

Self-service Password Portal

User instructions

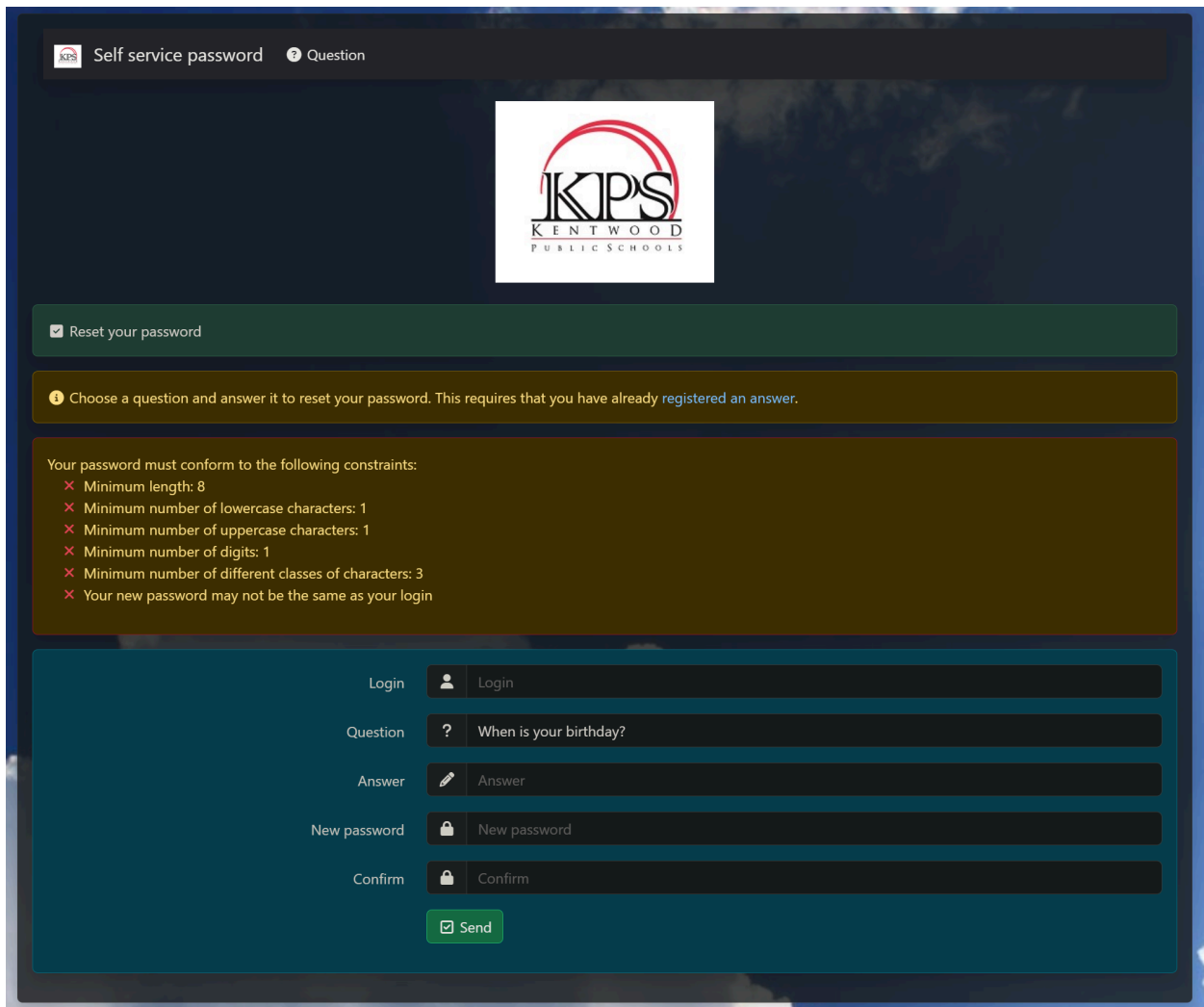
Background

The Self-service portal was established to allow students an easy method to reset their password. We have populated the birthdates to each student's Active Directory account from the Synergy system. Students will enter their birthdate in the format of YYYY-MM-DD (example: 2007-02-14)

Accessing the site

Navigate to <https://ssp.kentwoodps.org>

Click on the Questions link at the top of the page.



The screenshot shows the 'Self service password' portal for Kentwood Public Schools. At the top, there is a navigation bar with a 'Question' link. The main header features the KPS logo. Below the header, a green bar indicates the 'Reset your password' option is selected. A yellow information box states: 'Choose a question and answer it to reset your password. This requires that you have already registered an answer.' A brown box lists password constraints: minimum length of 8, minimum lowercase and uppercase characters of 1, minimum digits of 1, minimum different character classes of 3, and the new password must not be the same as the login. The bottom section contains input fields for 'Login', 'Question' (with a dropdown menu showing 'When is your birthday?'), 'Answer', 'New password', and 'Confirm', each with a corresponding icon. A green 'Send' button is located at the bottom right of the form.

Self service password Question

KPS KENTWOOD PUBLIC SCHOOLS

☒ Reset your password

Choose a question and answer it to reset your password. This requires that you have already registered an answer.

Your password must conform to the following constraints:

- × Minimum length: 8
- × Minimum number of lowercase characters: 1
- × Minimum number of uppercase characters: 1
- × Minimum number of digits: 1
- × Minimum number of different classes of characters: 3
- × Your new password may not be the same as your login

Login

Question ? When is your birthday?

Answer


New password

Confirm



Self-service Password Portal
User instructions

Resetting a student password



The Login field will be the Student's six-digit ID.

Login		999600
-------	---	--------

If you have multiple questions available select "When is your birthday?"
The format of the answer will be YYYY-MM-DD.

Question		When is your birthday? YYYY-MM-DD
Answer		2007-02-14


Enter the new desired password into the New password and Confirm boxes

New password	
Confirm	

Click Send to submit

 Send
--

Successful completion will show Your password was changed.

 Your password was changed

Self-service Password Portal
User instructions

Troubleshooting

- Please check the student's birthdate listed within Synergy matches what they are typing in.
- Ensure they are typing the date in YYYY-MM-DD format
- When emailing for support, please include the student's first and last name, student ID, and email address. This is helpful for locating the proper accounts.