

NEW Self Serve Password Reset (SSPR)

The OCDSB recommends that staff register their OCDSB account to enable the new Self Serve Password Reset function. This option allows you to change your password online anytime, from any wifi network.

Where to access the setup:

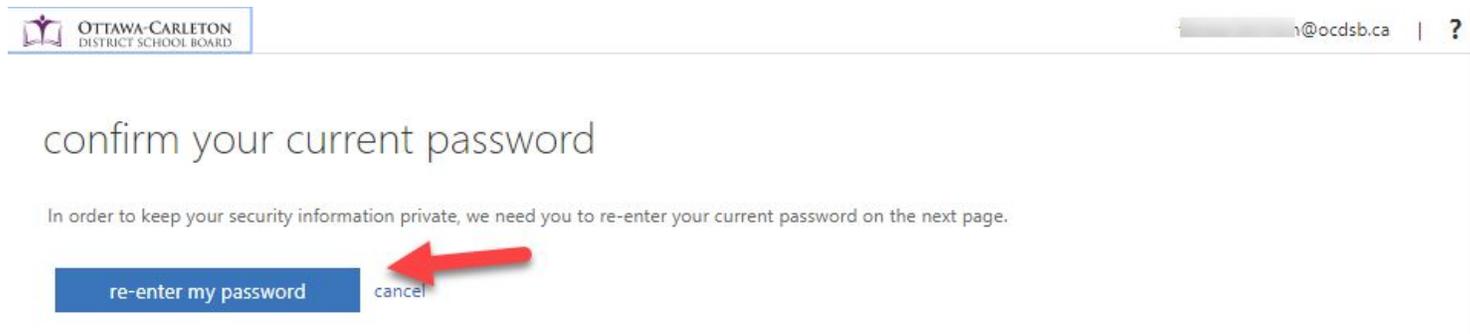
It is available on the Staff Portal - Staff Resources - SSPR

Step 1 - Register your account as this is a new system. This is needed before you can request a forgotten password

	Register My Account Set Up Authentication Phone Set Up Authentication Email Set Up Security Questions
	Forgot My Password (I have registered)
	Forgot My Password (I have not registered)
	

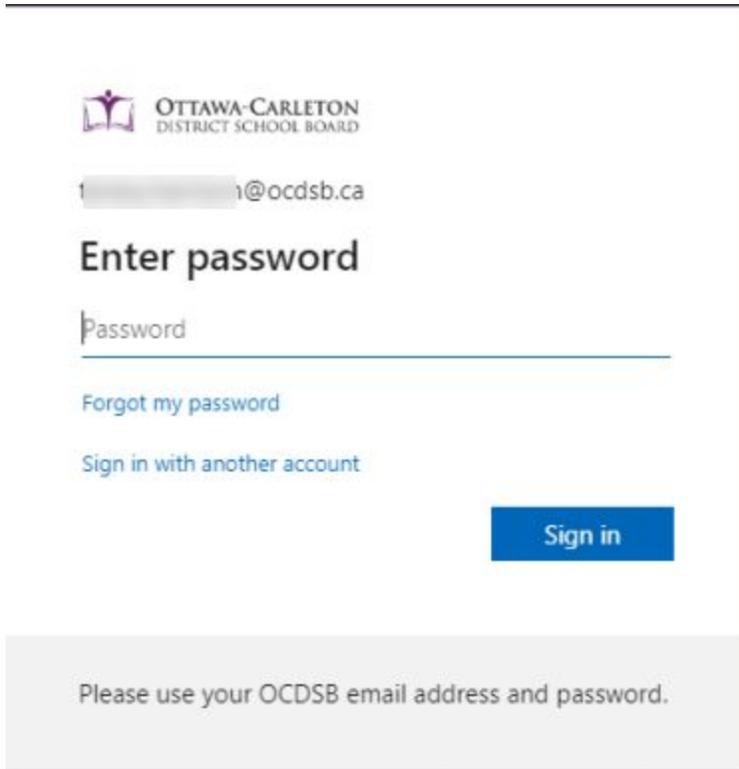
Register My Account

1. Select **Register My Account** and the following screen will load:



2. Select **re-enter my password**.

3. Type your password in the space provided (see below).
4. Click **Sign in**.



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1@ocdsb.ca

Enter password

Password

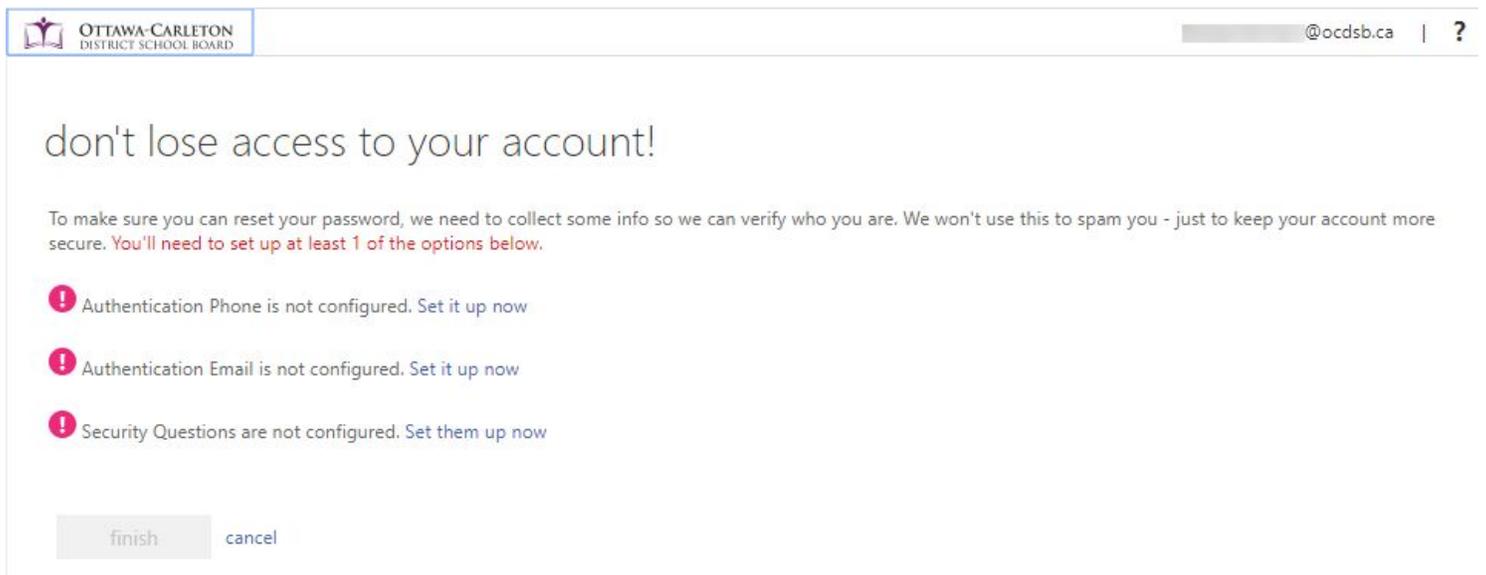
[Forgot my password](#)

[Sign in with another account](#)

Sign in

Please use your OCDSB email address and password.

Next, you will see the options to contact you or verify your identity. While only one option is needed, it is **strongly recommended** that you set up all three. Remember the more options you have - the easier it is to reset your password if needed.



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@ocdsb.ca | ?

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 1 of the options below.**

- ! Authentication Phone is not configured. Set it up now
- ! Authentication Email is not configured. Set it up now
- ! Security Questions are not configured. Set them up now

finish cancel

As shown in the image above, there are 3 ways to restore access to your account:

- Phone number - A phone number that can be called or texted
- Email address – Provide a non-OCDSB email
- Security questions – You must set up 3 questions

You will need to select “**Set it up now**” for each option and follow the prompts. Please make sure that you have

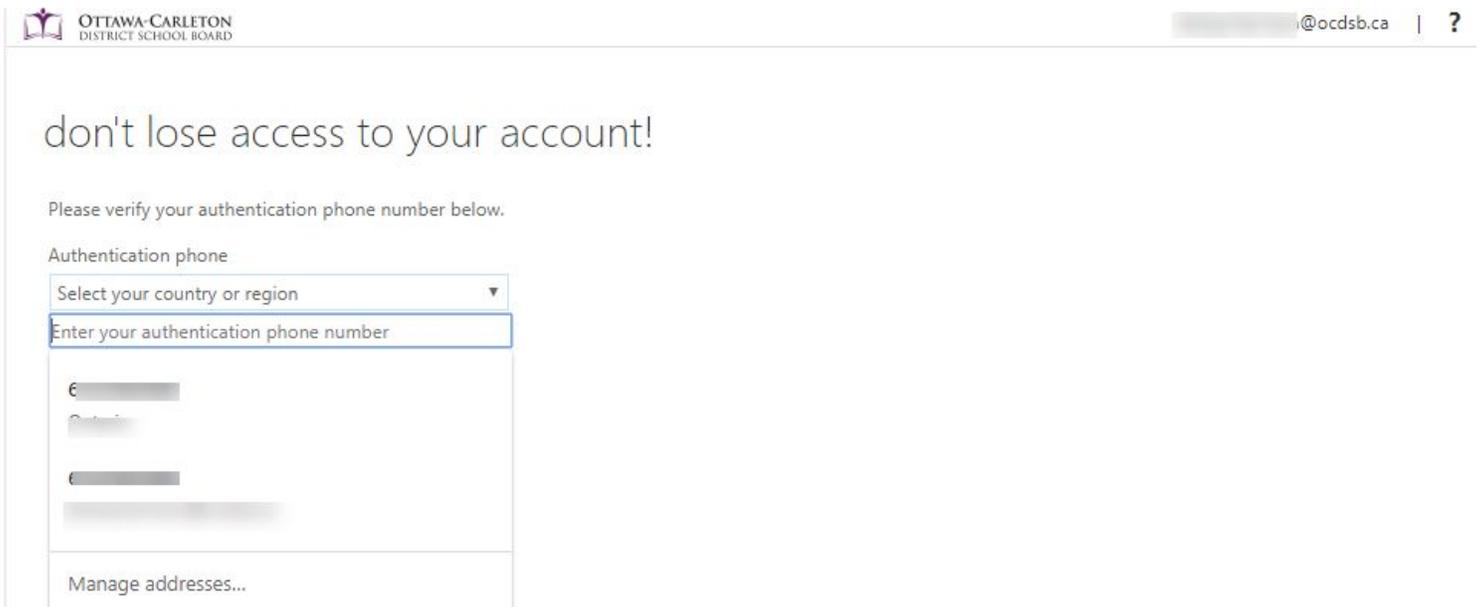
access to the phone or email that you are providing. A verification code will be sent to the device or email account at the time of registration for validation.

Set Up Authentication Phone

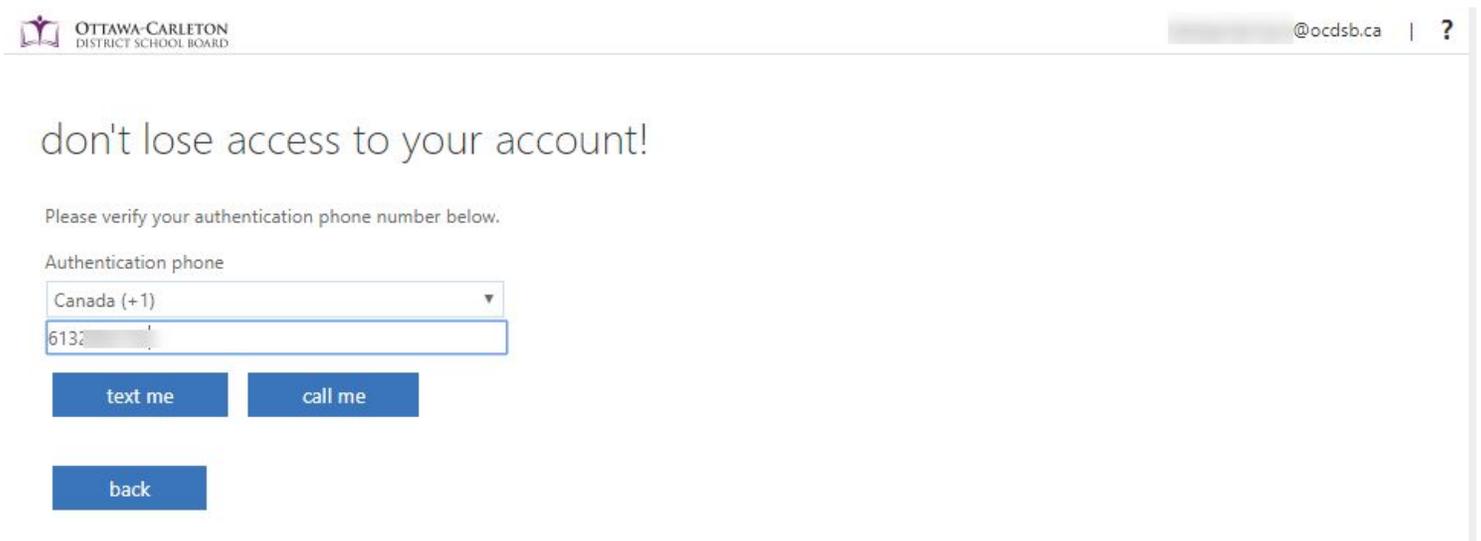
Setup Authentication Phone is not configured.

  Authentication Phone is not configured. [Set it up now](#)

1. Select **Set it up now** .
2. You will need to use the drop down to select your country where you can provide your authentication phone number:



The screen will now show the country and phone number you provided:



3. Select one of the two options to get your verification code: **text me** or **call me**. The verification code will arrive and you can enter the code.
4. Then select **Verify**. In the example below the information was sent to the phone:

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Canada (+1)
613

text me call me

We've sent a text message containing a verification code to your phone.

1. verify try again
back
2.

The Authentication Phone now shows as set up.  Authentication Phone is set to +1 6132. Change

Note: When you have completed your registration, the authentication method will change from *Set it up now* to *Change*. You can change your authentication at any time.

Set Up Authentication Email

Setup Authentication Email is not configured.

 Authentication Email is not configured. [Set it up now](#)

1. Click **Set it up now** and a screen will load and you can enter a personal (not an OCDSB) email address.
2. Then click **email me**.

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don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email
f@gmail.com

email me
back

3. A verification code will be sent to your non-OCDSB inbox. Enter the code in the space below and then select **Verify**:

We've sent a text message containing a verification code to your phone.



A verification code input form. It consists of a text input field on the left, a blue button labeled 'verify' in the middle, and a link labeled 'try again' on the right. A red arrow points to the input field, and another red arrow points to the 'verify' button. Below the input field is a blue button labeled 'back'.

This completes the Authentication process.

✔ Authentication Email is set to [\[redacted\]@gmail.com](#). [Change](#)

Note: When you have completed your registration, the authentication method will change from *Set it up now* to *Change*. You can change your authentication at any time.

Set Up Security Questions

Setup Security Questions not Configured.

! Security Questions are not configured. [Set them up now](#)



1. Click **Set them up now**.
2. Use the drop down arrows to select your security questions (see below).
3. Then type in your answer for each question.
4. When finished, click **save answers**. Your answers must have at least 3 characters. You will see one screen for each of the security questions that you set up.

don't lose access to your account!

Please select questions to answer below. *Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.*

Security question 1

Use drop downs to load questions



Security question 2



Security question 3



save answers

back

When completed you will see:  3 Security Questions are configured. [Change](#)

Complete Setup

Once you have set up all three areas you will see three green checkmarks and you can click **finish**.

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ✓ Authentication Phone is set to +1 6132-####-###. [Change](#)
- ✓ Authentication Email is set to #-#####-#####1@gmail.com. [Change](#)
- ✓ 3 Security Questions are configured. [Change](#)

finish

cancel

Congratulations on completing your **Self Serve Password Reset!**

Forgot My Password options are conveniently located on the **Sign in with Google** page. Users who have forgotten their password and have registered with SSPR can click the **I Forgot My Password** link (indicated below).

**I Forgot My Password
(I have registered)**

We will look first at:

Select this option and the following screen loads. Enter your **OCDSB email**, enter the captcha code, then click **Next**:



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Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

[Next](#) [Cancel](#)

The following screen will confirm your request - select the appropriate choice:



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Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

[Next](#) [Cancel](#)

The following screen will load, select the method of contact that you want.

Note: The options available will depend on what you set up. Choose the contact method you wish to use.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

Answer my security questions

You will receive an email containing a verification code at your alternate email address (te*****@gmail.com).

 Part of the alternate email you provided will show here.

Instructions are shown below - Please note that you will select which one of the methods you are going to use:

Email: Sends an email with a verification code to the email address that you provided during setup. Type the verification code from the email into the box, select **Next**. Type and confirm your new password. Select **Finish**.

Text: Prompts you to enter your phone number and click **Text**. Sends a text message to the phone number you provided previously in your setup. Type the verification code from the text into the box, select **Next**. Type and confirm your new password. Select **Finish**.

Call my mobile phone: Sends a text message to the phone you provided during setup. Select **Call my mobile phone**, type your phone number, and then select **Call**. Answer the phone, follow the instructions, then select **Next**. Type and confirm your new password. Select **Finish**.

Answer my security questions: Shows you the security questions that you set up. Select Answer my security questions, answer the questions, then select **Next**. Type and confirm your new password. Select **Finish**.

[I Forgot My Password
\(I have NOT registered\)](#)

What do I do if I forgot my password and I have not registered for Self Serve Password Reset?

Please email CSC@ocdsb.ca and provide your name, work location, employee number, home postal code (for security reasons) and an alternate (non-OCDSB) email that we can reach you at.