



Office 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.**

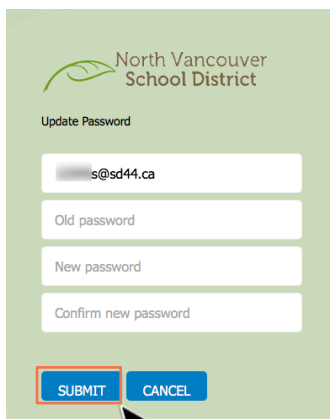
From the school or district website, click on the *Portal* link.



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



Enter your District email address (student's ID 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.

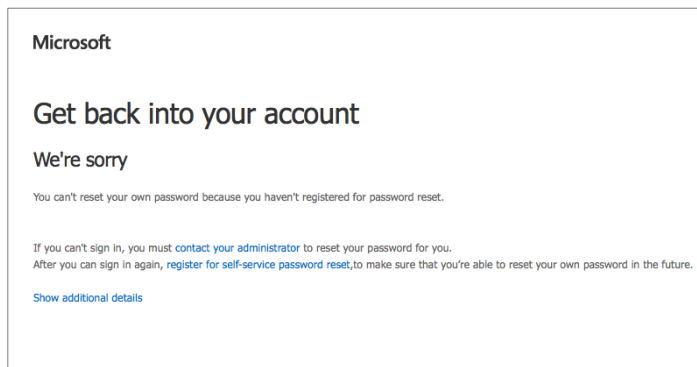
Unable to update the password. The value provided for the new password does not meet the length, complexity, or history requirements of the domain.

The password used for SD44 O365/Active Directory must meet the following criteria:

- Not contain the user's account name (e.g. 123456s) or parts of the user's first, middle or last name.
- 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 setup 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:

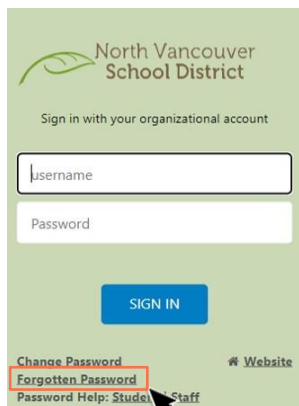


In this case you need to contact your teacher and request an AD password reset. When you receive a new password, it is strongly recommended that you login and set up security questions. Once done, in the future, you will be able to retrieve your password yourself.

(See paragraph 4 "[How to Setup Security Questions](#)".)

3.0 What to do if you have forgotten your password and have setup 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

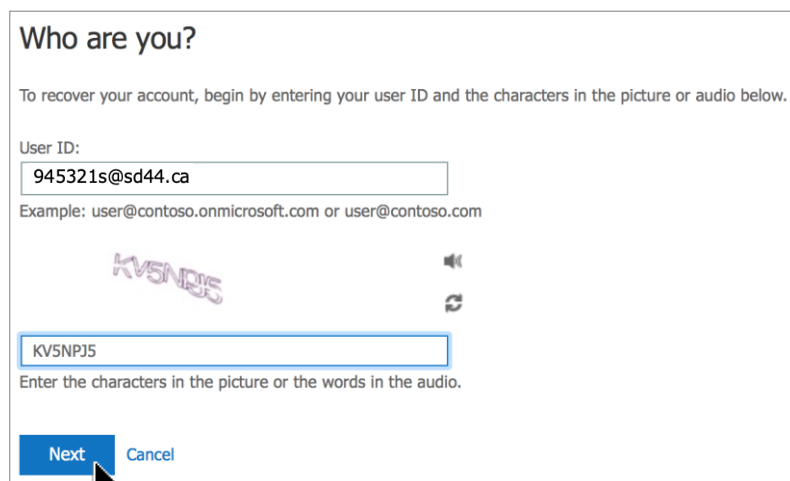
SIGN IN

Change Password Website

Forgotten Password

Password Help: Students Staff

In the window that appears, enter your District email address (ie. 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.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****27) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

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 (ta*****@gmail.com).

Email

Once successfully verified, you will be prompted to enter a new password. Your password MUST meet all of the password criteria (i.e. LOV3\$ch00L). Then click *Finish*.

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

* Enter new password:

.....

* Confirm new password:

.....

Finish Cancel

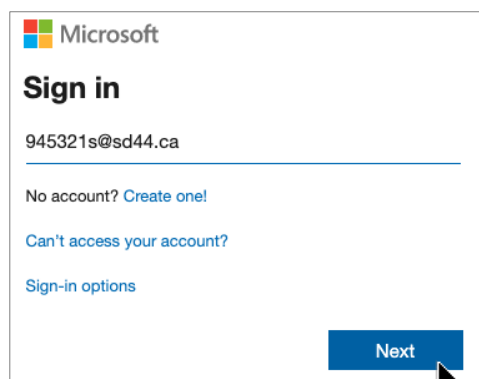
The password used for SD44 0365/Active Directory must meet the following criteria:

- 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, !, \$, #, %)

4.0 Setup your Security Questions and Authentication Email

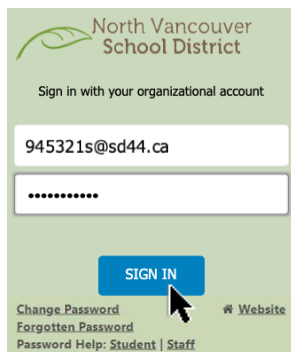
To set up your security questions, go to <http://aka.ms/ssprsetup>

Enter in your District email address (student login ID @ sd44.ca) and click *Next*.
i.e. 945321@sd44.ca



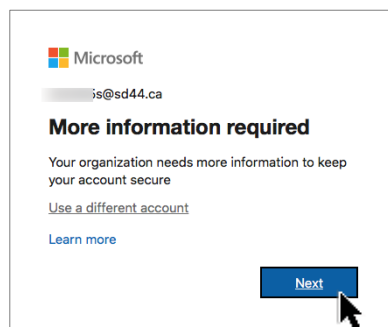
Microsoft
Sign in
945321s@sd44.ca
No account? [Create one!](#)
[Can't access your account?](#)
[Sign-in options](#)
Next

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



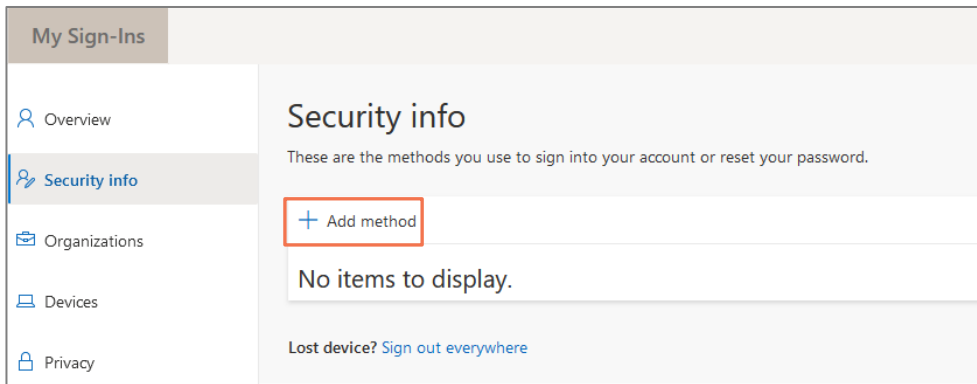
North Vancouver School District
Sign in with your organizational account
945321s@sd44.ca
.....
SIGN IN
[Change Password](#) [# Website](#)
[Forgotten Password](#)
[Password Help: Student | Staff](#)

The following window may appear. Click *Next*.

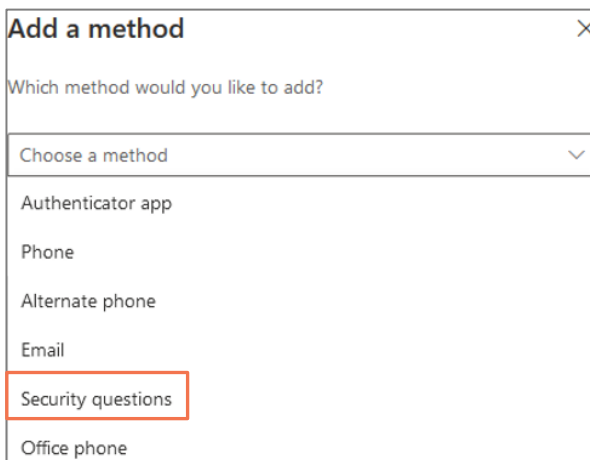


Microsoft
s@sd44.ca
More information required
Your organization needs more information to keep your account secure
[Use a different account](#)
[Learn more](#)
Next

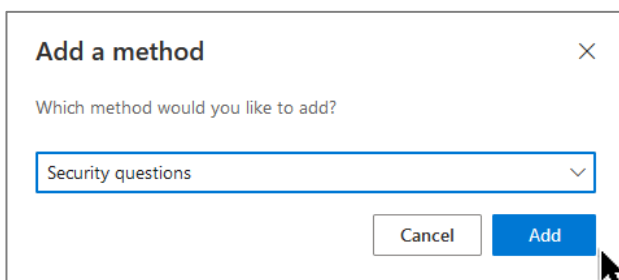
In the next window if you have not set up your Security Information – choose *+ Add method*:



Choose one of the options, if you want to set up more then one, repeat a previous step. Select *Security Questions* verification method.



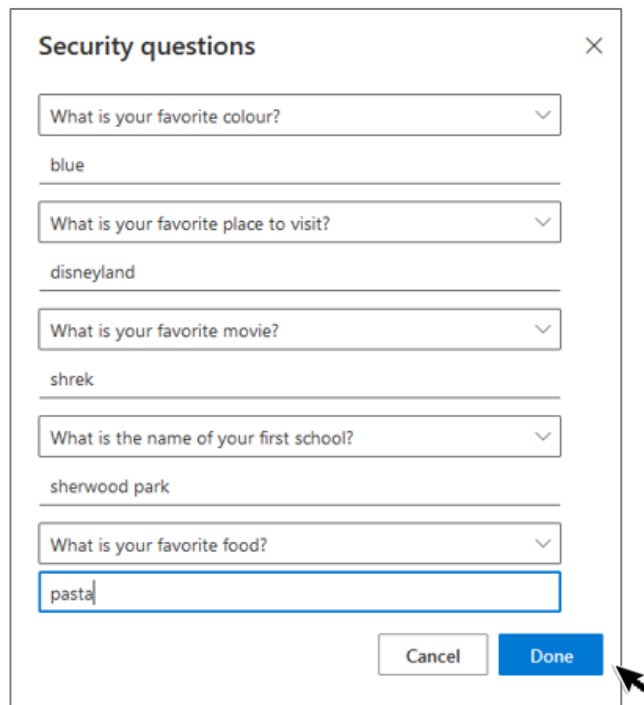
In the next window click *Add*



You will be prompted to choose and answer five (5) security questions.

Remember - answers are case and punctuation sensitive.

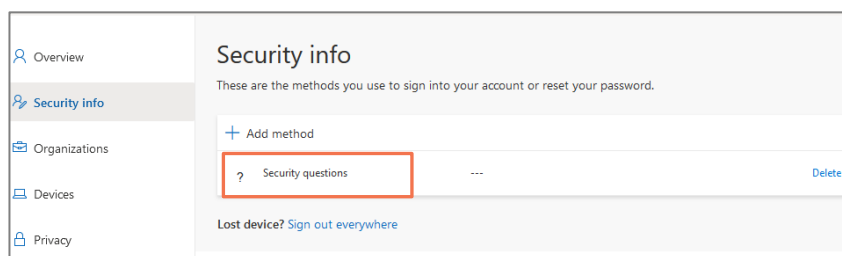
NOTE: the answers are required to be a minimum of 3 characters long.



Fill out all fields and click *Done*

It will take several seconds to setup Security Questions.

Security info screen will appear and show the list of all methods, that already had been setup.



For an additional recovery option, you may choose to setup a personal email address.

Click *+ Add method* and choose *Email*