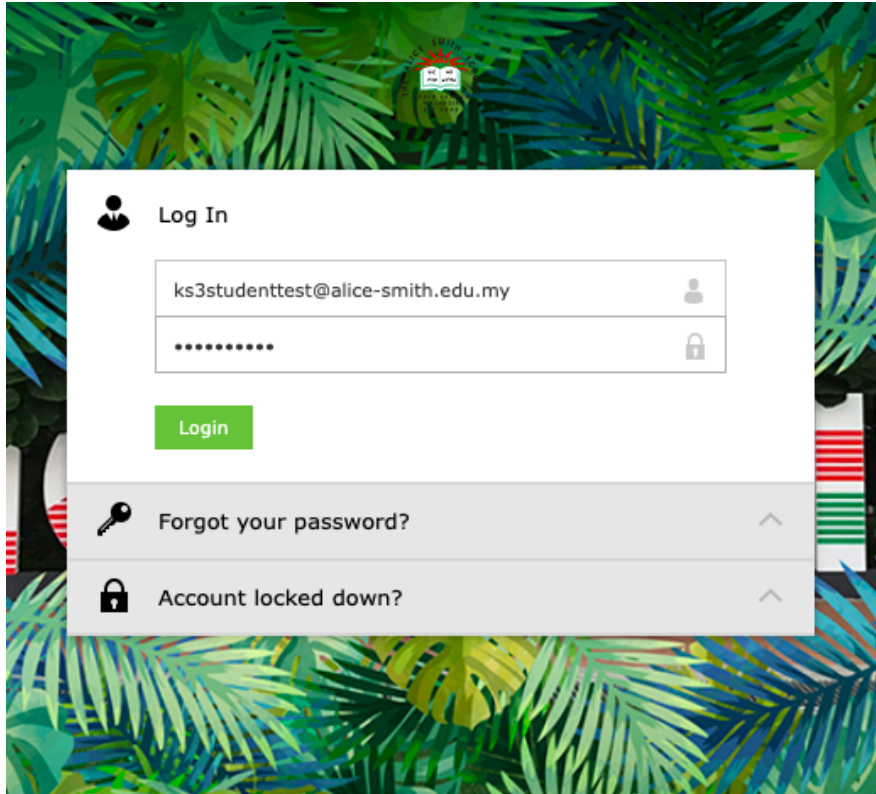
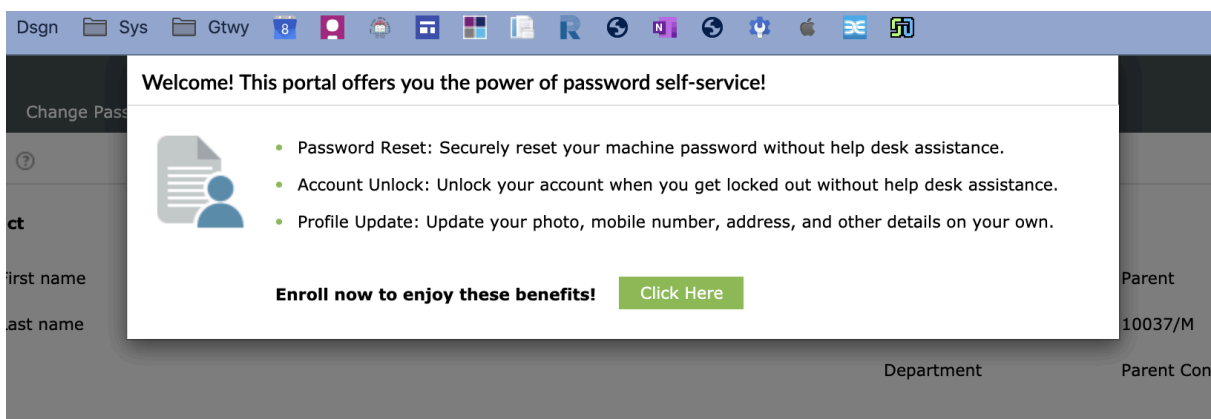


How to reset school password via self-service portal


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.

ProfileChange PasswordEnrollmentHelpdesk

User Registration ⓘ

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

 Security Questions

Question :

-- Please Select a Question --

.....

Confirm Answer

Question :

-- Please Select a Question --

Answer

Confirm Answer

☒ Hide Answer(s)

- The minimum length of the answer(s) should be 2 characters and maximum allowed is 255 characters

Step 1 of 2Next

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

Send Code

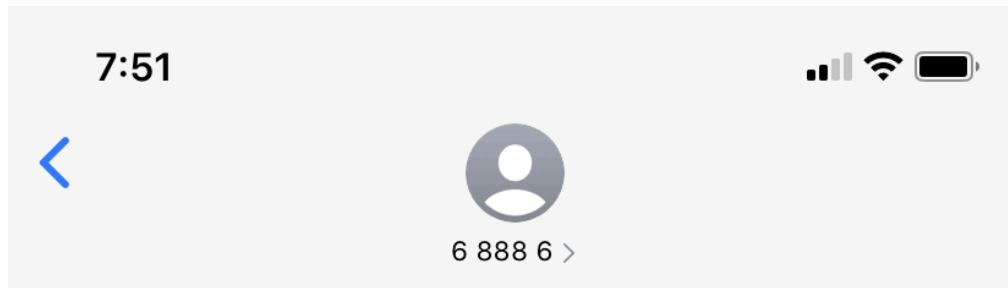
Enter the code that you received in your mobile

Verify Code and Continue

Step 2 of 2

Next

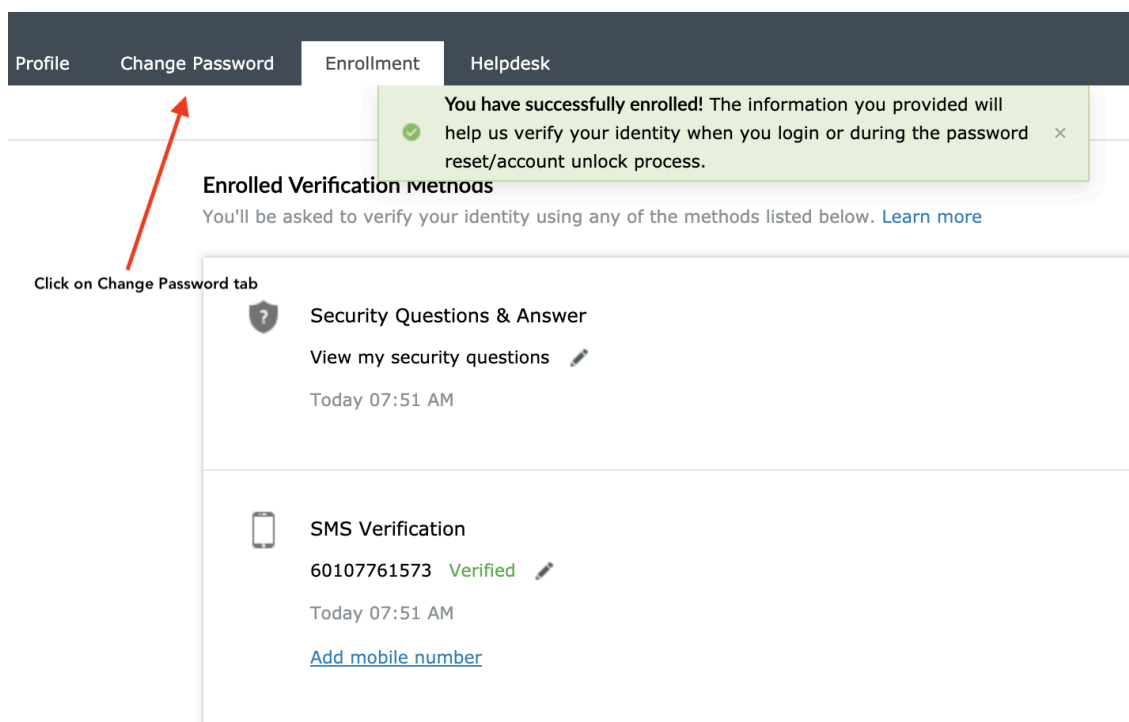
You should receive an 8 digit verification code on your mobile phone. If somehow you don't, make sure the phone number 68886 is not blocked or marked as spam on your mobile phone settings.




Text Message
Today 7:51 AM

RM0 alicsmithsystemadmi:
"31374030 is your verification code
to enroll for self-service password
management."

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.

ProfileChange PasswordEnrollmentHelpdesk

password ?

Old Password

New Password

Confirm New Password

— Minimum length should be at least Character 8

— Minimum special characters to include 1

— Must contain both upper and lowercase characters

— Number of numerals to include 1

— Must not have 5 consecutive characters from username

Change Password

Cancel

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).

