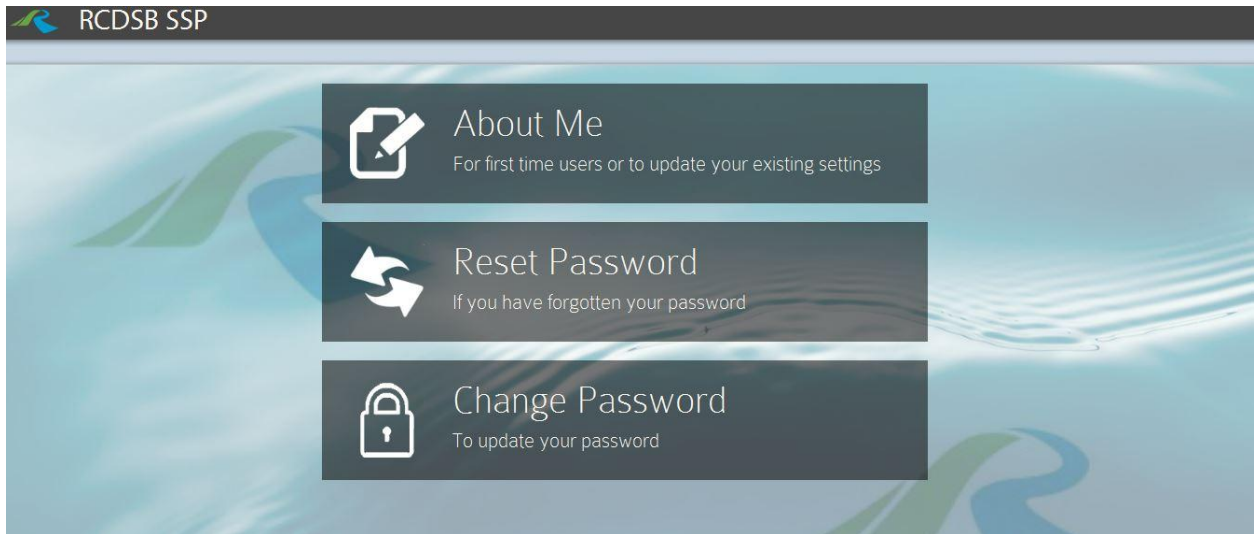


RCDSB PASSWORD SELF SERVICE PORTAL

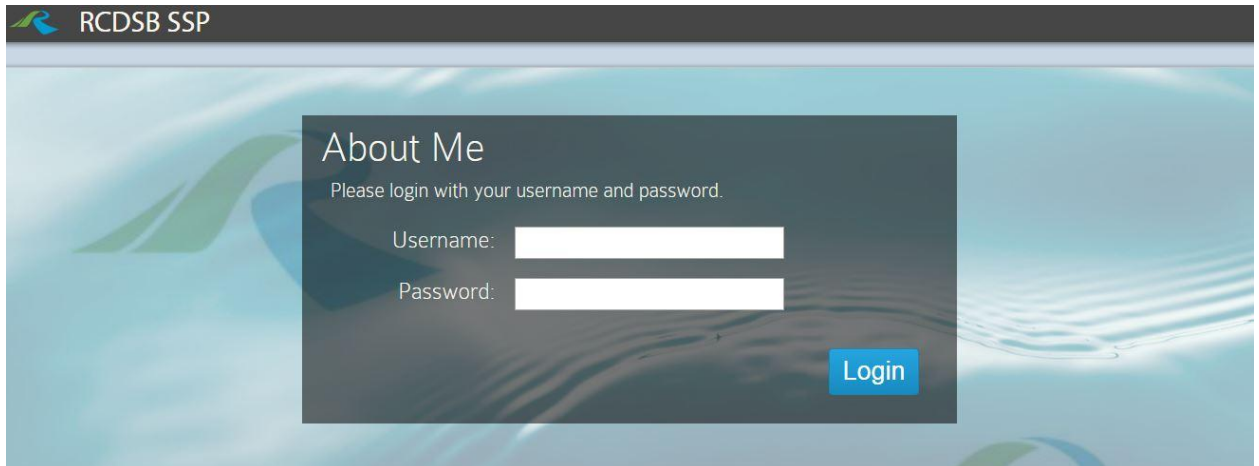
A user is able to change their RCDSB password using the Password Self Service Portal from any device with an internet connection. If a user has forgotten their RCDSB password they are now able to securely reset it using this utility.

To use this utility, a user must first be registered in the Password Self Service Portal.



TO REGISTER IN THE PASSWORD SELF SERVICE PORTAL

1. Type in the URL: ssp.rcdsb.on.ca or visit the Password Self Service Portal landing page located under the Students and Employees menus on the RCSDB's website (rcdsb.on.ca).
2. Click the **About Me** button.
3. Sign in using your current RCDSB Username and Password.



4. You will be presented with 3 question boxes

RCDSB SSP

About Me

Please select and answer your security questions.

Question 1: What is your favourite fruit?

Answer 1:

Question 2: What is your favourite TV show?

Answer 2:

Question 3: Who is the tallest person you know?

Answer 3:

Register

5. Click the **Down Arrow** at the end of each question to choose a question that you prefer to answer.
6. Enter your answer for each question.
7. Click the **Register** button.
8. A message stating "You have successfully registered your security questions and answers. You may now reset your password with the correct answers." will be displayed.
9. Click the **Close** button to return to the Password Self Service Portal main screen.

TO RESET A PASSWORD

1. Type in the URL: ssp.rcdsb.on.ca or visit the Password Self Service Portal landing page located under the Students and Employees menus on the RCSD's website (rcdsb.on.ca).
2. Click in the **Reset Password** button.

RCDSB SSP

Reset Password

Please enter your username.

Username:

Enter

Reset operation will timeout in: 81 seconds

3. Sign in using your current RCDSB Username.
4. Click the **Enter** button.

5. You will be presented with 2 of your 3 previously chosen security questions. Type in the answers exactly as you did when first answering the questions. **Please note that the answers are case sensitive.**

The screenshot shows the RCDSB SSP 'Reset Password' interface. At the top left is the RCDSB SSP logo. The main heading is 'Reset Password' with the instruction 'Please answer your security questions.' Below this are two questions: 'Question 1: In what city did you meet your spouse/significant other?' and 'Question 2: What school did you attend for sixth grade?'. Each question has a corresponding 'Answer' label and a white text input field. A blue 'Submit' button is located at the bottom right of the form area. At the bottom center, a small text indicates 'Reset operation will timeout in: 64 seconds'.

6. Click the **Submit** button. You will be presented with the Reset Password screen.

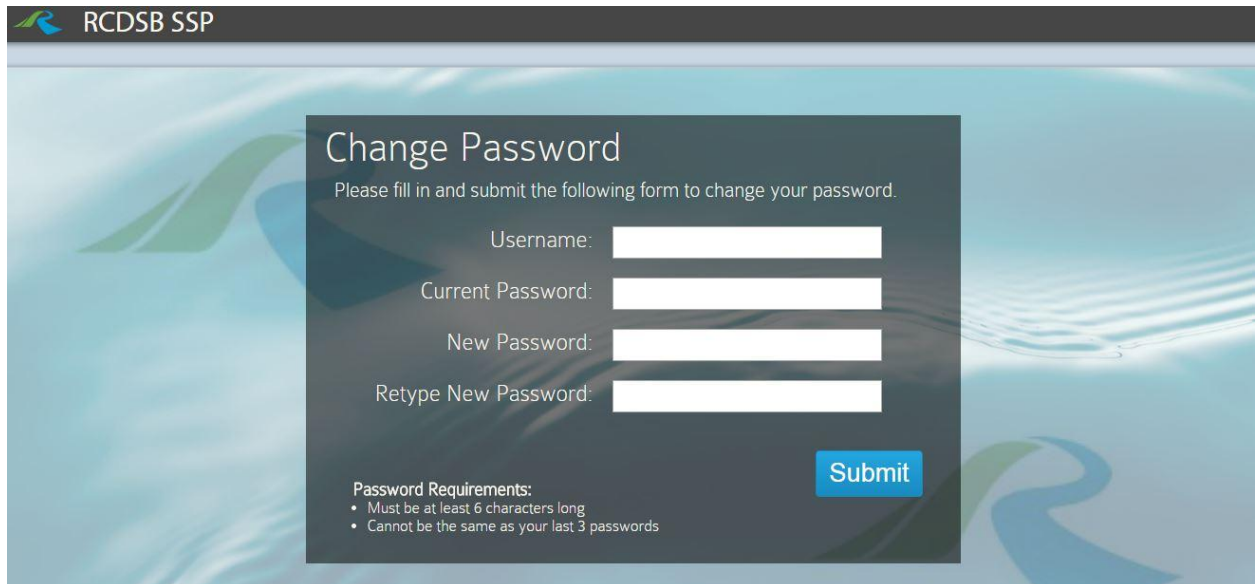
The screenshot shows the RCDSB SSP 'Reset Password' interface after clicking the Submit button. The heading remains 'Reset Password' but the instruction is now 'Please enter your new password.' Below this are two input fields: 'New Password:' and 'Retype New Password:'. A blue 'Submit' button is located at the bottom right of the form area. Below the input fields, the 'Password Requirements:' are listed: 'Must be at least 6 characters long' and 'Cannot be the same as your last 3 passwords'. At the bottom center, a small text indicates 'Reset operation will timeout in: 94 seconds'.

7. Enter your new password in the New Password box. Retype your new password in the Retype New Password box.
8. Click the **Submit** button.
9. A message stating "Your password has been changed successfully" will be displayed.
10. Click the **Close** button to return to the Password Self Service Portal main screen.

Note: You will see a counter in the bottom right hand corner. This is a security measure in case the user leaves the computer without completing the password reset process. When the counter reaches zero, the utility returns to the original Password Self Service Portal screen.

TO CHANGE A PASSWORD

1. Type in the URL: ssp.rcdsb.on.ca or visit the Password Self Service Portal landing page located under the Students and Employees menus on the RCSDB's website (rcdsb.on.ca)
2. Click in the **Change Password** button.



The screenshot shows the RCDSB SSP 'Change Password' form. The form is titled 'Change Password' and includes the instruction: 'Please fill in and submit the following form to change your password.' The form contains four input fields: 'Username:', 'Current Password:', 'New Password:', and 'Retype New Password:'. A blue 'Submit' button is located at the bottom right of the form. Below the input fields, the 'Password Requirements' are listed: 'Must be at least 6 characters long' and 'Cannot be the same as your last 3 passwords'.

3. Sign in using your current RCDSB Username and Password.
4. Enter your username in the Username box. Enter your current password in the Current Password box.
5. Enter your new password in the New Password box. Retype your new password in the Retype New Password box.
6. Click the **Submit** button.
7. A message stating "Your password has been changed successfully" will be displayed.
8. Click the **Close** button to return to the Password Self Service Portal main screen.