

Resetting Passwords

Just a reminder that any secondary student who has not changed their password since August may begin having issues logging into their chromebook or computer. The 90 day expiry on passwords is starting to affect some students.

Remember these key items:

Students were supposed to be sent automated emails to Waterworks and their GoogleApps mail to remind them to change their password (each day starting 7 days prior to expiry) We are looking into reports that some students may not have received these emails.

Students will need to change their password at mypassword.wrdsb.ca. Security questions must be completed in **About Me** before a password can be changed. If their password has expired, they will need to click "**Forgotten or Expired Password**" (not Change Password) and answer their security question.

If they have not registered within MyPassword using **About Me** and their account is expired, they will need a teacher or IST to reset their password. Once their password is reset, direct them to register at mypassword.wrdsb.ca.

Here are the new 2016 password requirements.

- Password must be at least 8 characters in length.
- Password must contain an upper and lower case letter and at least one number or special character.
- The password cannot contain your name.
- You cannot reuse old passwords.
- The password must be changed every 90 days or it will expire.

How can a Teacher Reset a Student Password?

The teacher can reset a student's password from Teacher Tools in SchoolConnect. Teachers should **NOT** check the "**Must Change Password**" box. This will only cause more issues for students.

To access a chrome book after a password change, the user will need to **re-initialize their GAFE account**. The user will need to log into the chromebook as **Guest** and then into GAFE by going to **www.google.wrdsb.ca** and logging in. Once they do this step, they can log into a chrome book normally again.