

Accessing the Self-Service System

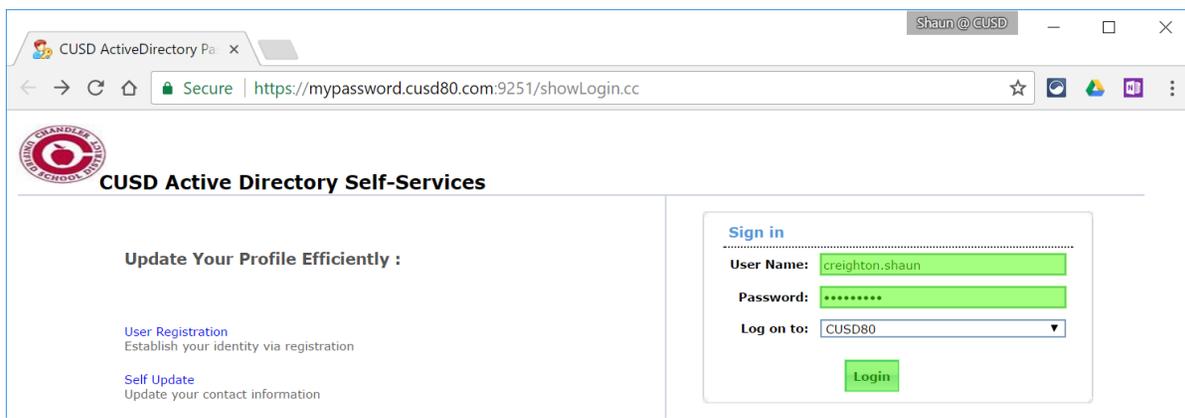
There are two ways to access the self-service password system on a CUSD computer:

1. On a CUSD computer, click on the **My Password** link located in the “Staff Links” & “Student Links” desktop folders.
2. On **any** computer, open a web browser and go to: <https://mypassword.cusd80.com:9251>.
3. On a **smartphone**, use the iOS or Android app (see detailed instructions below).

Logging In

If you know your password but want to change it for security purposes or because it is about to expire, you can log on to the portal using the instructions below. If you have forgotten your password, you will not be able to log in ... skip down to the [Resetting an Unknown or Forgotten Password](#) section below for further instructions.

1. In the **Sign In** area, enter your user name and current password in the appropriate fields.
 - a. **STAFF:** your user name is the portion of your e-mail address before the @ symbol, which is **lastname.firstname** for **most** users (e.g., smith.john)
 - b. **STUDENTS:** your username is **S + your student ID number** (e.g., S123456)
2. Click the **Login** button.



The first time you access the self-service portal, you will be asked to enroll in the system by answering security questions. This is not required, and the following tasks can be performed **without** enrolling:

- changing a *known* password for security purposes
- changing a *known* password that has expired

However, **enrolling in the password portal is the only way users can reset forgotten passwords**. Accordingly, we strongly recommend that all users follow the steps below to enroll in the password portal so they can reset their own forgotten passwords.

Enrollment

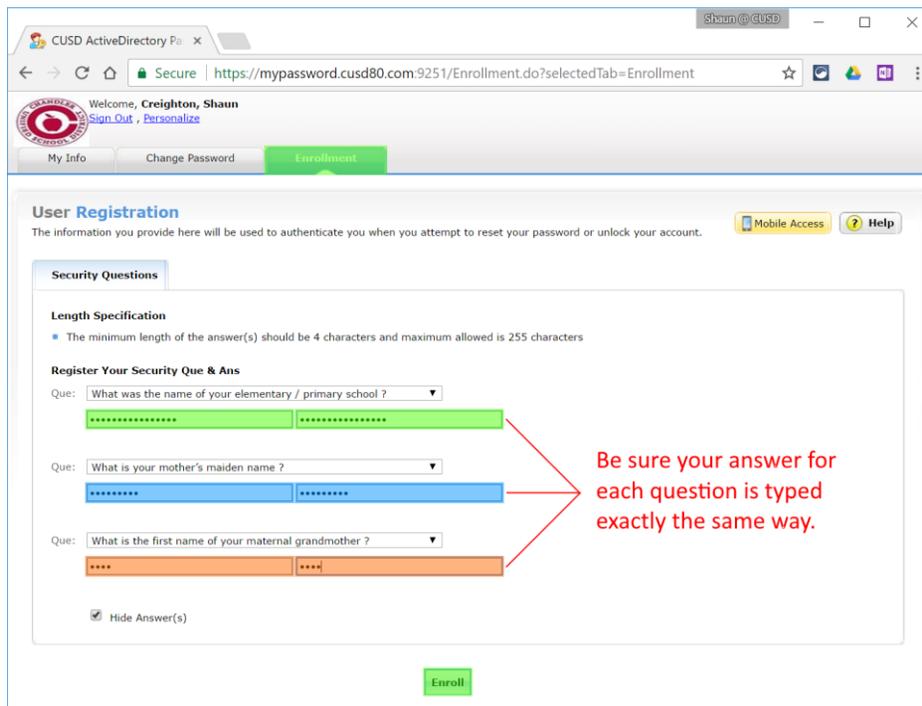
The first time you access the self-service portal, you will need to enroll in the system by answering security questions. **These questions must be set if you want to be able to reset a forgotten password.** If you see the screen below, you should click the **Click Here** button to enroll:



If you're not sure if you've already enrolled, or you would like to change your security questions, you can always click the **Enrollment** tab at the top of the screen after you log in.

Once you get to the Enrollment screen:

1. Select the security questions you'd like to use and enter your responses.
2. Click the Enroll button at the bottom of the screen.

A screenshot of a web browser showing the "User Registration" page. The browser address bar shows "https://mypassword.cusd80.com:9251/Enrollment.do?selectedTab=Enrollment". The page has a navigation bar with "My Info", "Change Password", and "Enrollment" (highlighted in green). Below the navigation bar is the "User Registration" section with a sub-header "Security Questions". A note says "The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account." There are "Mobile Access" and "Help" buttons. Under "Security Questions", there is a "Length Specification" section stating "The minimum length of the answer(s) should be 4 characters and maximum allowed is 255 characters". Below that is a "Register Your Security Que & Ans" section with three questions: "What was the name of your elementary / primary school?", "What is your mother's maiden name?", and "What is the first name of your maternal grandmother?". Each question has a dropdown menu and a text input field. The first question's input field is highlighted in green, the second in blue, and the third in orange. A red arrow points from the text "Be sure your answer for each question is typed exactly the same way." to the input fields. At the bottom of the form is a green "Enroll" button. There is also a "Hide Answer(s)" checkbox which is checked.

Be sure to follow the security requirements displayed on the page. Your answers will be hidden by default, but if you would like to see what you're typing, uncheck the **Hide Answer(s)** box.

You are strongly encouraged to select questions and answers that are difficult for others to guess, easy for you to remember, and will not change over time. Keep in mind that the answers to your security questions do not necessarily need to be accurate or truthful ... the important thing is that you remember the answers when prompted.

Changing a Known or Expired Password

Follow these steps if you know your password and want to change it for security/expiration purposes, or because it has already expired:

1. Log in to the self-service portal as described on the [first page](#) (if your password has already expired, you should be able to use your expired password to access the portal and change it).
2. Click the **Change Password** tab at the top of the screen.
3. Enter your old password and new password in the appropriate fields and click the **Change Password** button. Be sure your new password is typed exactly the same on both lines (**New Password** and **Confirm New Password**).

CUUSD ActiveDirectory Pa x

Secure | <https://mypassword.cusd80.com:9251/SelfChangePassword.do?selectedTab=ChangePwd>

Welcome, **Creighton, Shaun**
[Sign Out](#), [Personalize](#)

My Info **Change Password** Enrollment

Change Password

Change your current domain password.

[Mobile Access](#) [Help](#)

Domain Password Policy Requirements

- The minimum password age is 0
- The maximum password age is 365
- The minimum password length is 7
- No. of Passwords Remembered is 24
- The password complexity property is Enabled

Old Password :

New Password :

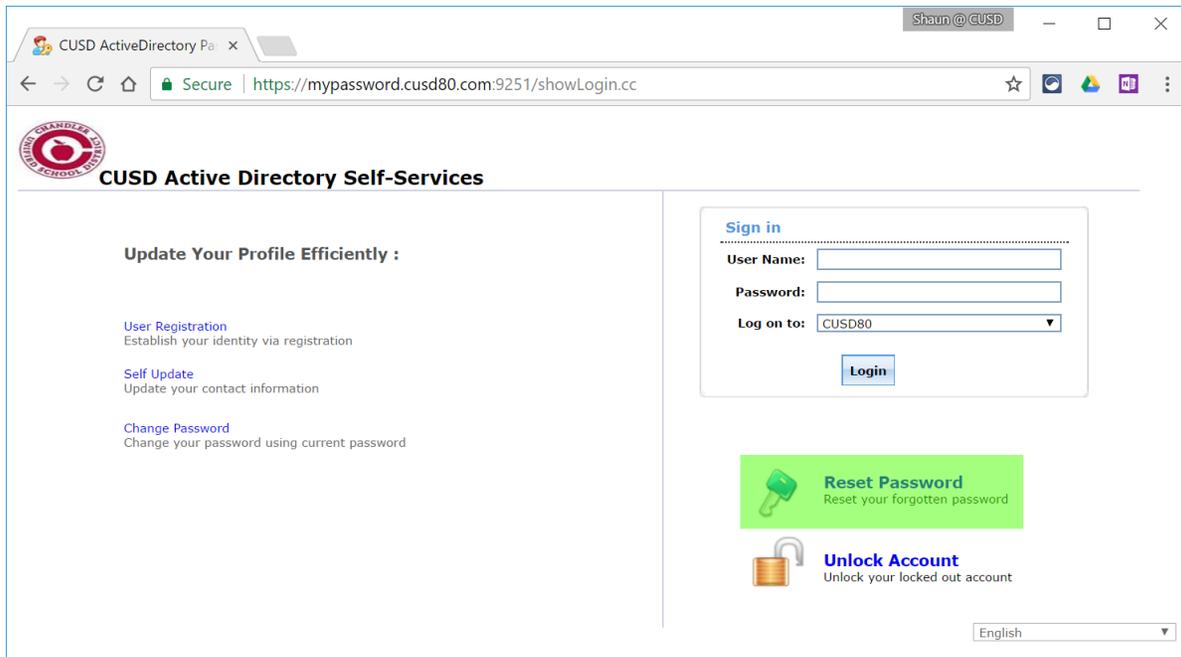
Confirm New Password :

Make sure your new password is typed the same way on both lines.

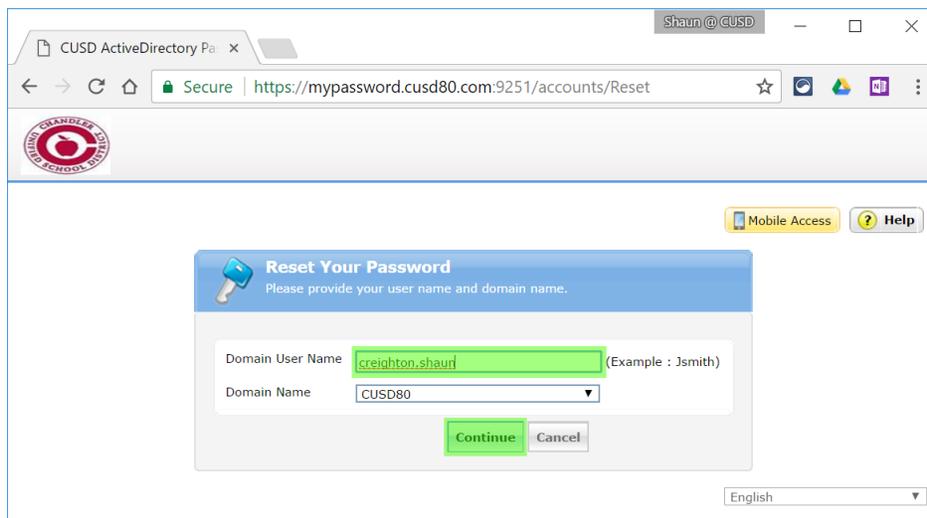
Resetting an Unknown or Forgotten Password

If you have forgotten your password, you can reset it using the self-service portal **if you have enrolled in the system and provided security questions** as described above. If you have already enrolled in the system, follow these steps to reset your forgotten password:

1. Click on the **My Password** link located in the "Staff Links" & "Student Links" desktop folders, or open a web browser and go to: <https://mypassword.cusd80.com:9251>.
2. Instead of logging in to the portal, click the **Reset Password** option.



3. Enter your username in the **Domain user name** field and click **Continue**.
 - a. **STAFF:** your user name is the portion of your e-mail address before the @ symbol, which is **lastname.firstname** for **most** users (e.g., smith.john)
 - b. **STUDENTS:** your username is **S + your student ID number** (e.g., S123456)



4. Answer the security questions based on the answers you provided on enrollment, enter the characters displayed at the bottom of the screen, and click the **Continue** button.

CUSD ActiveDirectory Password SelfService

Mobile Access Help

Time left for this operation : 04:08

Security Questions

Please answer the following question(s) as per your enrollment profile to reset your password

Answer the below question(s)

Que: What is the first name of your maternal grandmother ?
Ans: *****

Que: What is your mother's maiden name ?
Ans: *****

Que: What was the name of your elementary / primary school ?
Ans: *****

Type the characters you see in the picture below.

qdct96

qdct96
Letters are not case-sensitive

Continue Cancel

5. Enter your new password, along with the characters at the bottom of the screen, and click the **Reset Password** button.

CUSD ActiveDirectory Password SelfService

Mobile Access Help

Time left for this operation : 03:48

Reset Password

Please enter a new password in the boxes below:

Domain Password Policy Requirements

- The minimum password age is 0
- The maximum password age is 365
- The minimum password length is 7
- No. of Passwords Remembered is 24
- The password complexity property is Enabled

Reset Password

New Password : *****

Confirm New Password : *****

Make sure your new password is typed the same way on both lines.

Type the characters you see in the picture below.

q8t6tg

q8t6tg
Letters are not case-sensitive

Reset Password Cancel

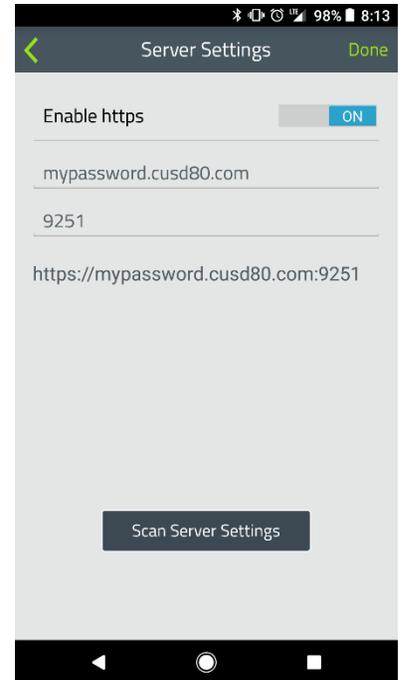
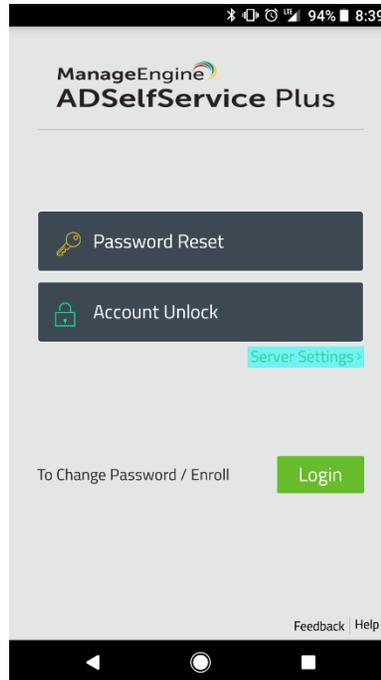
Using the Mobile App to Manage Your Password

You can also use a mobile app to manage your password on your smartphone. Use the following links to download the app for [iOS](#) or [Android](#).

After you install the app and open the app, tap on **Server Settings** to enter the settings for CUSD as follows:

- Set **Enable https** to **On**
- Enter **mypassword.cusd80.com** for the **server name**
- Enter **9251** for the **port**

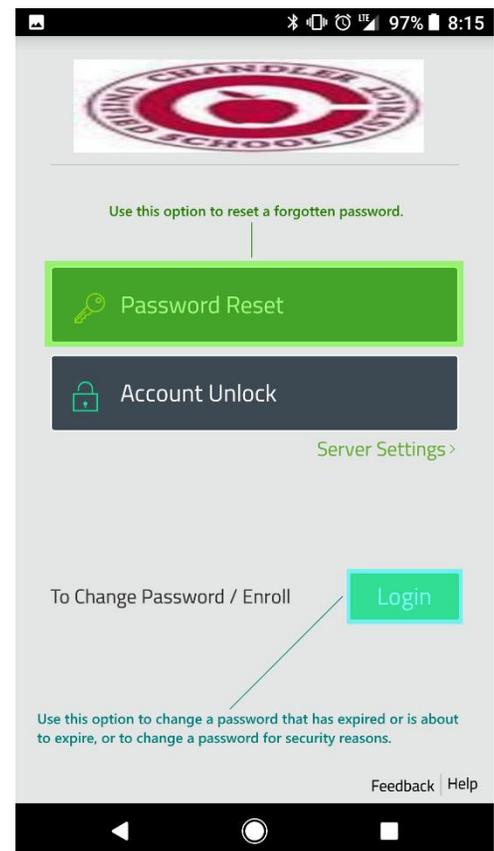
You may be asked if you would like to receive push notifications from your network administrator ... this will allow you to receive notifications on your smartphone if your password is about to expire. If you would like to receive these notifications, answer **Yes** and then log in to your account to set up notifications.



Once the server settings have been entered, the main screen of the app should display the CUSD logo.

If you need to change a known password for security or expiration reasons, you can tap on the **Login** button and follow the login directions described earlier in this document. This will also allow you to enroll with your security questions if you haven't already.

If you need to reset a forgotten password, tap on the **Reset Password** button and enter the information requested. Consult the **Resetting an Unknown or Forgotten Password** section found earlier in this document for more details on what to enter.



Password Considerations

Please note that when you change your password, it will also change for **all** programs and systems that sync with Active Directory, including:

- Blackboard (Schoolwires)
- Business Plus
- Destiny
- Employee Online
- Infinite Campus
- Microsoft Office 2016 (software)
- Microsoft Office 365 (online)
- Renaissance Learning
- SchoolCity
- WorkForce

Be sure to log in to these new systems using your new password (it may take up to 24 hours for the new password to synchronize with all systems). If you use a personal computer or smartphone to check your e-mail, use Office 365, etc., you will need to update your password on these devices, too.

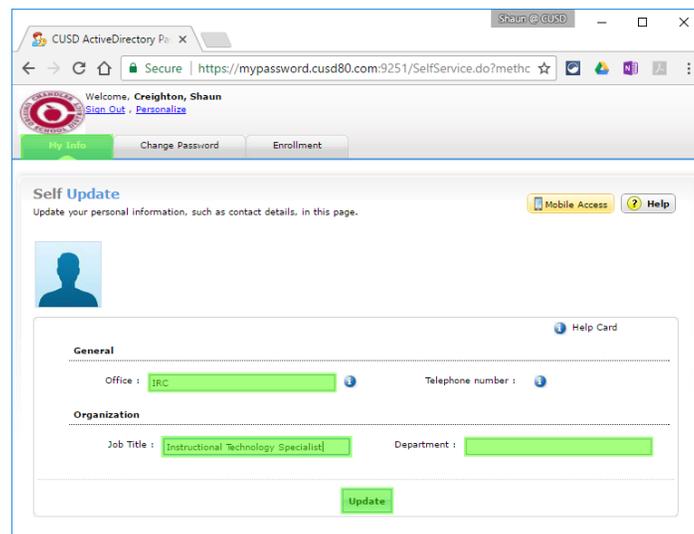
You are **strongly encouraged to use a different password at work** than you do for personal accounts such as e-mail, banking websites, streaming video services, etc. Your password should be **at least 8 characters long** and include at least 3 of the following:

- lowercase letter
- uppercase letter
- number
- special character (!, @, %, etc.)

For tips on creating strong passwords, please [consult this article](#).

Self Update

The self-service portal also includes a “self update” section where you can update your work site, job title, and department. When you are logged into the portal, click on the **My Info** tab at the top, fill out your information, and click **Update** to save it.



The screenshot shows a web browser window with the URL <https://mypassword.cusd80.com:9251/SelfService.do?methc>. The page is titled "Self Update" and includes a navigation bar with "My Info", "Change Password", and "Enrollment" tabs. The "My Info" tab is active. The page content includes a "Self Update" section with a sub-header "Update your personal information, such as contact details, in this page." and a "Help Card" button. Below this is a profile card for "Creighton, Shaun" with a "Sign Out" and "Personalize" link. The profile card contains a "General" section with "Office : IRC" and "Telephone number :". Below that is an "Organization" section with "Job Title : Instructional Technology Specialist" and "Department :". An "Update" button is located at the bottom of the profile card.