



# Microsoft 365

Password & Security Management (Students)



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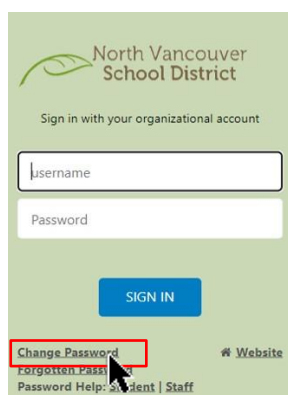
# 1.0 Change your Password

This document contains instructions on how to manage student passwords and security. All students will be provided with a temporary password. This password **must** be changed. **Never share your password or let anyone else log in using your account.**

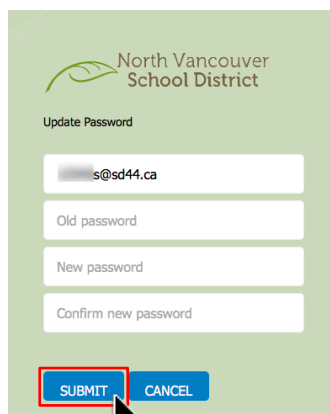
From the school or district website, click on the *Portal* link.



The login window will appear. *Click* Change Password.



Enter your District email address (e.g. 945321s@sd44.ca), your old password (current password) and enter your new password (twice). Click *Submit*.



If the new password does not match the password criteria, an error will appear.

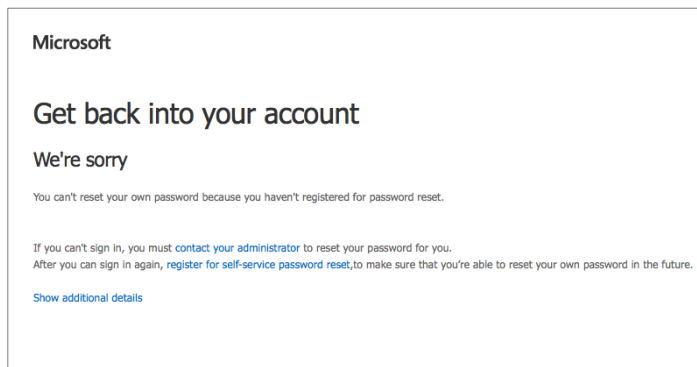
Unable to update the password. The value provided for the new password does not meet the length, complexity, or history requirements of the domain.

The password used for your SD44 account must meet the following criteria:

- Not contain the user's account name (e.g. 123456s)
- 10 characters minimum
- Strong passwords only: Requires 3 out of 4 of the following:
  - Lowercase characters
  - Uppercase characters
  - Numbers (0-9)
  - Symbols (for example, !, \$, #, %)
- Cannot re-use the last 3 passwords you used before

## 2.0 What to do if you have forgotten your password and have not set up Security Questions

If you have not yet setup Security questions, Alternate e-mail or Authenticated Phone # and try to reset your password by clicking on the *Forgotten Password* link you will get this message:

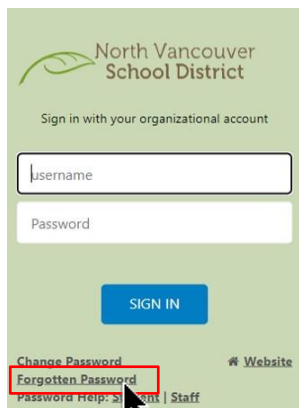


In this case you need to contact your teacher and request a password reset. When you receive a new password, it is strongly recommended that you login and set up security questions. Once done, in the future, you will be able to retrieve your password yourself.

(See page 5 on “How to Setup Security Questions”.)

## 3.0 What to do if you have forgotten your password and have set up your Security Questions

If you have forgotten your password, from the login screen, click *Forgotten Password*.



North Vancouver School District

Sign in with your organizational account

Username

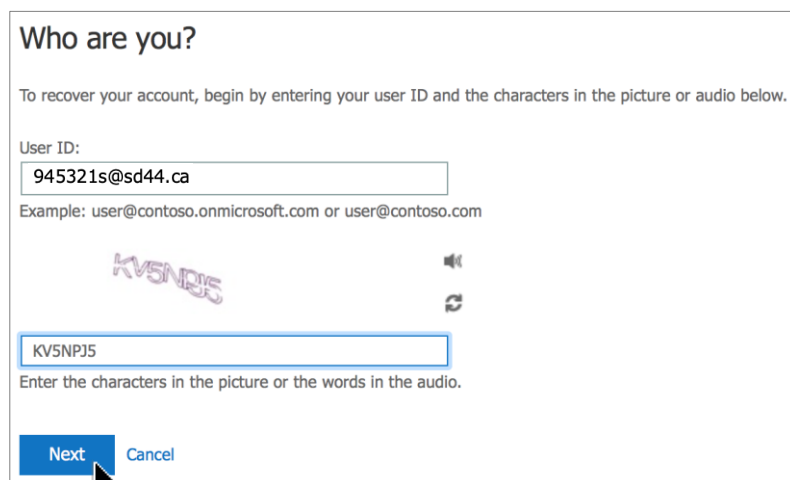
Password

SIGN IN

Change Password | Forgotten Password | Password Help: 2023 | Staff

# Website

In the window that appears, enter your District email address (e.g. *945321s@sd44.ca*) and the captcha security code that appears. Click *Next*.



Who are you?

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

User ID:

945321s@sd44.ca

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

KV5NPJ5

KV5NPJ5

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

Next Cancel

You will be presented with a variety of methods to verify your identity.

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email  
You will receive an email containing a verification code at your alternate email address (ta\*\*\*\*\*@gmail.com). Email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

Once successfully verified, you will be prompted to enter a new password. Your password MUST meet all of the password criteria. Click *Finish*.

verification step 1 ✓ > **choose a new password**

\* Enter new password:  
[password field]

\* Confirm new password:  
[password field]

Finish Cancel

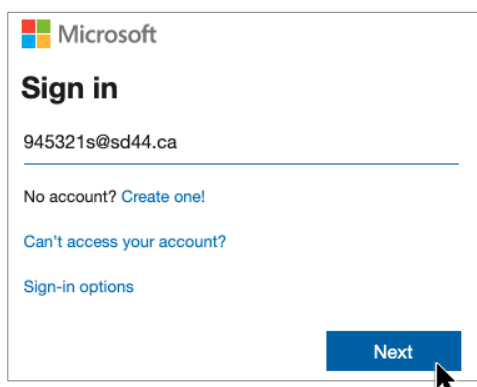
The password used for your SD44 account must meet the following criteria:

- Not contain the user's account name (e.g. 123456s)
- 10 characters minimum
- Contain characters from three of the following four categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Numbers (0 through 9)
  - Symbols (for example, !, \$, #, %)
  - Cannot re-use the last 3 passwords you used before

## 4.0 Setup your Security Questions and Authentication Email

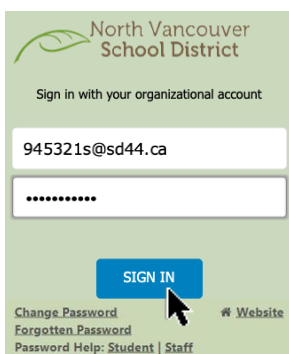
To set up your security questions, go to <http://aka.ms/ssprsetup>.

Enter your SD44 email address (e.g. [945321@sd44.ca](mailto:945321@sd44.ca)) and click *Next*



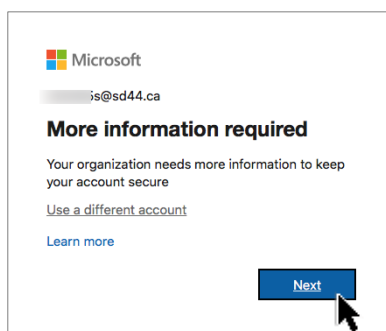
Microsoft  
**Sign in**  
945321s@sd44.ca  
No account? [Create one!](#)  
[Can't access your account?](#)  
[Sign-in options](#)  
**Next**

You will be re-directed to the school district login page. Enter your District password and click *Sign In*.



North Vancouver School District  
Sign in with your organizational account  
945321s@sd44.ca  
.....  
**SIGN IN**  
[Change Password](#) [# Website](#)  
[Forgotten Password](#)  
[Password Help: Student | Staff](#)

The following window may appear. Click *Next*.



Microsoft  
s@sd44.ca  
**More information required**  
Your organization needs more information to keep your account secure  
[Use a different account](#)  
[Learn more](#)  
**Next**

In the next window choose *region* (Canada) and enter your *Authenticated Phone #*. Choose method of delivery, click *Next*.

The screenshot shows the 'Additional security verification' page on a Microsoft account. The title is 'Additional security verification'. Below the title, it says 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is 'Step 1: How should we contact you?'. There is a dropdown menu for 'Authentication phone' with 'Canada (+1)' selected and highlighted by a red box. Below that is a 'Method' section with two radio buttons: 'Send me a code by text message' (selected) and 'Call me'. A blue 'Next' button is at the bottom right. A small note at the bottom says 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

Enter the verification code and click *Verify*.

The screenshot shows the 'Additional security verification' page on a Microsoft account. The title is 'Additional security verification'. Below the title, it says 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is 'Step 2: We've sent a text message to your phone at +1'. Below that, it says 'When you receive the verification code, enter it here'. There is a text input field containing the number '242486'. At the bottom right, there are two buttons: 'Cancel' and 'Verify'.

Configure Security Questions – click *Set them up now*.

The screenshot shows the 'don't lose access to your account!' page on a Microsoft account. The title is 'don't lose access to your account!'. Below the title, it says '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.' There are three items listed: 'Authentication Phone is set to +1 7 [redacted] Verify', 'Authentication Email is not configured. Set it up now', and 'Security Questions are not configured. Set them up now'. At the bottom left, there are two buttons: 'finish' and 'cancel'. A blue arrow points from the text above to the 'Set them up now' link for Security Questions.



You will be prompted to choose and answer five (5) security questions. Once you have done so, click *Save Answers*. Remember - answers are case and punctuation sensitive.

Please select questions to answer below. **Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.**

**Security question 1**  
What is your favorite colour?  
blue ✓

**Security question 2**  
What is your favorite place to visit?  
disneyland ✓

**Security question 3**  
What is your favorite movie?  
shrek ✓

**Security question 4**  
What is the name of your first school?  
sherwood park ✓

**Security question 5**  
What is your favorite food?  
pasta ✓

save answers

A confirmation screen will appear. Click *Finish* or, for an additional recovery option, you may choose to setup an Authentication Email (personal email address).

**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 [redacted]. [Verify](#)
- ! Authentication Email is not configured. [Set it up now](#)
- ✓ 5 Security Questions are configured. [Change](#)

finish cancel