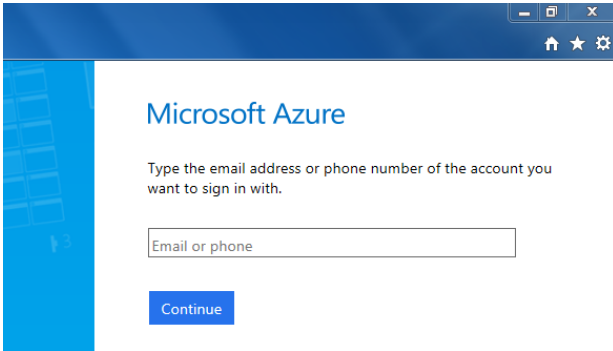


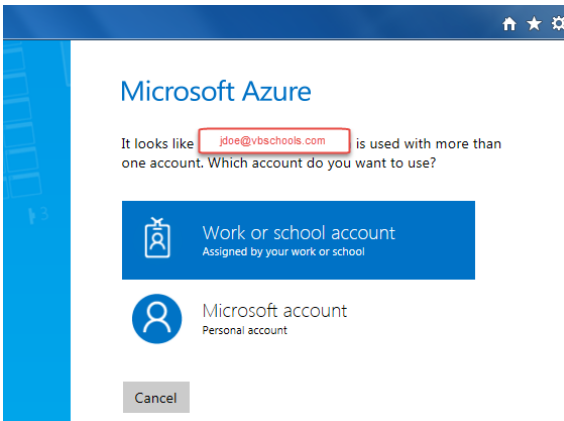
VBCPS Self-Service Password Reset

A self-service password reset option allows VBCPS staff and students the ability to reset their network password remotely from a web browser without need for support from the Customer Support Center.

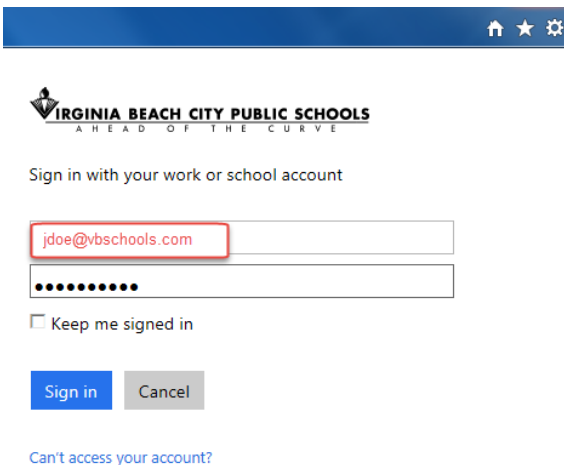
1. Follow this link for registration: <http://aka.ms/ssprsetup>.
2. Enter your VBCPS email address (the same address that you use to log into Office 365) and, when prompted, enter your network password.



3. If prompted that your account is used with more than one account, select 'Work or school account'. (Proceed to step 4 if you do not see this screen)

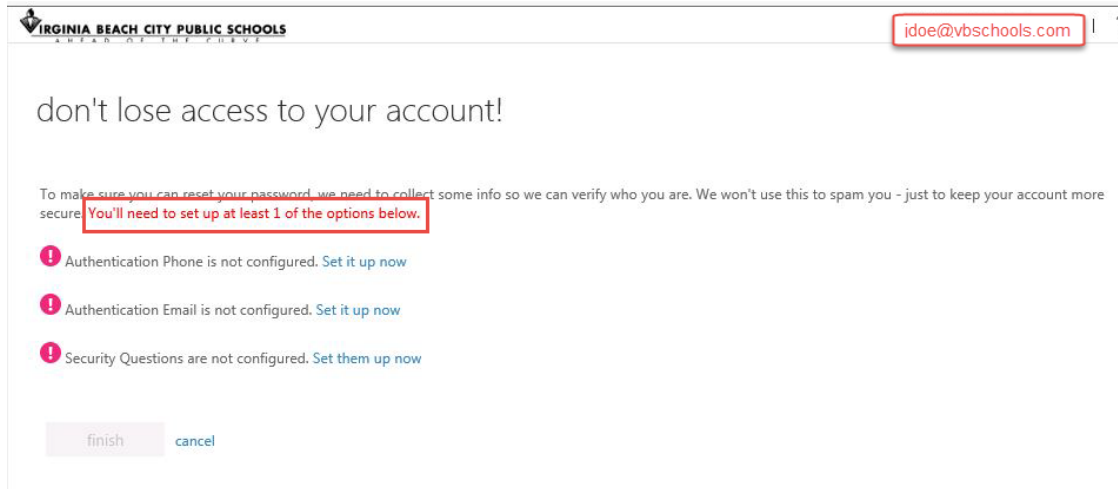


4. Sign in with your VBCPS email address and password



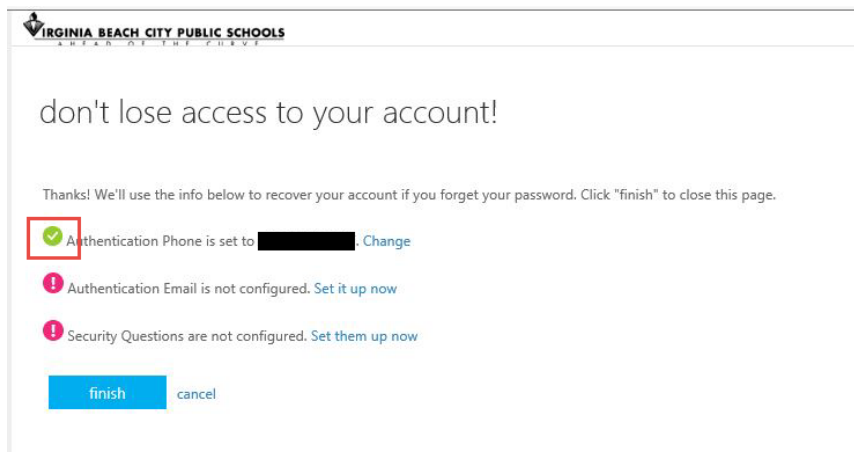
VBCPS Self-Service Password Reset

5. Choose at least one option and click the **Set it up now** link to enter your information



The screenshot shows the VBCPS Self-Service Password Reset page. At the top, the logo for Virginia Beach City Public Schools is on the left, and the email address 'idoe@vbschools.com' is on the right. The main heading is 'don't lose access to your account!'. Below this, a message states: '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.' A red box highlights the text: 'You'll need to set up at least 1 of the options below.' There are three options listed, each with a red exclamation mark icon and a 'Set it up now' link: 'Authentication Phone is not configured. Set it up now', 'Authentication Email is not configured. Set it up now', and 'Security Questions are not configured. Set them up now'. At the bottom, there are two buttons: 'finish' and 'cancel'.

6. When at least one option is complete, you will see a green check mark and the option to Finish will be available



The screenshot shows the VBCPS Self-Service Password Reset page after one option has been completed. The heading is 'don't lose access to your account!'. Below this, a message states: 'Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.' There are three options listed: 'Authentication Phone is set to [redacted]. Change' (with a green checkmark icon), 'Authentication Email is not configured. Set it up now', and 'Security Questions are not configured. Set them up now'. At the bottom, there are two buttons: 'finish' and 'cancel'.

7. Once it is complete, you will see the following screen. You can now close the browser.

