

Alpine School District – Student User/Password Maintenance

This tutorial will explain how school staff can help students do the following:

- Help a student who forgot their password
- Help a student change their password
- Help a student change their challenge/response questions
- Note: Skyward is unique. Skyward will allow students to use this new password, as well as their current Skyward password.

Support

Each school will receive Help Desk accounts to assist students who get locked out of the system. The Help Desk account will allow a school staff to reset a password for a student. Here are a few details about the Help Desk Account.

- This is only for students Grades 3-12
- We have created a Skyward Data Mining Report called “000-Student Skyward Login ID” that will print Skyward IDs for elementary schools based on Homeroom teacher. Includes Birthdays
- Schools will receive Help Desk accounts to assist in resetting student passwords.
 - Elementary Schools will receive two (2) Help Desk accounts
 - Secondary schools will receive five (5) Help Desk accounts
- These accounts will be distributed to the school administration via email
- A tutorial will be attached with the email showing how to use these accounts
- School staff will be able to reset any student password in the district. It is very important that the correct student’s account is reset.
- Remember that the AUP drives whether student accounts are enabled or disabled. Check the AUP status before escalating issues.
- If an issue needs to be escalated, please email Todd Spencer (tspencer@alpinedistrict.org) or Bill Hunter (bhunter@alpinedistrict.org)

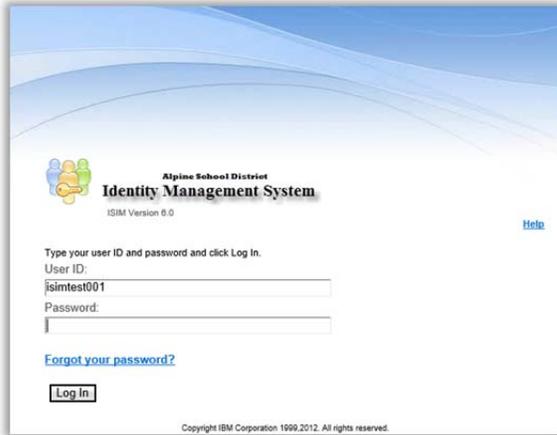
ASD (District) Website

A student can also access the Identity Management website by going to any of the following:

- [Selfserve.alpinedistrict.org](https://selfserve.alpinedistrict.org)
- Via District Website
 - [Alpineschools.org](https://alpineschools.org)
 - Click on Parents/Students
 - Click on Student Sign-on Management

Using the System: Student forgets their password!

- Open the Web Browser and go to selfserve.alpinedistrict.org
- Have the student enter their User ID (Same as Skyward) and then click on '**Forgot your password?**'



The screenshot shows the login page for the Identity Management System. At the top, it says "Alpine School District Identity Management System" and "ISM Version 6.0". Below that, it instructs the user to "Type your user ID and password and click Log In." There are two input fields: "User ID:" with the text "jsimtest001" and "Password:". A blue link "Forgot your password?" is located below the password field. A "Log In" button is at the bottom left. A "Help" link is at the top right. The footer contains the text "Copyright IBM Corporation 1999,2012. All rights reserved."

- The **Forgot Your Password** screen will be displayed.
- Have the student answer their challenge questions and click OK:



The screenshot shows the "Forgot Your Password" screen. It has a breadcrumb trail "Login > Forgot your password". The title is "Forgot Your Password". Below the title, it says "Answer the following questions. If you forget your password the system uses the answers to these questions to confirm your identity before resetting your password. All required fields are marked with (*)". There are two questions: "What is your Closest Cousin's First Name" with the answer "paul" and "What is your Favorite Movie" with the answer "Finding Nemo". There are "OK" and "Cancel" buttons at the bottom left. The footer contains the text "Copyright IBM Corporation 1999,2012. All rights reserved."

- The **Specify New Password** screen will be displayed:
- Have the student enter the following information to change their initial password:
 - New password :Enter the new password (more than 8 char in length)
 - New password (confirm) :Re-enter the new password.



The screenshot shows the "Specify New Password" screen. It has a breadcrumb trail "Login > Forgot your password > Specify new password". The title is "Specify New Password". Below the title, it says "Review the criteria for the new password, then specify a new IBM Security Identity Manager password in the following fields and click OK to proceed. Click Cancel to return to the login page without changing your password. All required fields are marked with (*)". There are two sections: "1. Review the criteria for my new password:" and "2. Change my password." Under section 2, there are two input fields: "New password:" and "New password (confirm):", both with masked characters. There are "OK" and "Cancel" buttons at the bottom left. The footer contains the text "Copyright IBM Corporation 1999,2012. All rights reserved."

- Click OK

Using the System: How does a student change their password?

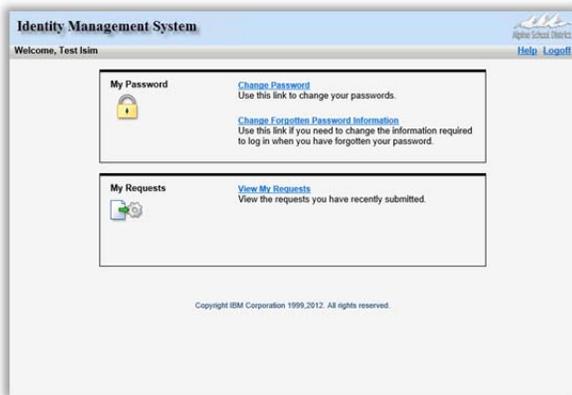
In order to change the password, do the following

- Open a Browser and go to: selfserve.alpinedistrict.org or the district website
- Have the student login in to the Identity Manger System using their user ID and password.



The screenshot shows the login page for the Identity Management System. At the top, it says "Alpine School District Identity Management System" and "ISIM Version 6.0". Below this, there is a "Log In" button and a "Forgot your password?" link. The login form has two fields: "User ID:" with the value "ismtest001" and "Password:" with masked characters. A "Log In" button is at the bottom left. The footer contains "Copyright IBM Corporation 1999,2012. All rights reserved."

The **Identity Management System** Home Page screen will be displayed:



The screenshot shows the home page of the Identity Management System. It features a "Welcome, Test Isim" message and a "Help Logoff" link. There are two main sections: "My Password" with links for "Change Password" and "Change Forgotten Password Information", and "My Requests" with a link for "View My Requests". The footer contains "Copyright IBM Corporation 1999,2012. All rights reserved."

- Have the student click **Change Password**:

The **Change Password** screen will be displayed:



The screenshot shows the "Change Password" screen. It includes a "Home > Change password" breadcrumb and a "Help Logoff" link. The main heading is "Change Password". Below this, there are instructions: "View the accounts to be affected by the password change and review the criteria for the new password. Then, specify a new IBM Security Identity Manager password and click OK. All required fields are marked with (*)". There are three numbered steps: 1. "View my accounts that will be affected by this password change.", 2. "For security purposes, enter your current IBM Security Identity Manager password." with a "Current password:" field, and 3. "Review the criteria for my new password:". Step 4 is "Change my password." with "New password:" and "New password (confirm):" fields. "OK" and "Cancel" buttons are at the bottom. The footer contains "Copyright IBM Corporation 1999,2012. All rights reserved."

- Instruct the student enter the following information to change their password, then click 'OK':
 - Current password :student's current password
 - New password :Enter student's new password (more than 8 char in length)
 - New password (confirm) :Re-enter student's new password.

Using the System: Student Wants to Change 'Forgotten Password' Answers!

- Instruct the student to login to: selfserve.alpinedistrict.org or the district website.
- Instruct the student to go to the **Identity Management System** Home Page screen.
- Instruct the student to click on **Change Forgotten Password Information link**.



The **Change Forgotten Password Information** screen will be displayed

- Note: To remove old answers, click Clear.
- Instruct the student to add their new answers.
- When the student is done, click 'OK'.

The screenshot shows the 'Change Forgotten Password Information' screen. It asks the user to 'Answer exactly 2 of the following questions to reset your password if you forget it.' There are five questions, each with a text input field and a 'Clear' button: 'What is your Favorite Pet's Name', 'What is your Grandmother's First Name', 'What is your Closest Cousin's First Name', 'What is your Favorite Book', and 'What is your Favorite Movie'. An 'OK' button is at the bottom left.

Note: The student will use this Identity Management password for Skyward, student Gmail, and Active Directory (machine login).

Miscellaneous Notes: