

# 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

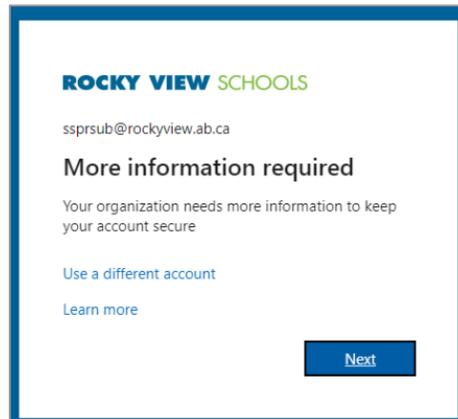
<http://portal.office.com/>

Staff - @rockyview.ab.ca

Students - @rvschools.ab.ca

2. Click **NEXT**.

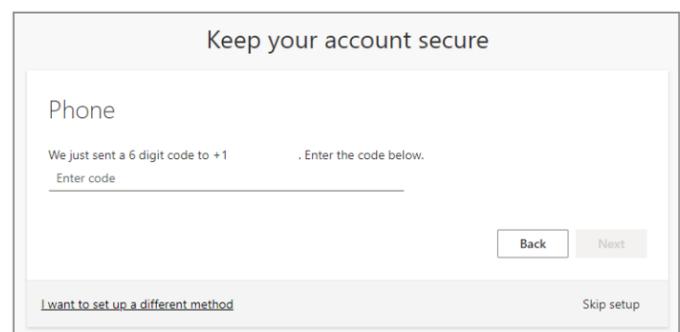
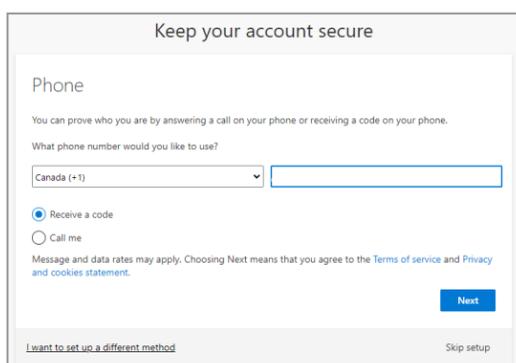
3. Select verification method.  
(see below)



## OPTION 1: PHONE REGISTRATION

Register your phone to verify identity

1. Enter your phone number and click Next



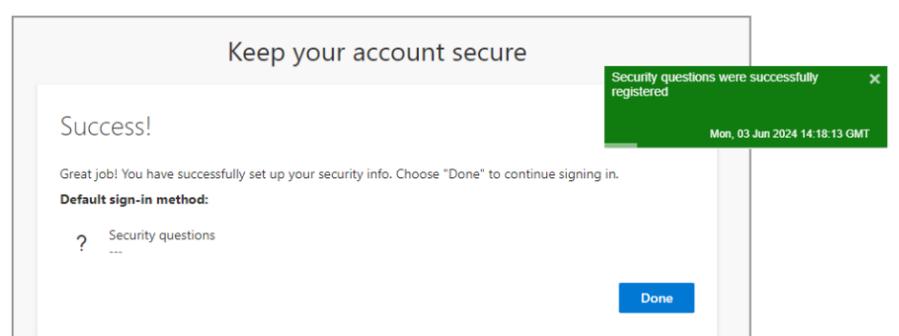
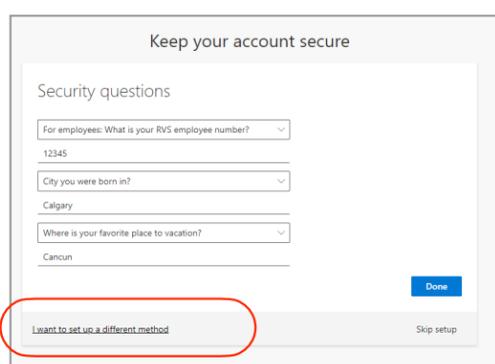
2. Enter the verification code displayed on your phone and click Next



## OPTION 2: SECURITY QUESTIONS

If using the Security Questions method, click on **I want to set up a different method > Choose Security questions**

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



2. If successful, this message will appear.

# HOW TO RESET YOUR PASSWORD

## PART 2 : CHANGE PASSWORD

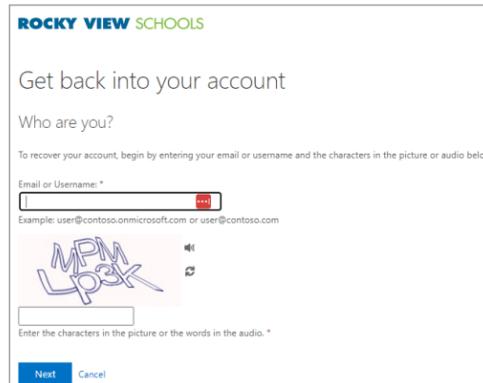
1. Go to

<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 or audio below.

Email or Username: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com

MPM Lock

Enter the characters in the picture or the words in the audio. \*

Next Cancel

SCAN ME !



## FROM PART 1 : SELECTED VERIFICATION METHOD

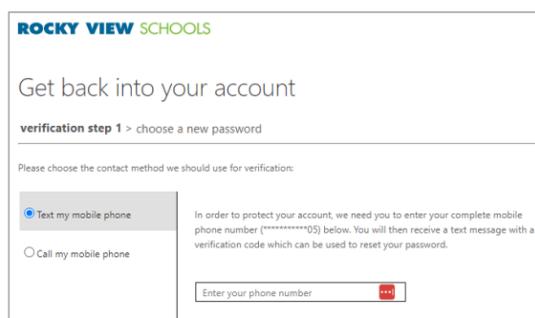


PHONE REGISTRATION



SECURITY QUESTIONS

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



ROCKY VIEW SCHOOLS

Get back into your account

verification step 1 > choose a new password

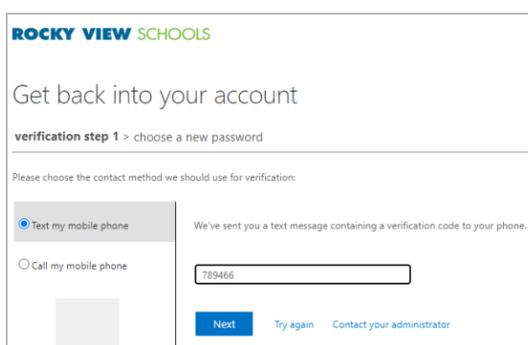
Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*05) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number



ROCKY VIEW SCHOOLS

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

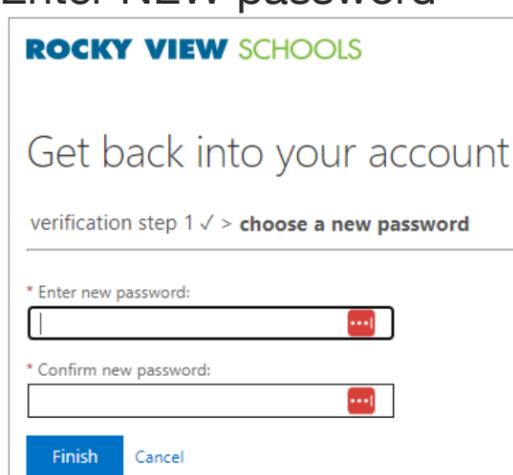
Call my mobile phone

We've sent you a text message containing a verification code to your phone.

789466

Next Try again Contact your administrator

2. Enter NEW password



ROCKY VIEW SCHOOLS

Get back into your account

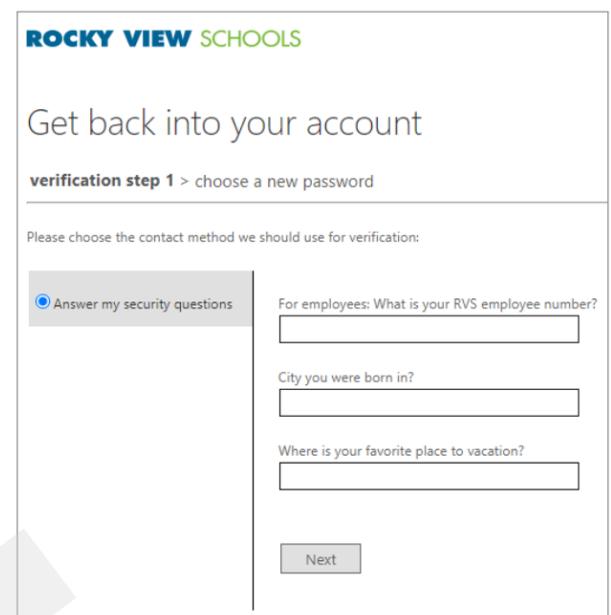
verification step 1 ✓ > choose a new password

\* Enter new password:

\* Confirm new password:

Finish Cancel

1. Answer ALL 3 security questions



ROCKY VIEW SCHOOLS

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Answer my security questions

For employees: What is your RVS employee number?

City you were born in?

Where is your favorite place to vacation?

Next

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 ...