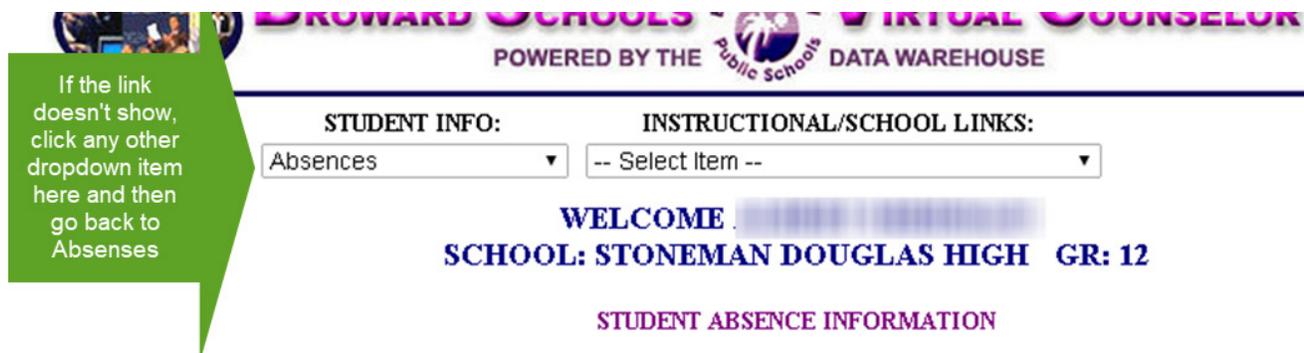


VIRTUAL COUNSELOR PASSWORD CHANGE / RESET OVERVIEW

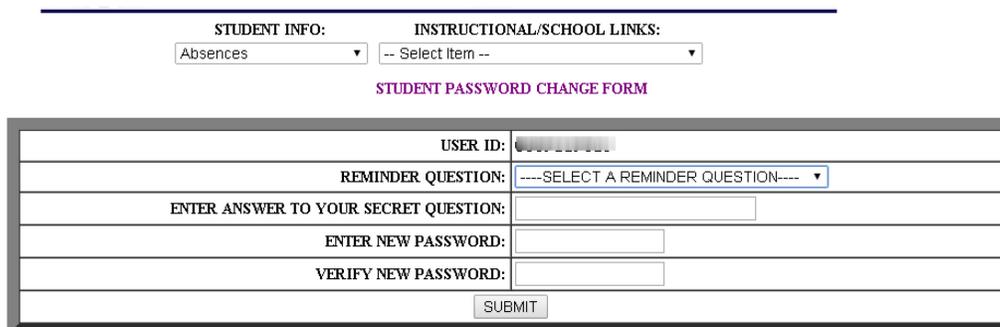
Step 1) After the student logs into Virtual Counselor, they will see a “CLICK HERE” link that will allow them to change their password. If the link is not there, the student may need to select an item other than Absences from the dropdown, and then go back to Absences where they will see the link to change password. See the link boxed in the screenshot below:



The screenshot shows the top navigation bar with "BROWARD SCHOOLS" and "VIRTUAL COUNSELOR" in purple, and "POWERED BY THE Broward County Public Schools DATA WAREHOUSE" below it. Under "STUDENT INFO:", the "Absences" dropdown is selected. Under "INSTRUCTIONAL/SCHOOL LINKS:", the dropdown shows "-- Select Item --". Below this, the text reads "WELCOME [blurred name]", "SCHOOL: STONEMAN DOUGLAS HIGH GR: 12", and "STUDENT ABSENCE INFORMATION". A red-bordered box highlights the text "CLICK HERE TO CHANGE YOUR PASSWORD." in purple.

Step 2) During a password change, they will be required to set up a reminder question and answer for account recovery purposes. If a password is ever forgotten, the answer provided must be typed exactly as during this setup, securely document it.

The student will enter and then verify a new password. Passwords must be at least 8 characters and contain both a letter and a number.



The form is titled "STUDENT PASSWORD CHANGE FORM". It has two dropdown menus at the top: "STUDENT INFO:" with "Absences" selected, and "INSTRUCTIONAL/SCHOOL LINKS:" with "-- Select Item --" selected. The form fields are: "USER ID:" (blurred), "REMINDER QUESTION:" (dropdown with "----SELECT A REMINDER QUESTION----"), "ENTER ANSWER TO YOUR SECRET QUESTION:" (text input), "ENTER NEW PASSWORD:" (text input), and "VERIFY NEW PASSWORD:" (text input). A "SUBMIT" button is at the bottom right.

Step 3) The student will receive this acknowledgement and can then click the link to continue



The screenshot shows the top navigation bar and the "STUDENT INFO:" dropdown with "Absences" selected. Below it, the text reads "CONGRATULATIONS! YOUR PASSWORD HAS BEEN SUCCESSFULLY CHANGED." in purple. A red-bordered box highlights the text "CLICK HERE TO CONTINUE IN VIRTUAL COUNSELOR." in purple. Below this, a red message states: "Please make a note of the password you created and keep it in a secure location. You will not be able to retrieve this information from the Virtual Counselor System."

Step 4) If the student forgets their password and needs to reset it, they can choose this new link added to the login page:

USER ID OR STUDENT NUMBER:	<input type="text"/>
PASSWORD :	<input type="text"/>
<input type="button" value="SUBMIT"/>	

DON'T REMEMBER YOUR PASSWORD, THEN [CLICK HERE](#) TO RESET IT.

Step 5) In order to reset their password, the student will have to fill out some information, hit Submit, and then be able to answer their reminder question:

PASSWORD RESET FORM

If you forgot your password or would like to change it, please enter your information below to reset it.

PLEASE MAKE A NOTE OF THE PASSWORD YOU ARE CREATING FOR FUTURE REFERENCE.
YOU WILL NOT BE ABLE TO RETRIEVE THIS INFORMATION FROM THE VIRTUAL COUNSELOR SYSTEM.

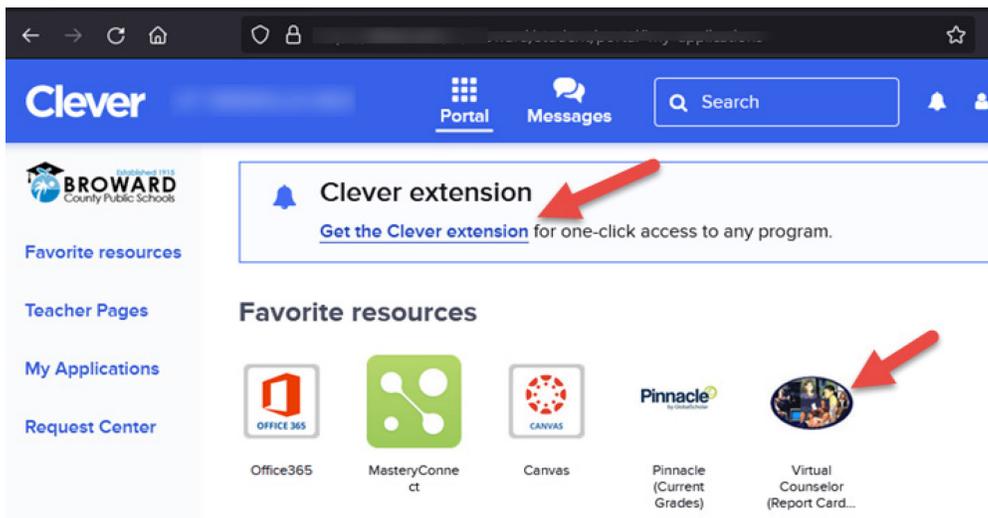
STUDENT NUMBER:	<input type="text"/>
FIRST NAME:	<input type="text"/>
LAST NAME:	<input type="text"/>
<input type="button" value="SUBMIT"/>	

STUDENT PASSWORD RESET FORM

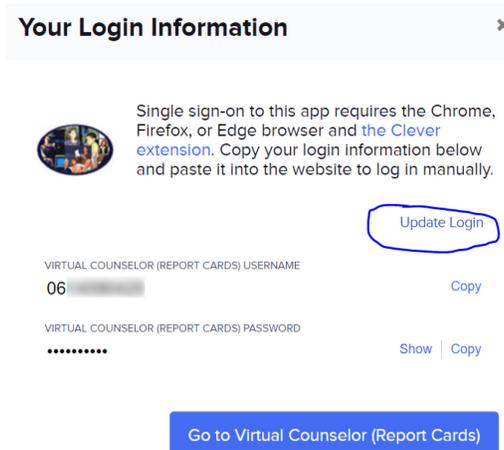
USER ID:	<input type="text"/>
SECRET QUESTION:	MAIDEN NAME OF MOTHER?
ENTER ANSWER TO YOUR SECRET QUESTION:	<input type="text"/>
ENTER NEW PASSWORD:	<input type="text"/>
VERIFY NEW PASSWORD:	<input type="text"/>
<input type="button" value="SUBMIT"/>	

Step 6) Clever SSO – If the browser has the Clever extension loaded, when the Virtual Counselor tile is clicked, Clever will aid in entering the password on behalf of the student in Virtual Counselor.

If the Clever extension is missing, you can click the link at the top of your Clever launchpad to get the extension, showing here along with the icon for Virtual Counselor:



After a password change, the Clever SSO page may not be synchronized with your newly selected password. In this case, you may get prompted upon the next use of the Clever SSO Virtual Counselor icon to update the password for SSO to use. This prompt isn't asking you to change the Virtual Counselor password again, it is asking what SSO should be entering for you when that tile is clicked. You may also get this prompt if you do not have the Clever extension installed on your browser. The sample screenshot below is the result, where you can update the SSO tile with the password selected in Step 5 and where you can copy the password for use when manually logging into Virtual Counselor website. It is recommended that you install the Clever extension in your browser so that SSO can take care of the logins for you automatically.



If the student forgets their reminder question and cannot reset their password, contact the school. A tech or IMT at the school can open a ticket for the School Applications group at IT to assist with password reset.

Important Note: Students should never share their password, nor their reminder questions/answers with anyone **other than a parent/guardian**. Parents/Guardians please assist your student with selecting a password that you will also keep secured.