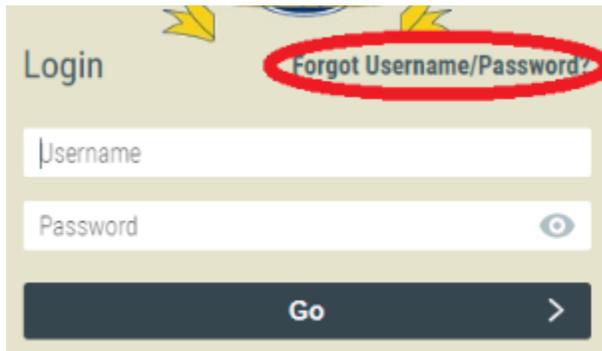# Resetting your Password

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
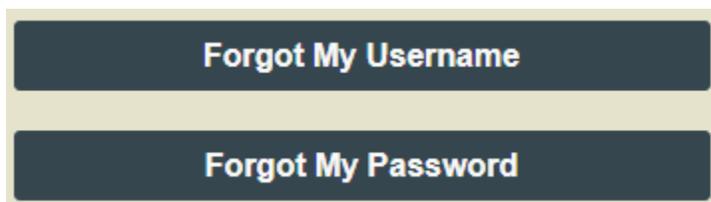
Step 2. If you see a message stating "There is a problem with this website's security certificate", then click the option which allows you to "Continue to this website"
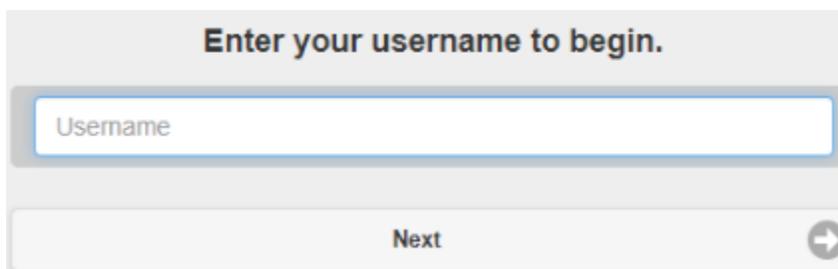
Step 3. Click "**Forgot Username/Password?**"

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.
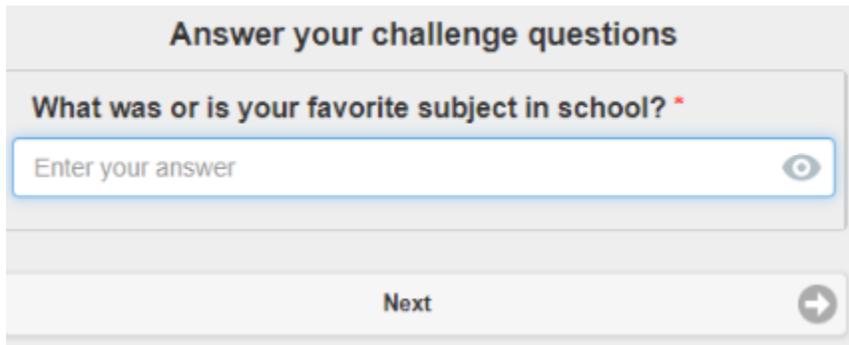

Step 5. Enter your username and click "**Next**"

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

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.
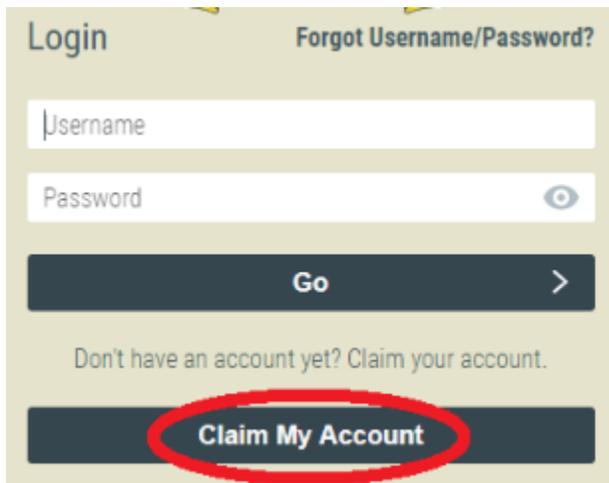
CLAIM MY ACCOUNT

Step 1. Using your phone or someone else's computer open a web browser and use the [Password Reset](link) link found on www.lpsb.org/for_staff/quick_links
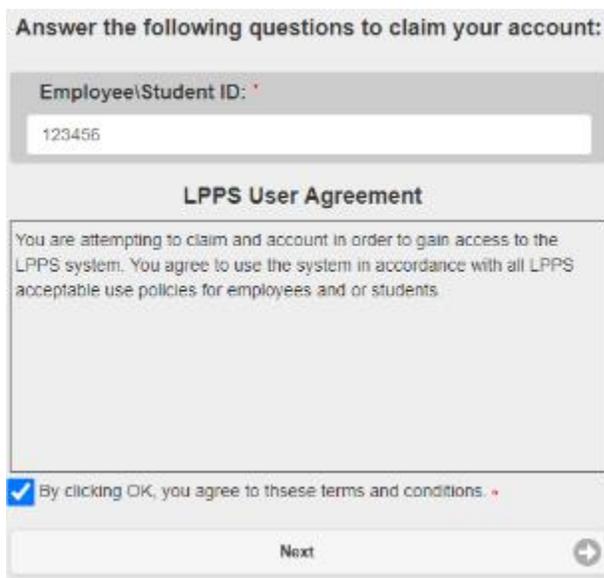
Step 2. If you see a message stating "There is a problem with this website's security certificate", then click the option which allows you to "Continue to this website"
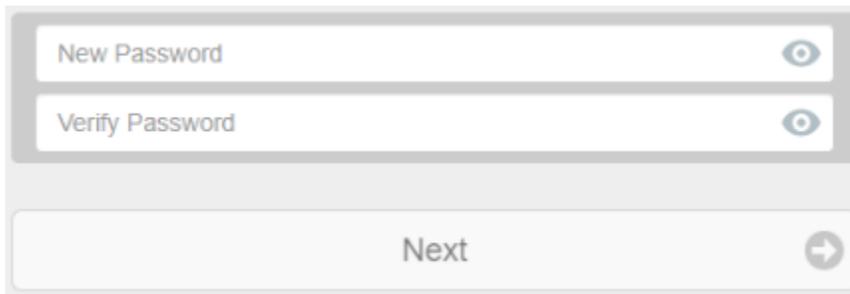
Step 3. Click "**Claim My Account**"

Step 4. Enter your **Employee ID** number in the field, check the box to agree to terms and conditions, then click "**Next**"
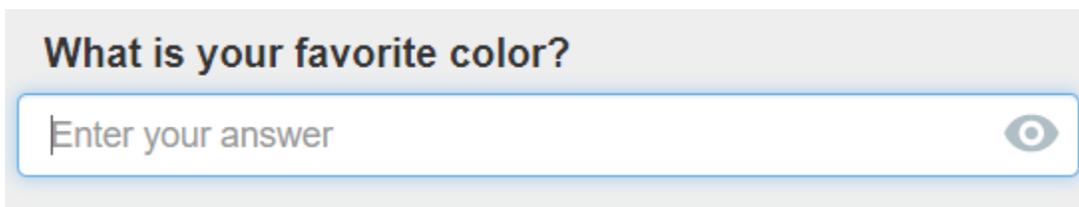
Step 5. Create a new password, then type it again in the second box to verify it. Click "**Next**"

New Password	👁
Verify Password	👁

Next	→

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.

What is your favorite color?

Enter your answer	👁

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.

Complete

Please retain your username for future use: Username