



Guide to Password Manager

This guide provides instructions on how to register and use self-service for password reset, change your password or unlock your account.

To access this service you will need to use one of the following web browsers:

- Internet Explorer 8.0 or higher
- Firefox 10 or higher
- Safari 5
- Chrome 15 or higher

Please be aware that you will need to register for self service before your password expires.

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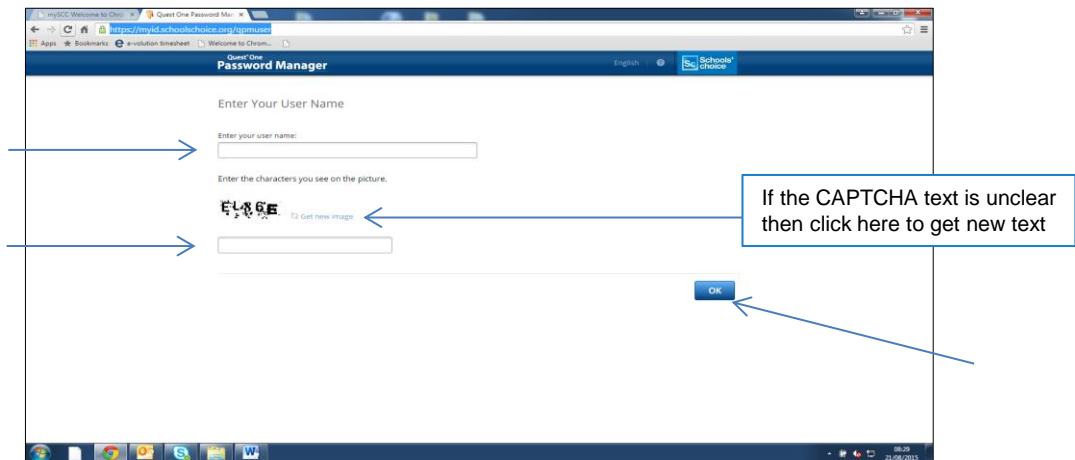
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Introduction

The Self-Service website for schools users can be found at

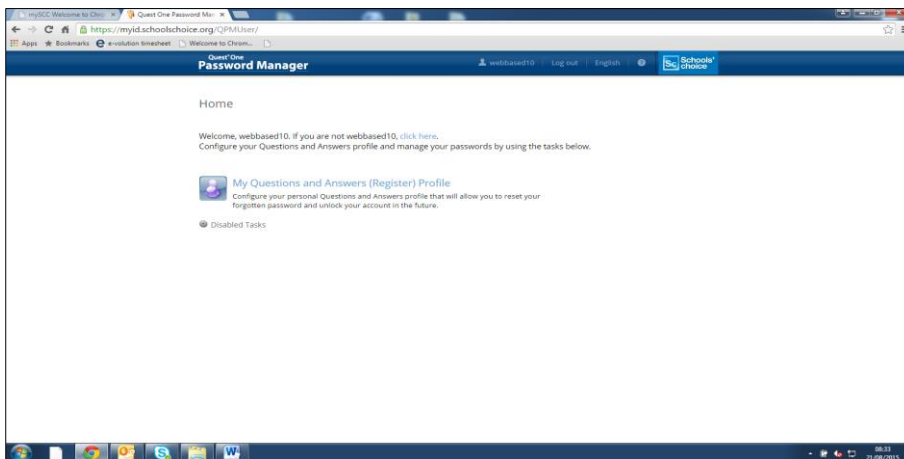
<https://myid.schoolschoice.org/pmuser>

This will take you to the Log in screen, as seen below.



Enter your username (this is usually your email address) and then the 'CAPTCHA' image text in the boxes. Then click on the 'OK' button to proceed.

This will take you to the initial Home Screen.



In order to use Self Service you must first register on the site **before your password expires**. Instruction for this can be found on page 3.

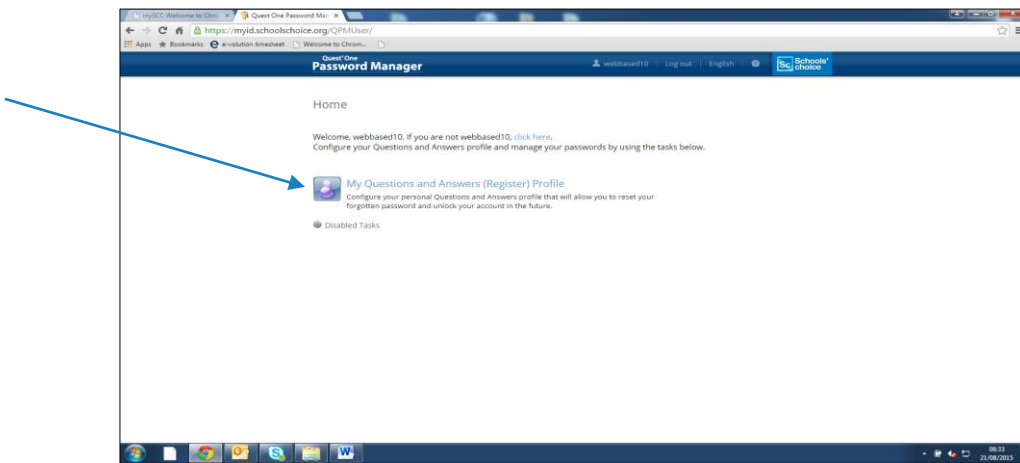
Please register now

The registration process only takes a few minutes, but must be done before your password expires .

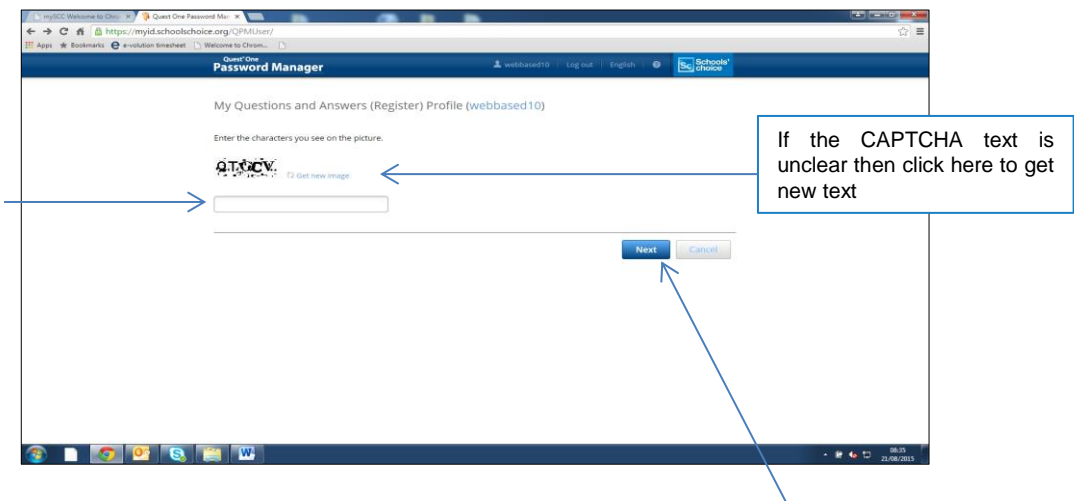
To register with Password Manager, you need to create your personal Question and Answers profile. A Question and Answer profile is a series of security questions to which you specify your private answers. These will be required when using Self-Service. Ensure that only you know the answers to your Question and Answer profile and select questions you will be able to remember the answers to.

The registration process requires you to select 6 questions from a list of 28. Please follow the instructions below.

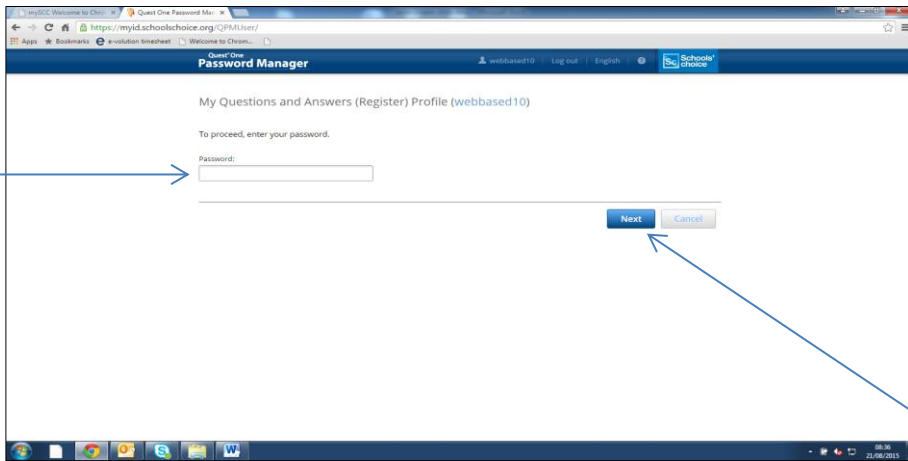
1. On the **Home** page, click the **My Questions and Answers profile** link.




2. On the next screen enter the 'CAPTCHA' text and click on Next.

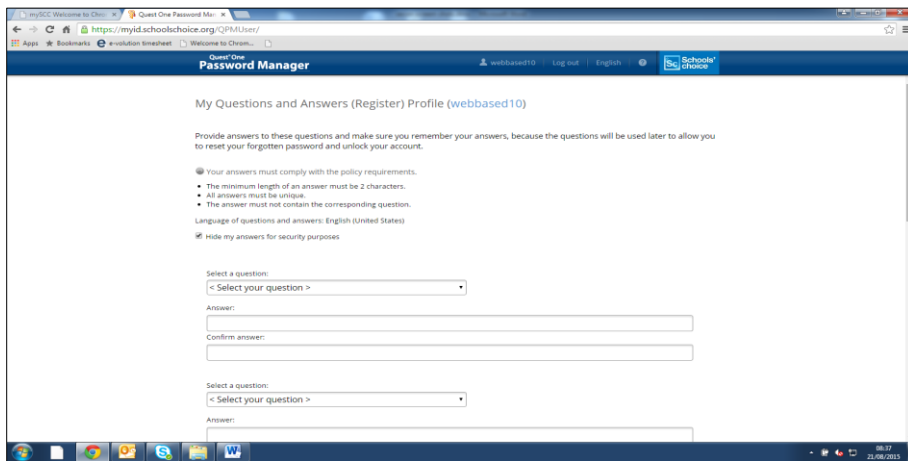


3. Then enter your existing password and click on Next.

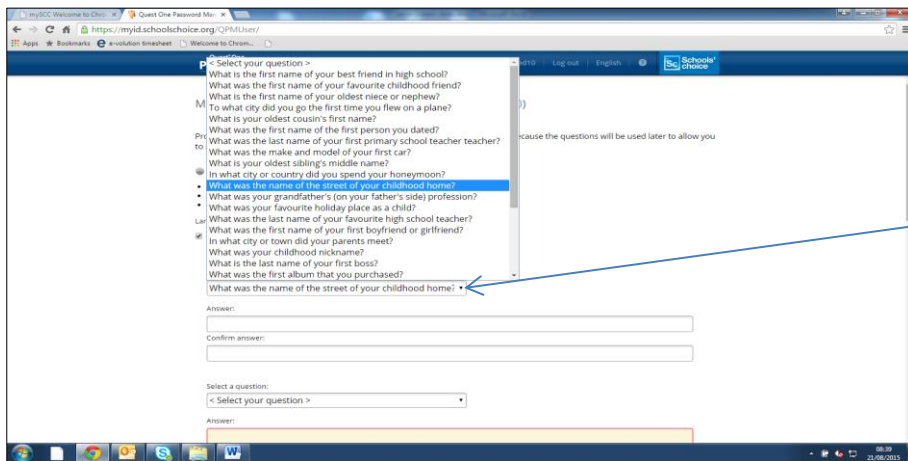


 If the password is entered incorrectly 5 times your account will be locked and you will need to contact IT Helpdesk or Schools' Choice to unlock your account.

4. A screen now appears with a list of empty boxes for questions to be selected and answers provided.



5. Click on 'Select your question' and a dropdown list will appear from which you must select a question.



6. Then provide the answer to the selected question following the guidelines.

- A different answer must be provided for each question.
- Answers must contain at least 2 characters.
- Question must not be replicated in the answer
- Answers are not case sensitive.

Answer:

The answers must match

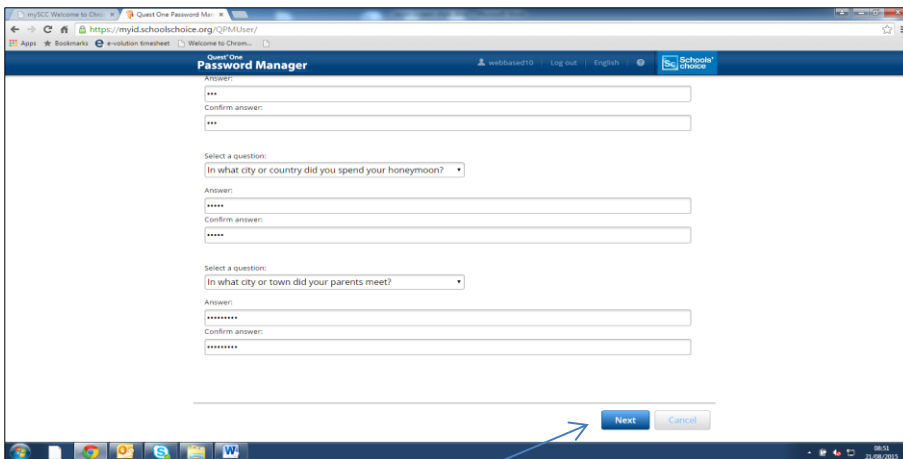
Confirm answer:

The answers must match

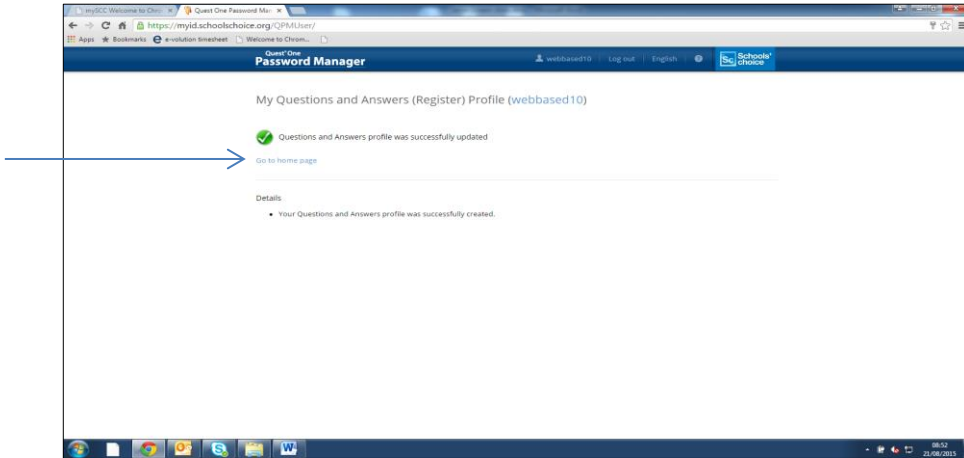
Confirm your answer in the box below. The box will have a red outline until the answer is confirmed correctly.

7. Continue to scroll down repeating processes 5 to 6 to select 5 more different questions and answers.

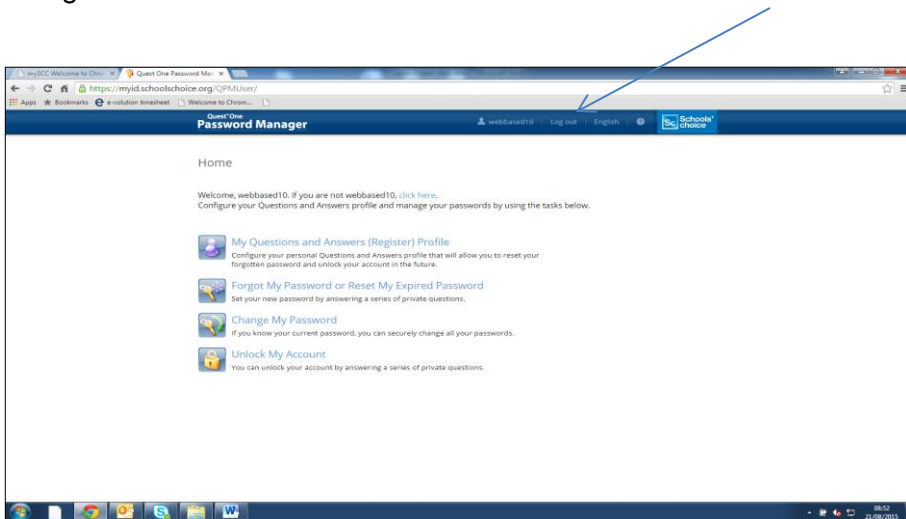
8. Once all 6 have been supplied and you're are happy, click on Next at the bottom.



9. Registration is now complete. Click on 'Go to Home Page'.

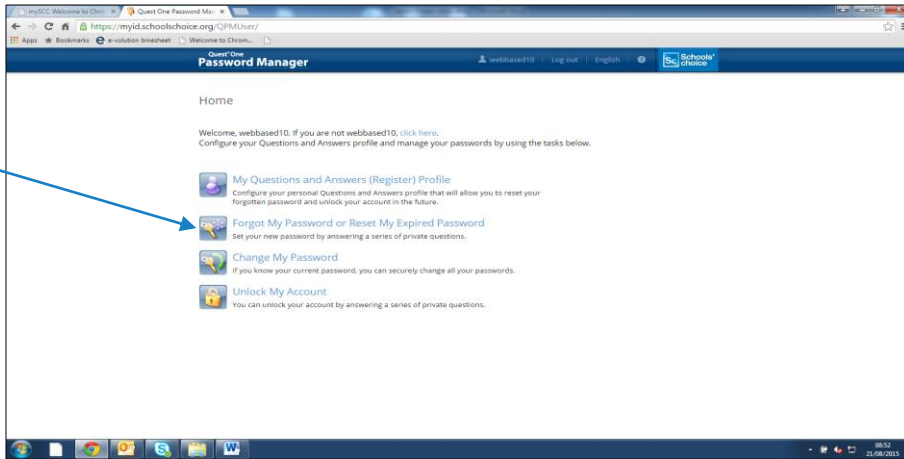


10. This will now be the Home page you will see each time you log into Self Service. You can now log out.

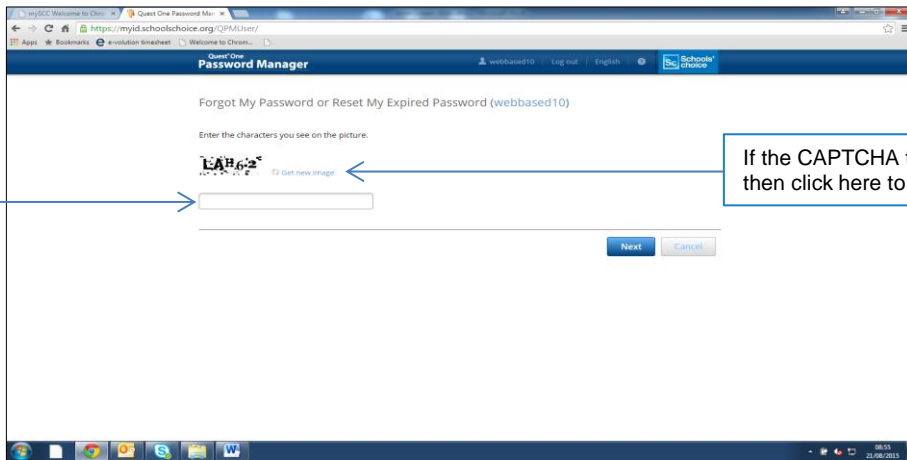


Your initial Self Service Registration process is now complete. You only need to refer to the following pages if you have forgotten your password, need to reset your password, want to change your password or need to unlock your account.

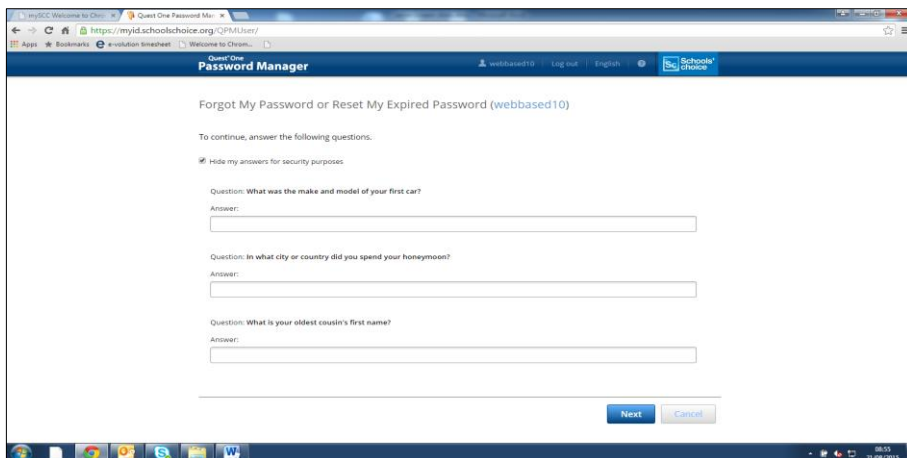
1. On the **Home** page, click the **Forgot My Password or Reset My Expired Password** link.




2. Enter the 'CAPTCHA' image text and then click on Next.



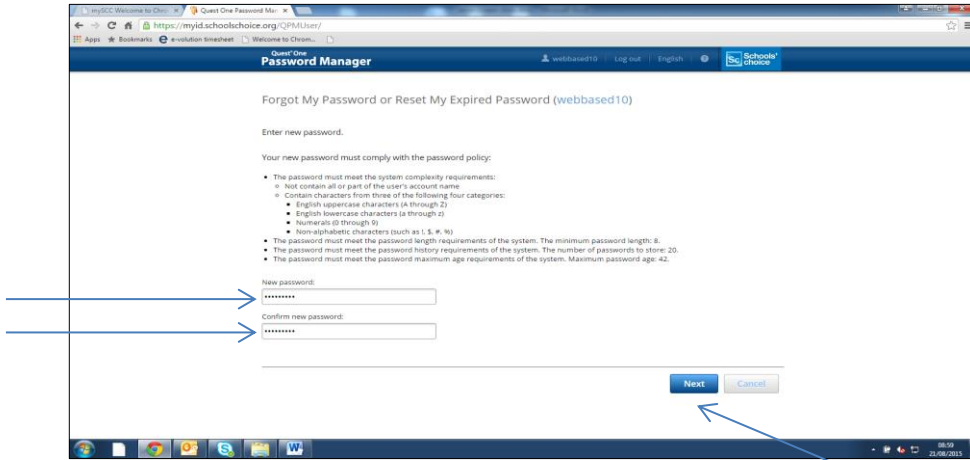
3. Enter the correct responses to the 3 questions listed, as set in your Question and Answer Profile when registering. Then click on Next.



 If an incorrect answer is entered 5 times your Password Manager account will be disabled. Therefore, log out and try again in one hour.

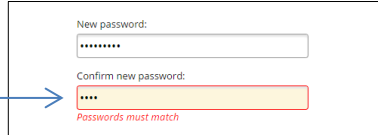
4. Enter your new password, following the guidelines.

- Not contain all or part of the user's account name.
- Contain characters from three of the following four categories
 - English uppercase (A through Z)
 - English lowercase (a through z)
 - Numerals (0 through 9)
 - Non alphabetic characters (such as !, \$, #, %)
- Minimum password length 8



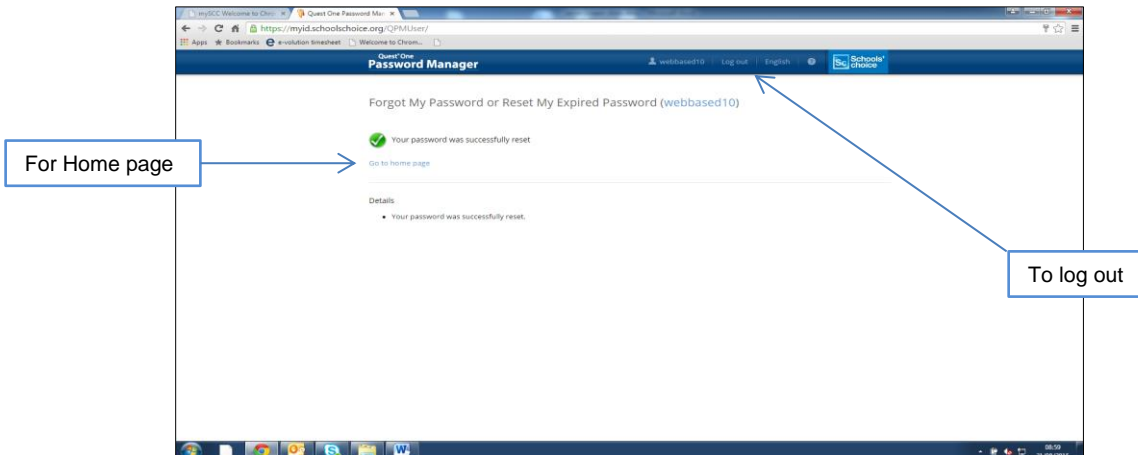
And re-enter to confirm.

This box will remain like this until the password entered is the same as that entered in the 'New password' box. If necessary, re-enter the password in this or both boxes.

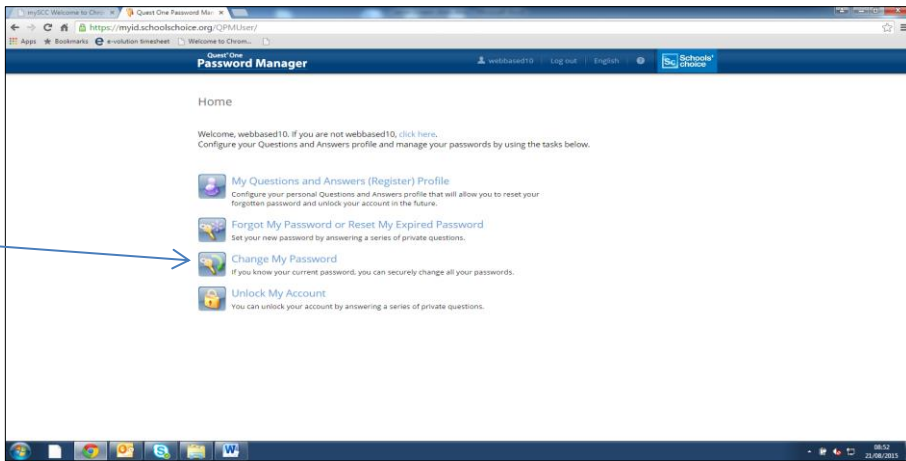


Once both passwords entered match click on Next.

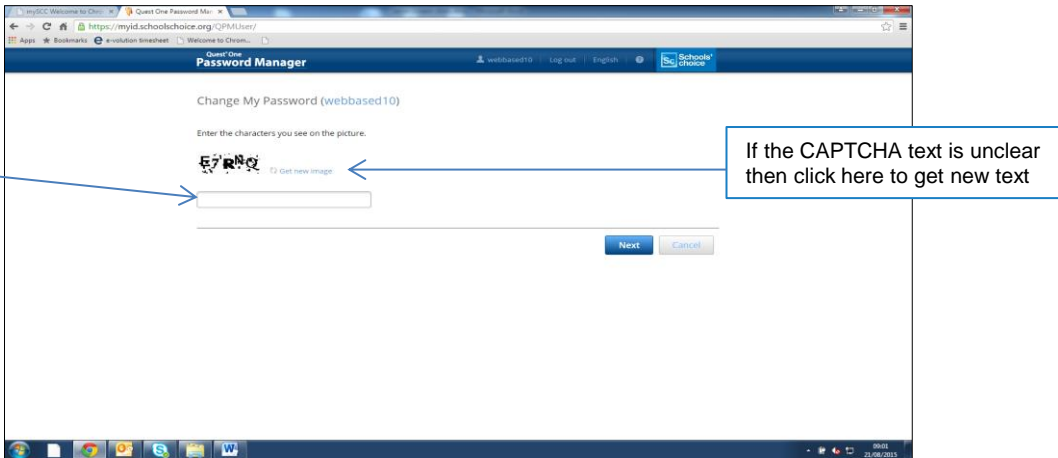
5. Your password has now been reset. You can now either return to the Home page or Log out.



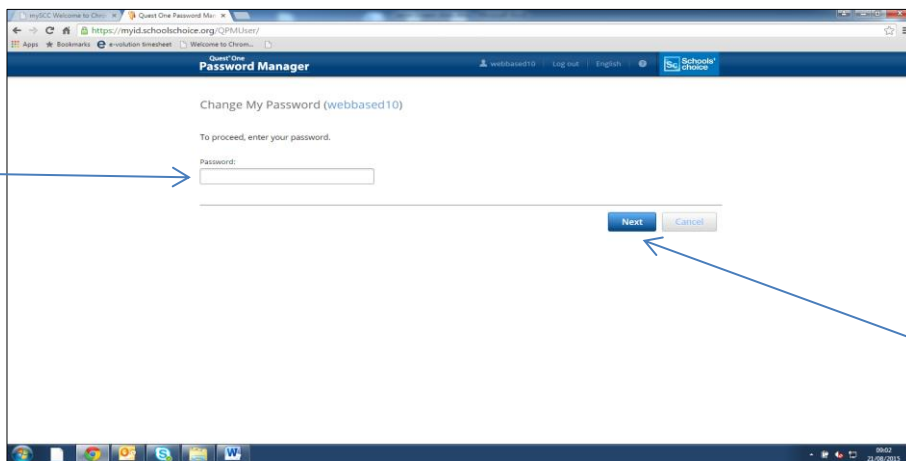
1. On the **Home** page, click the **Change My Password** link.




2. Enter the 'CAPTCHA' image text and then click on Next.




3. Enter your current password then click on Next.

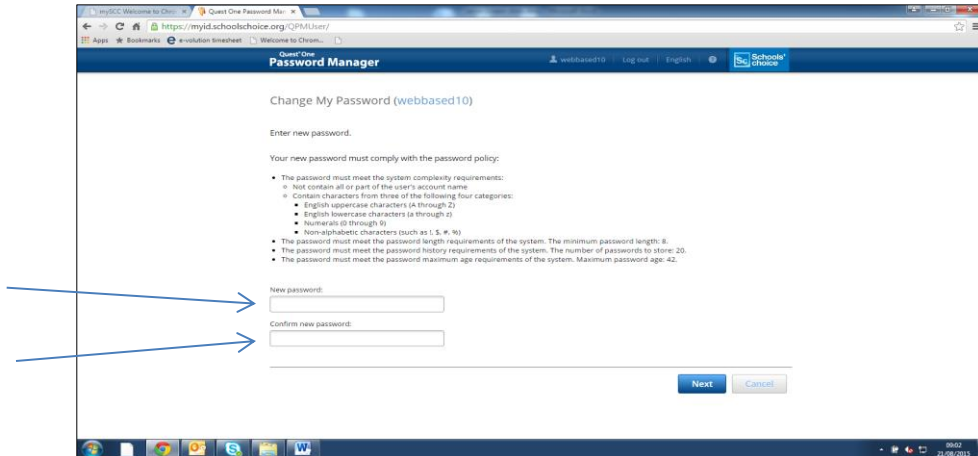


 If the password is entered incorrectly 5 times your account will be locked and you will need to return to Home Page to unlock your account.

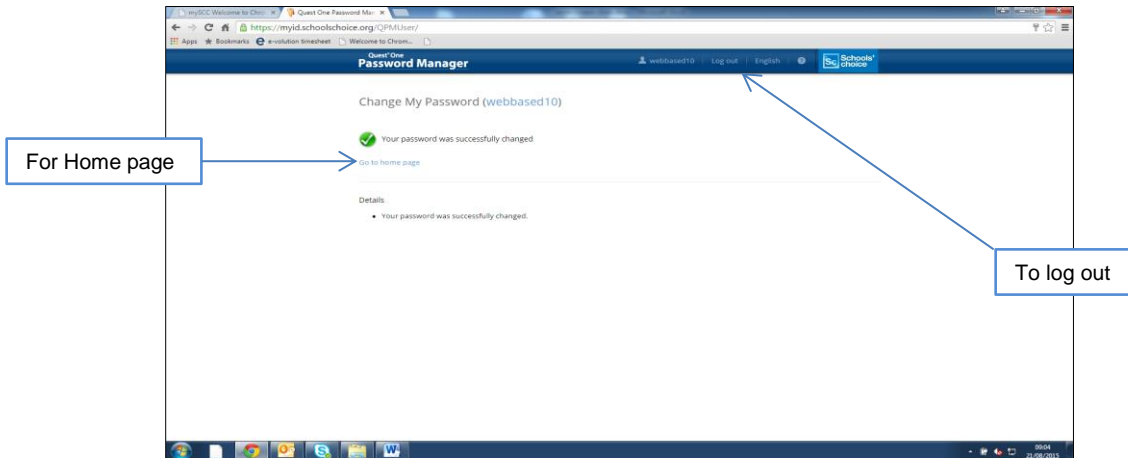
4. Enter a new password, re-enter to confirm and then click on Next.



- Contain characters from three of the following four categories
 - English uppercase (A through Z)
 - English lowercase (A through Z)
 - Numerals (0 through 9)
 - Non alphabetic characters (such as !, \$, #, %)
- Minimum password length 8.



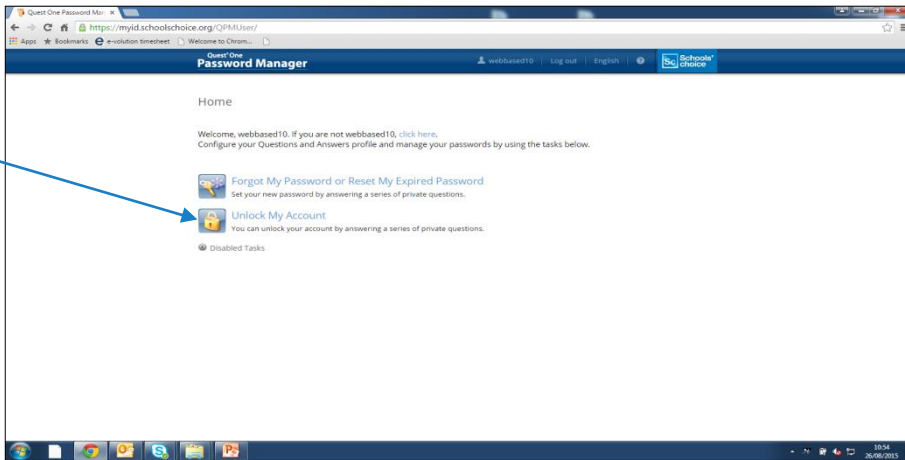
4. Your password has now been changed.



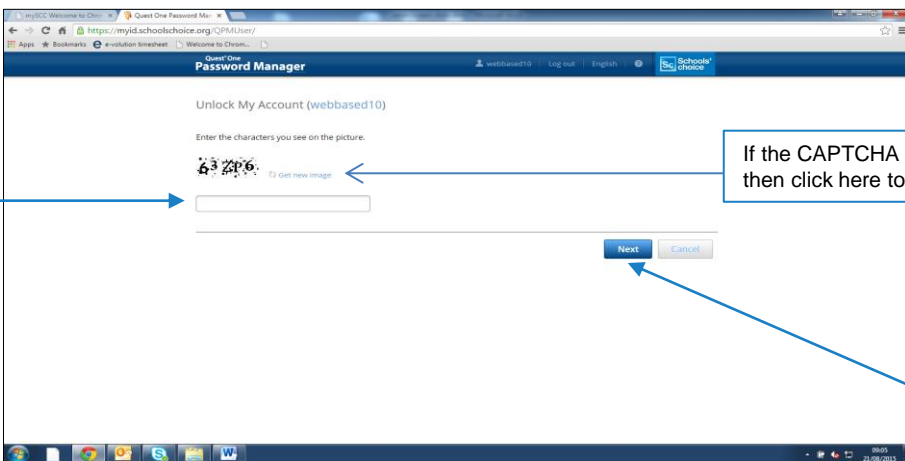
You can now either return to the Home page or log out.

The instructions below refer to your Schools' Choice IT services user account.

1. On the **Home** page, click the **Unlock My Account** link.

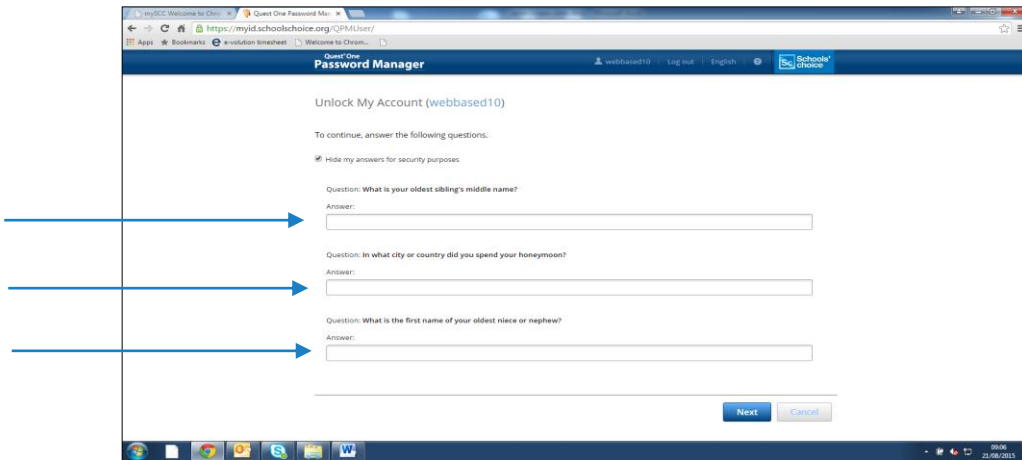



2. Enter the 'CAPTCHA' image text and then click on Next.



3. Enter the correct responses to the 3 questions listed, as set in your Question and Answer Profile when registering. Then click on Next.

3. Enter the correct responses to the 3 questions listed, as set in your Question and Answer Profile when registering. Then click on Next



 If an incorrect answer is entered 5 times your account will be disabled . Log out and try again in one hour. If the wrong answers are supplied again your account will be locked and you will need to contact the Helpdesk to get it unlocked.

4. Your account is now unlocked and you can return to the Home page or Log out.

