# How to reset school password via self-service portal

Alice Smith School now allows its staff, students and parents to reset their own password via the self-service password reset portal. The first step in this process is to visit the self-service password portal at this address: https://password.alice-smith.edu.my. Before you can reset your password, you need to enrol to the AdselfService First you need to sign in with your existing *email address* and *Password* in the *Sign in* field.
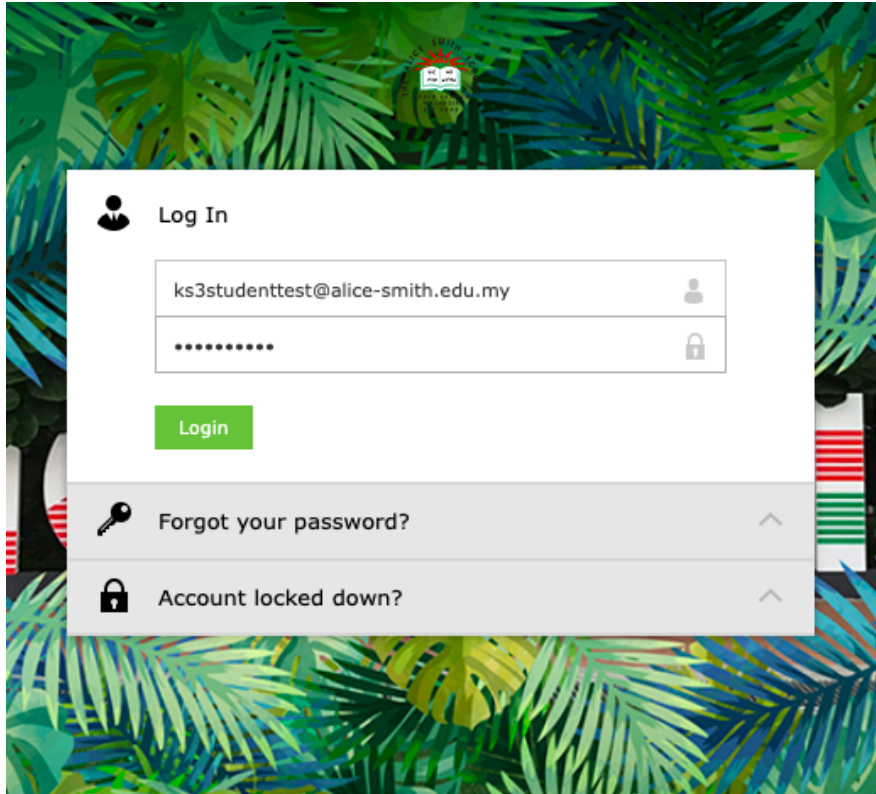
You will be greeted by this message. Simply click on the *click here* button to proceed.
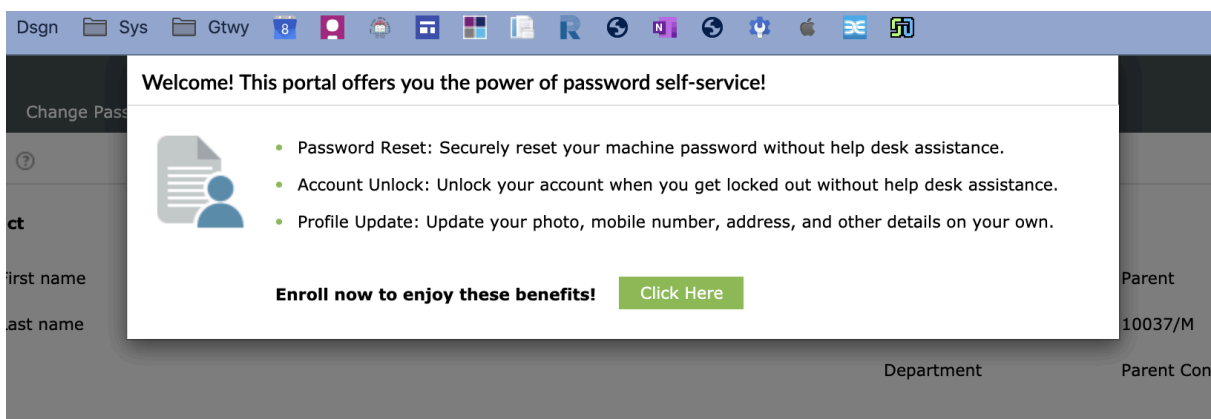
The next step is to select two security questions to be used for verification purposes. Click Next when you're done.

After that, enter your mobile phone number to get the verification code. Click Send Code.

Please enroll for the forced verification methods enabled for your account.

SMS Verification

Enter the mobile number where you want to receive the verification code. Please include phone country code (Example: 60 is

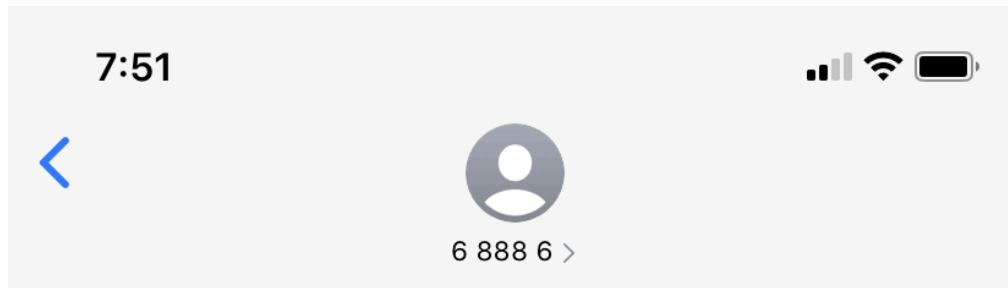6019309024   Send Code

Enter the code that you received in your mobile

Enter verification code   Verify Code and Continue
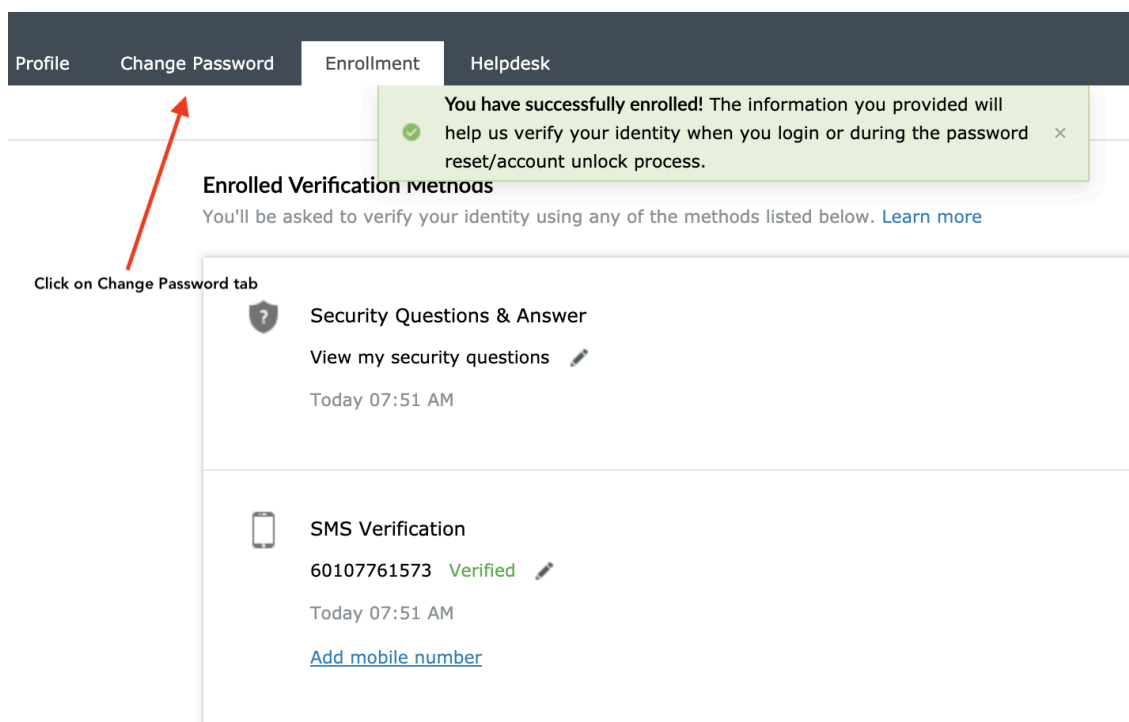
Step 2 of 2   Next

You should receive an 8 digit verification code on your mobile phone. If somehow you don't, make sure the phone number 68886 is not blocked or marked as spam on your mobile phone settings.

When you're done setting Security Questions and SMS Verification, click on the Change Password tab.

Finally enter your old password and new password twice. Make sure you follow the password requirements.

Should you require additional support on this enrollment, please email the IT helpdesk: jb-helpdesk@alice-smith.edu.my (Primary) ep-helpdesk@alice-smith.edu.my (Secondary).

Afif January 8, 2020