HOW TO RESET YOUR PASSWORD

PART 1: SETUP VERIFICATION

ONE-TIME INITIAL SETUP. This step must be done to register your account for Self Serve Password Reset.

1. Log in to your Rocky View account

http://portal.office.com/

Staff - @rockyview.ab.ca Students - @rvschools.ab.ca

- 2. Click **NEXT**.
- 3. Select verification method. (see below)

ROCKY VIEW SCHOOLS
ssprsub@rockyview.ab.ca
More information required
Your organization needs more information to keep your account secure
Use a different account
Learn more
Next





OPTION 1: PHONE REGISTRATION

Register your phone to verify identity

1. Enter your phone number and click Next

ł	leep your	acco	ount	secur	e	
Phone						
You can prove who you are by What phone number would yo	answering a call on u like to use?	your ph	one or re	ceiving a d	ode on yo	our phone.
Canada (+1)		~				
 Receive a code 						
Call me						
Message and data rates may a and cookies statement.	oply. Choosing Next	means	that you	agree to ti	ne Terms o	of service and Privacy
						Next

Кеер	your account secure
Phone	
We just sent a 6 digit code to +1 Enter code	. Enter the code below.
want to set up a different method	Skip setup

2. Enter the verification code displayed on your phone and click Next



1. Set up security questions - All 3 questions are **REQUIRED**.

Keep your account secure	Keep your account secure	
Security questions	Security questions were s registered	successfully 🗙
For employees: What is your RVS employee number?	Success!	Jun 2024 14:18:13 GMT
City you were born in? Calgary	Great job! You have successfully set up your security info. Choose "Done" to continue signing in. Default sign-in method:	
Where is your favorite place to vacation?	? Security questions	
Done	Done	
Lwant to set up a different method Skip setup		

2. If successful, this message will appear.

HOW TO RESET YOUR PASSWORD

PART 2 : CHANGE PASSWORD

1. Go to

https://passwordreset.microsoftonline.com/

2. Enter email address and the code as shown on image

Staff - @rockyview.ab.ca Students - @rvschools.ab.ca

ROCKY VIEW SCHOOLS
Get back into your account
Who are you?
To recover your account, begin by entering your email or username and the characters in the picture of
Email or Username: *
APAR *
Enter the characters in the picture or the words in the audio. *
Next Cancel



FROM PART 1 : SELECTED VERIFICATION METHOD



PHONE REGISTRATION

1. Enter your REGISTERED phone number followed by the verification code

				1
ROCKY VIEW SCHOOLS				
Get back	into yo 1 > choose	DUL ACCOUL	nt	
Please choose the con	tact method we	should use for verificati	ion:	
Text my mobile phone Call my mobile phone		In order to protect y phone number (**** verification code wh	our account, we need you to enter your complete mobile *******05) below. You will then receive a text message with a ich can be used to reset your password.	
		Enter your phone	number 😶	
	ROCKY Get b	VIEW SCHO ack into yo	DOLS DUIT ACCOUNT	
	Please choose	the contact method we	e should use for verification:	
	• Text my n	nobile phone	We've sent you a text message containing a verification	n code to your ph



1. Answer ALL 3 security questions

ROCKY VIEW SCHOOLS		
Get back into yo	our account	
Please choose the contact method we	should use for verification:	
Answer my security questions	For employees: What is your RVS employee number?	
	Next	



2. Enter NEW password

Call my mobile phone

ROCKY VIEW SCHOOLS

Get back into your account

verification step $1 \checkmark >$ choose a new password



Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must not include part of your name or username
 MUST HAVE :
- ✓ A special character @ # \$ % ^ & *
- ✓ An upper-case letter **A B C D E . . .**
- ✓ A number 1 2 3 4 5 . . .