

Resetting your Password

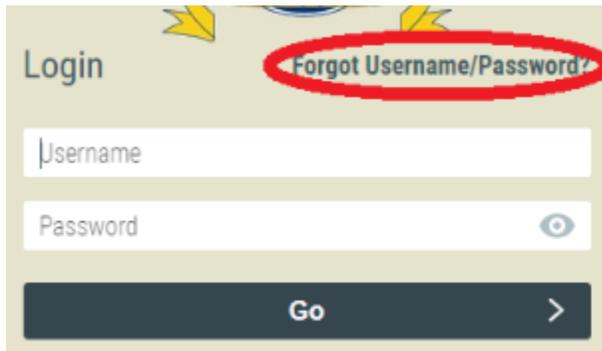
If this is your first time using Rapid Identity, click [here](#) for directions to [Claim your Account](#). Otherwise, continue below for instructions on resetting your account.

PASSWORD RESET

Step 1. Using your phone or someone else's computer open a web browser and use the [Password Reset](#) link found on www.lpsb.org/for_staff/quick_links

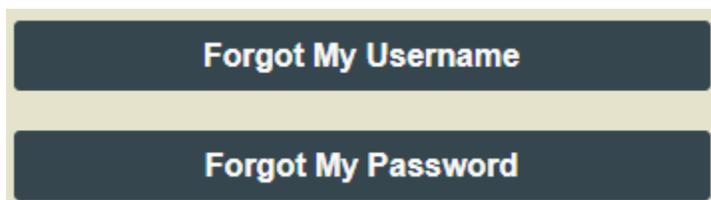
Step 2. If you see a message stating "There is a problem with this website's security certificate", then click the option which allows you to "Continue to this website"

Step 3. Click "**Forgot Username/Password?**"



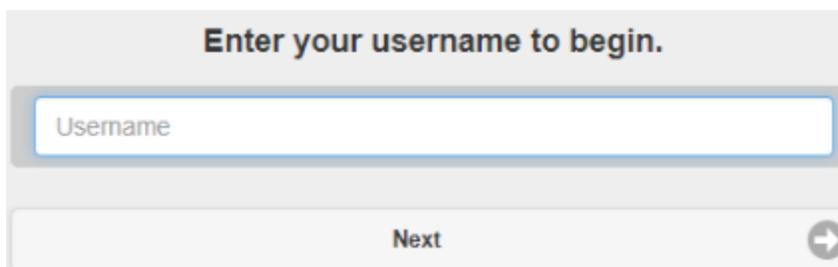
A screenshot of a login page. At the top left, the word "Login" is displayed. Below it are two input fields: "Username" and "Password". To the right of the "Password" field is an eye icon. Below the input fields is a dark blue button with the text "Go" and a right-pointing arrow. A red circle highlights the link "Forgot Username/Password?" located to the right of the "Login" text.

Step 4. Click "**Forgot My Password**" to reset your password, or click "**Forgot My Username**" to find out what your username is. You will need to know your username in order to reset the password.



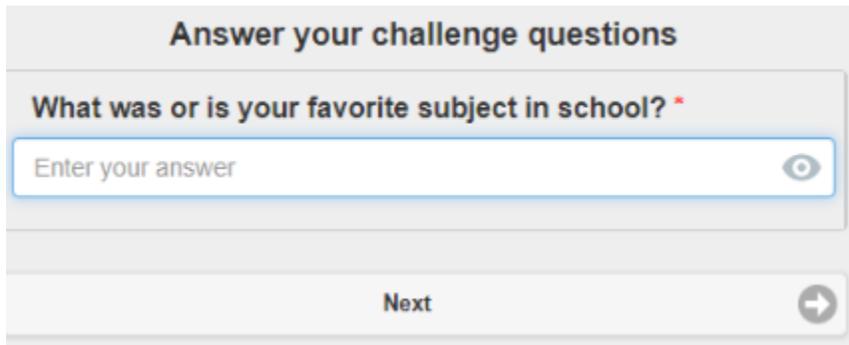
A screenshot showing two dark blue buttons stacked vertically. The top button contains the text "Forgot My Username" and the bottom button contains the text "Forgot My Password".

Step 5. Enter your username and click "**Next**"



A screenshot of a form titled "Enter your username to begin." Below the title is a text input field with the placeholder text "Username". Below the input field is a dark blue button with the text "Next" and a right-pointing arrow.

Step 6. Answer the security challenge question which you created when [Claiming your Account](#).



The screenshot shows a web interface for answering a security challenge question. At the top, the heading reads "Answer your challenge questions". Below this, the question is "What was or is your favorite subject in school? *". There is a text input field with the placeholder text "Enter your answer" and a small eye icon to its right. At the bottom of the form, there is a "Next" button with a right-pointing arrow icon.

Step 7. Create a new password.

Done! You see a message letting you know the password has changed. You may now close the Rapid Identity window and log into your account with the newly created password.

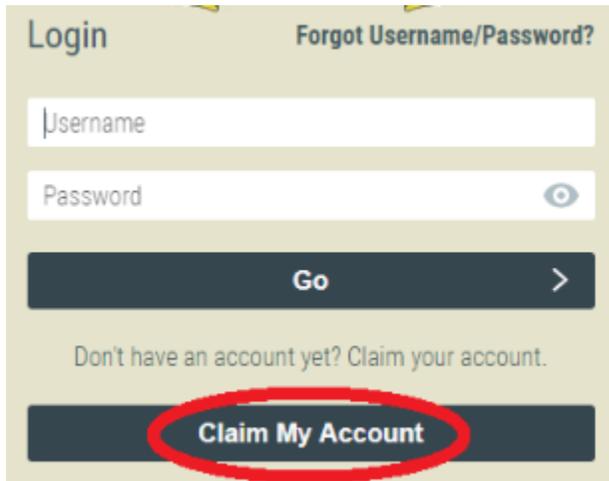
Password change complete.
You may now close this window.

CLAIM MY ACCOUNT

Step 1. Using your phone or someone else's computer open a web browser and use the [Password Reset](#) link found on www.lpsb.org/for_staff/quick_links

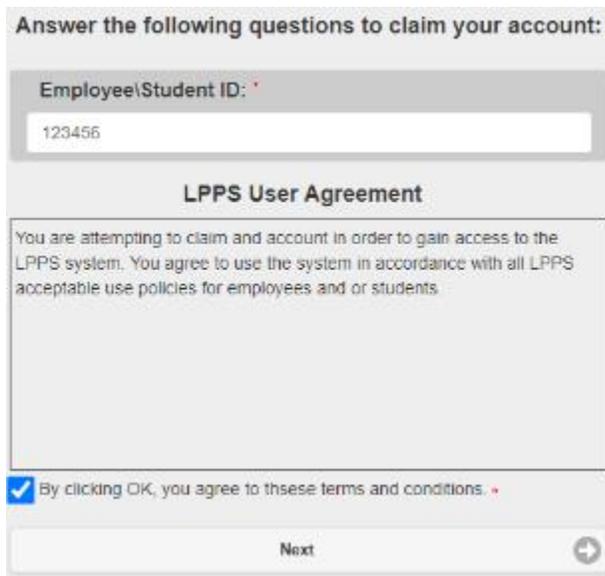
Step 2. If you see a message stating "There is a problem with this website's security certificate", then click the option which allows you to "Continue to this website"

Step 3. Click "Claim My Account"



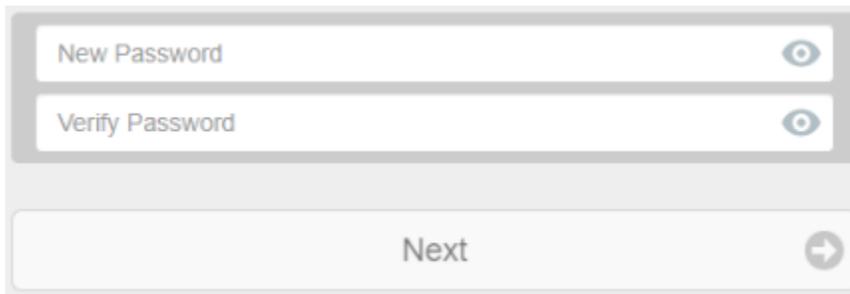
The screenshot shows a login interface with a light beige background. At the top left is the word "Login" and at the top right is "Forgot Username/Password?". Below these are two input fields: "Username" and "Password" (with an eye icon for visibility). A dark grey button labeled "Go" with a right-pointing arrow is positioned below the password field. Underneath the "Go" button, the text "Don't have an account yet? Claim your account." is displayed. At the bottom, a dark grey button labeled "Claim My Account" is circled in red.

Step 4. Enter your **Employee ID** number in the field, check the box to agree to terms and conditions, then click "Next"



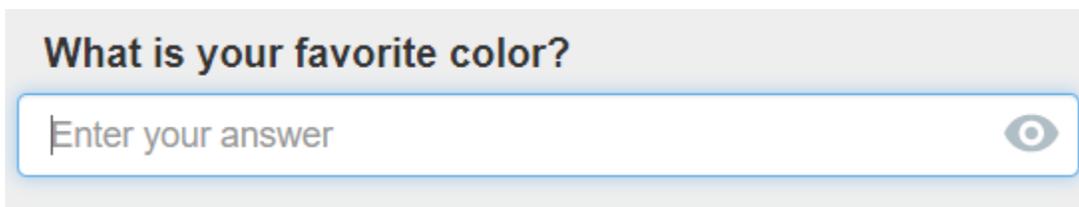
The screenshot shows a form titled "Answer the following questions to claim your account:". It features a text input field labeled "Employee\Student ID:" containing the number "123456". Below this is a section titled "LPPS User Agreement" with a text box containing the following text: "You are attempting to claim and account in order to gain access to the LPPS system. You agree to use the system in accordance with all LPPS acceptable use policies for employees and or students." At the bottom of the agreement section, there is a checked checkbox followed by the text "By clicking OK, you agree to these terms and conditions." Below the agreement section is a "Next" button with a right-pointing arrow.

Step 5. Create a new password, then type it again in the second box to verify it. Click “**Next**”



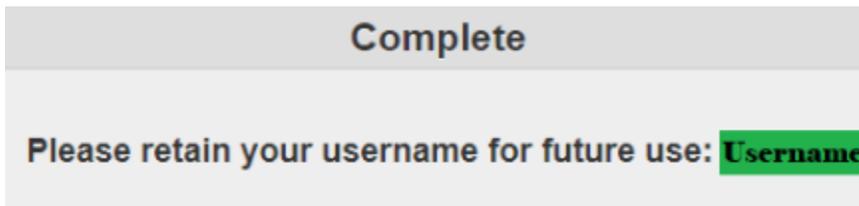
A screenshot of a password creation interface. It features two input fields: the top one is labeled "New Password" and the bottom one is labeled "Verify Password". Both fields have a small eye icon to the right, indicating a toggle for password visibility. Below these fields is a "Next" button with a right-pointing arrow icon.

Step 6. Provide answers to at least 3 of the questions asked. These are security questions which you will be asked to answer when you reset your password in the future.



A screenshot of a security question form. The question "What is your favorite color?" is displayed in a bold font. Below the question is a text input field with the placeholder text "Enter your answer" and an eye icon to the right for visibility control.

Done! You have just set the password for your Computer, Email and Google accounts. You will now see your Computer Username on the screen which you can record for future use.



A screenshot of a completion screen. At the top, the word "Complete" is centered in a bold font. Below this, the text "Please retain your username for future use:" is followed by a green rectangular box containing the word "Username".