

Resetting your Password

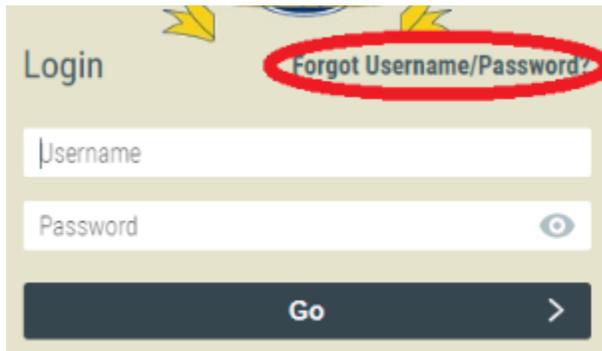
If this is your first time using Rapid Identity, click [here](#) for directions to [Claim your Account](#). Otherwise, continue below for instructions on resetting your account.

PASSWORD RESET

Step 1. Using your phone or someone else's computer open a web browser and use the [Password Reset](#) link found on www.lpsb.org/for_staff/quick_links

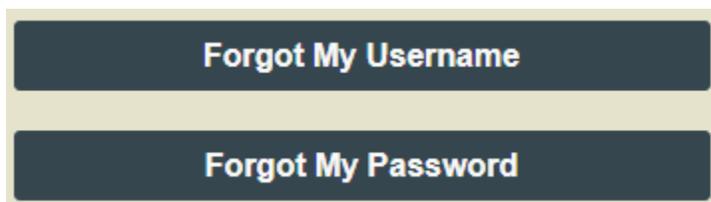
Step 2. If you see a message stating "There is a problem with this website's security certificate", then click the option which allows you to "Continue to this website"

Step 3. Click "**Forgot Username/Password?**"



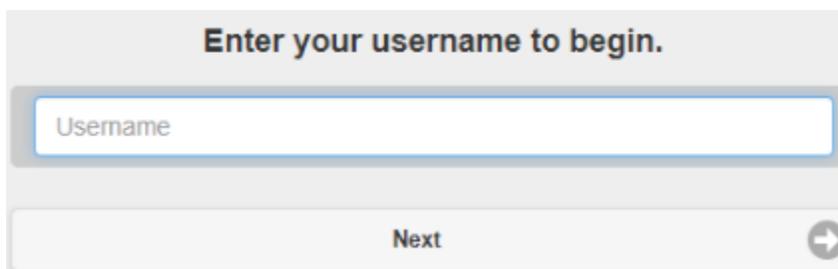
A screenshot of a login page. At the top left, the word "Login" is displayed. Below it are two input fields: "Username" and "Password". To the right of the "Password" field is an eye icon. Below the input fields is a dark button labeled "Go" with a right-pointing arrow. A red oval highlights the text "Forgot Username/Password?" located to the right of the "Username" field.

Step 4. Click "**Forgot My Password**" to reset your password, or click "**Forgot My Username**" to find out what your username is. You will need to know your username in order to reset the password.



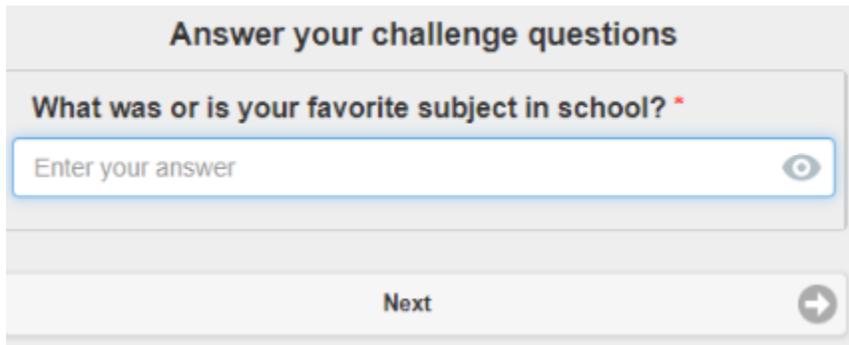
A screenshot showing two dark buttons stacked vertically. The top button is labeled "Forgot My Username" and the bottom button is labeled "Forgot My Password".

Step 5. Enter your username and click "**Next**"



A screenshot of a screen titled "Enter your username to begin." Below the title is a text input field labeled "Username". At the bottom of the screen is a light gray button labeled "Next" with a right-pointing arrow icon.

Step 6. Answer the security challenge question which you created when [Claiming your Account](#).



The screenshot shows a web form titled "Answer your challenge questions". The first question is "What was or is your favorite subject in school? *". Below the question is a text input field with the placeholder text "Enter your answer" and a small eye icon on the right side. At the bottom of the form is a "Next" button with a right-pointing arrow icon.

Step 7. Create a new password.

Done! You see a message letting you know the password has changed. You may now close the Rapid Identity window and log into your account with the newly created password.

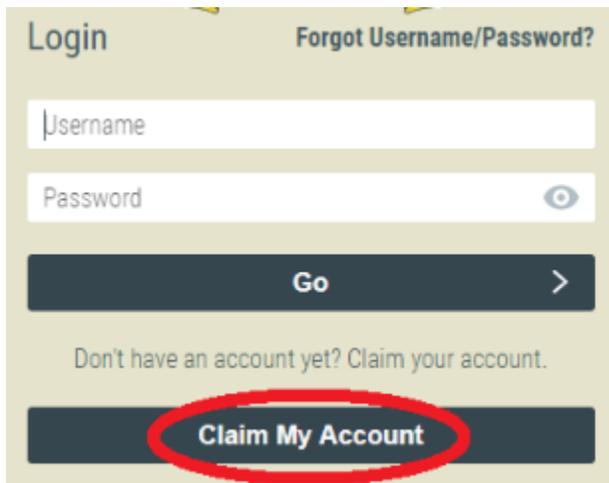
Password change complete.
You may now close this window.

CLAIM MY ACCOUNT

Step 1. Using your phone or someone else's computer open a web browser and use the [Password Reset](#) link found on www.lpsb.org/for_staff/quick_links

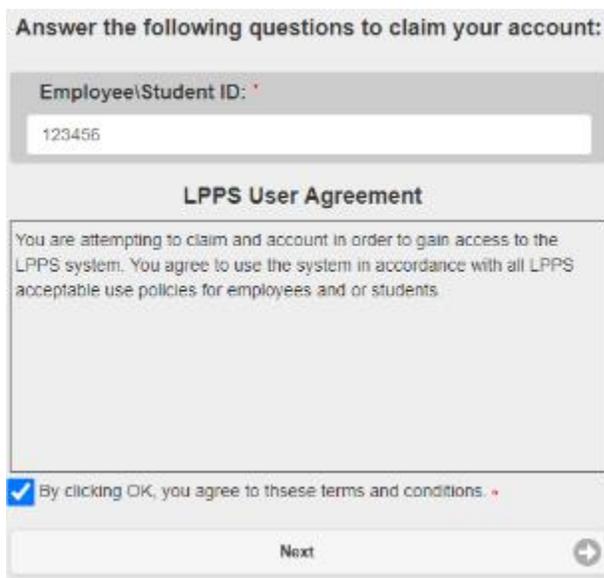
Step 2. If you see a message stating "There is a problem with this website's security certificate", then click the option which allows you to "Continue to this website"

Step 3. Click "Claim My Account"



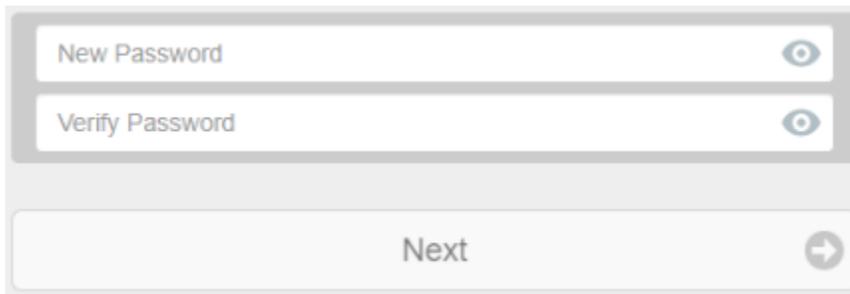
The screenshot shows the LPPS Login page. At the top left is the word "Login" and at the top right is "Forgot Username/Password?". Below these are two input fields: "Username" and "Password" (with an eye icon for visibility). A dark blue button labeled "Go" with a right-pointing arrow is positioned below the password field. Underneath the "Go" button, the text "Don't have an account yet? Claim your account." is displayed. At the bottom of the form is a dark blue button labeled "Claim My Account", which is circled in red.

Step 4. Enter your **Employee ID** number in the field, check the box to agree to terms and conditions, then click "Next"



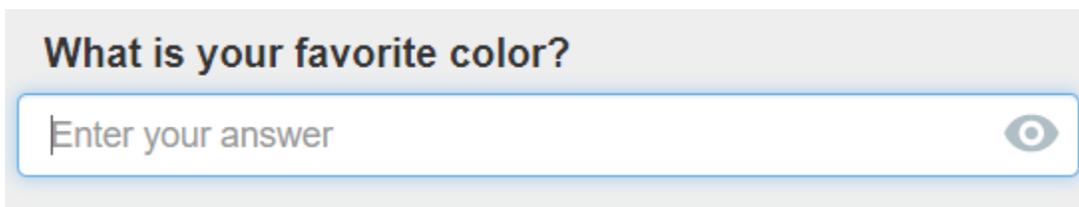
The screenshot shows the "Answer the following questions to claim your account:" page. It features a text input field labeled "Employee\Student ID:" containing the number "123456". Below this is the "LPPS User Agreement" section, which contains the text: "You are attempting to claim and account in order to gain access to the LPPS system. You agree to use the system in accordance with all LPPS acceptable use policies for employees and or students." A checkbox is checked, with the text "By clicking OK, you agree to these terms and conditions." Below the agreement is a "Next" button with a right-pointing arrow.

Step 5. Create a new password, then type it again in the second box to verify it. Click “**Next**”



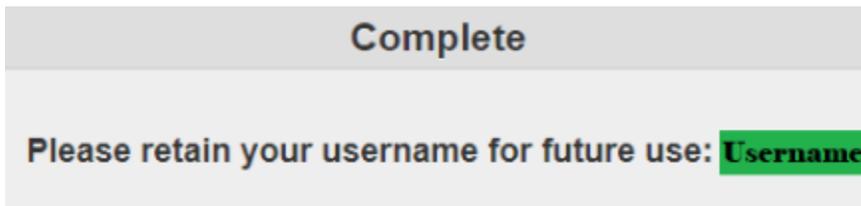
The screenshot shows a form with two input fields. The first field is labeled "New Password" and the second is labeled "Verify Password". Both fields have a small eye icon to the right, indicating they are currently hidden. Below the fields is a button labeled "Next" with a right-pointing arrow icon.

Step 6. Provide answers to at least 3 of the questions asked. These are security questions which you will be asked to answer when you reset your password in the future.



The screenshot shows a security question form. The question is "What is your favorite color?". Below the question is a text input field with the placeholder text "Enter your answer" and a small eye icon to the right.

Done! You have just set the password for your Computer, Email and Google accounts. You will now see your Computer Username on the screen which you can record for future use.



The screenshot shows a message box with a grey header that says "Complete". Below the header, the text reads "Please retain your username for future use: Username", where the word "Username" is highlighted in a green box.