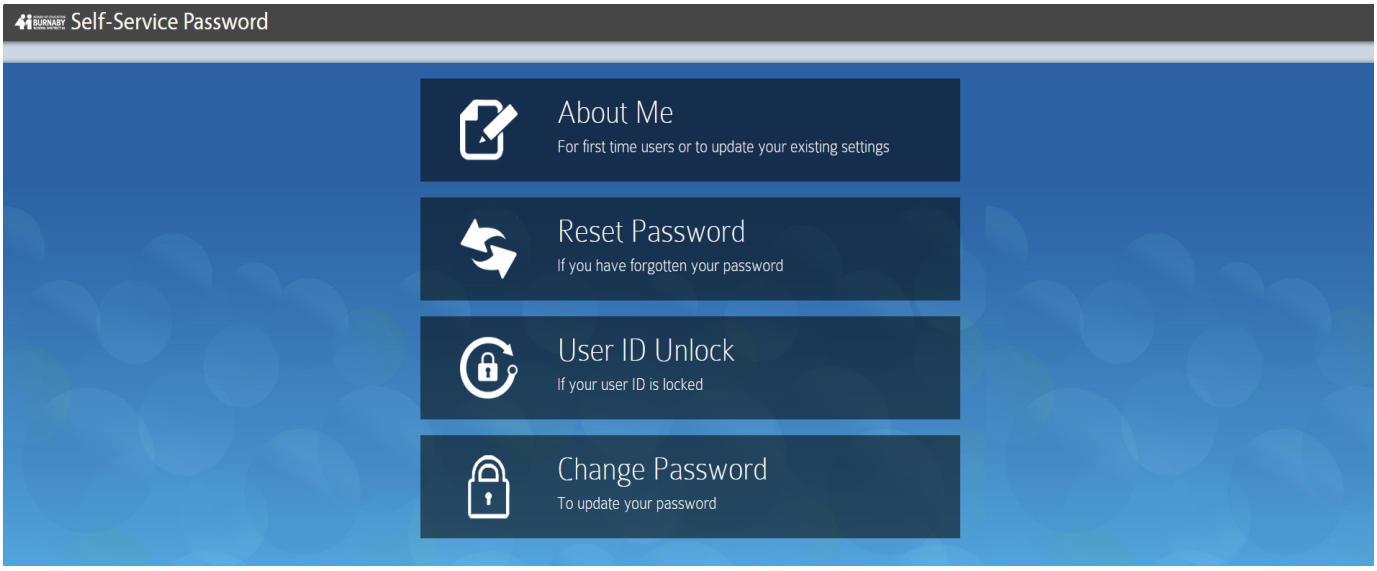
# SD41: Self-Serve Password Reset

## URL: sd41ssp.burnabyschools.ca




## Step One: About Me

**ALL USERS must complete the About Me registration steps before they are able to reset their password, unlock their ID or change their Password**

1. Enter your network username and password
2. Choose and Answer all 3 Security Questions then select **Register**
3. If you want an added layer of security, enter your Mobile number or personal email for 2-factor authentication. This information is used during password resets or account unblocking activities.

   Otherwise, leave the field blank and select **Register.**
   **Recommendation:** Elementary students should leave this field blank.

   Once all information is entered, you can close the About Me window via the Close button and then take advantage of the other features.

## Reset Password

All users can reset their forgotten password via this link.
Staff can also reset passwords for students at their school site.

1. Enter the network username
2. Choose to reset your own password or a student password
   **Reset your Own Password**
   a. Enter the answers to your security questions
   b. Enter and re-enter a new password following the listed **Password Rules**
   c. Submit

**Reset Student Password**

a. Enter your password
b. Enter the student network username
c. Enter and re-enter a new password following the listed **Password Rules**
d. Submit

## User ID Unlock

If your account has been locked as a result of too many invalid login attempts use this tool to unlock it. ***Note**, if you've forgotten your password use the Password Reset tool.*

1. Enter your network username
2. Enter the answers to your security questions
3. Submit

## Change Password

If a user believes their password may have been compromised or simply wishes to change their password (perhaps to match their MyEd BC password for example) you can use this tool at any time to change your current password.

1. Enter your username
2. Enter your current password
3. Enter and re-enter a new password following the listed **Password Rules**

# Password Rules:

The following rules and restrictions apply to passwords for both our network accounts and Office 365 mailboxes:

- Passwords must be at least 12 characters long.
- Passwords can't contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Passwords must contain characters from **three of the following four** categories:
  a. Uppercase letters (A through Z)
  b. Lowercase letters (a through z)
  c. Numbers (0 through 9)
  d. The following non-alphabetic characters: ` ~ ! @ # $ % ^ & * ( ) _ + - = { } | [ ] \ : " ; ' < > ? , . /

**Note:**
A non-alphabetic character is not required if creating a password based on the rules listed in 'a-c'.

**However**, including a symbol is considered good practice when considering the strength of a password.