Improve Your Password Security – ACTION NEEDED NOW

This document explains how to better secure your BCPS password and how to set recovery options should you ever forget the password. Remember students, the safest practice is to change your password at least every school year and then, as often as needed throughout the year.

Please note that these instructions apply *anytime* you wish to change your BCPS online password. If you feel that your password may have been compromised, your password uses a piece of public information (such as your birthdate or school location number), or you have shared your password with someone other than a parent or guardian, we encourage you to change your password **now** using these instructions.

INSTRUCTIONS
Step 1: Using any computer or phone (it does not have to be a District-issued computer), log onto
https://sso.browardschools.com

Step 2: You should see the screenshot below. This is the "Clever SSO" page. Look on the top right (by the green arrows in the picture) for your name and click it to get the **Change AD Password** dropdown. Click **Change AD Password** and in the fields provided, enter and confirm a new password that is complex (minimum 8 letters, numbers, or symbols, in either upper case and lower case). *See Screenshot 2 below for more information on creating a password*.

Screenshot 1 – Clever SSO Page
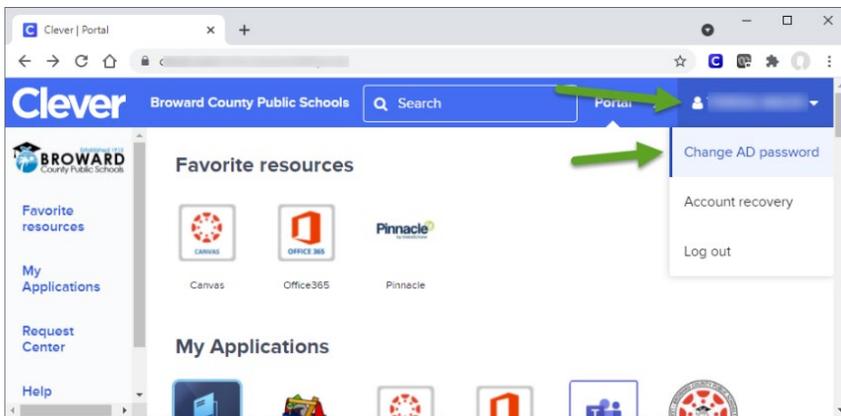

Screenshot 2 — Password Requirements
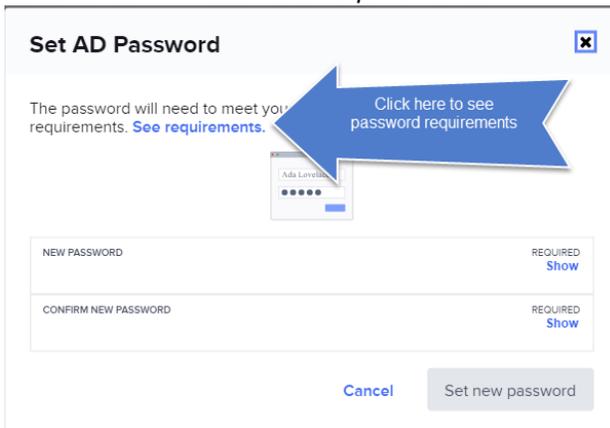
Step 3: Click the "Set new password" button to complete the process. Your BCPS online password is now changed! Whenever you access Clever SSO, or other BCPS applications, use this new password. Please see page 3 for additional notes regarding your new password.

ACCOUNT RECOVERY OPTIONS
Keep your **Account Recovery** options up to date, so you can recover your own account if you ever forget your password.

To configure/change/remove Self-Service Account Recovery option(s), follow these easy steps:
1. Log in to Clever.
2. Select your name on the top right corner
3. Select "Account Recovery" from the dropdown menu.
4. Select which of the Account recovery methods you want to setup/change/remove.
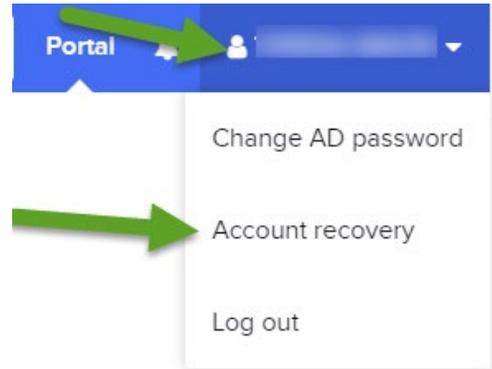
Select one or more of the following supported methods:

Backup Email: Clever will send an authentication code to a back-up (Non-School Board) email address user have provided.

Security Question: Clever will prompt user to answer the security question that they set up.

Text Message: Clever will send an authentication code via text message to the cellphone number user have provided.

If you ever forget your password, click the "Recover your account" link on the SSO login page.
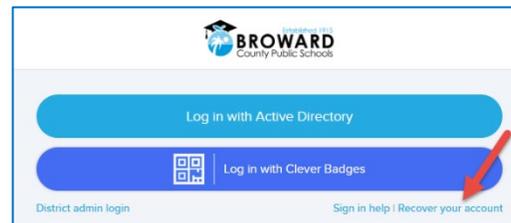
NOTES REGARDING PASSWORD CHANGES

If you use a personal device, you'll use your new password from this point forward when accessing your SSO and other online resources. If you saved your password in the browser, you will need to update the saved password. See below for various messages that might appear regarding the updated password and the actions that should be taken.

If you use a school issued device —The new password created in SSO will be used from this point forward both in the initial Windows login and in your SSO and other online resources. If you saved your password in the browser, you will need to update the saved password. See below for various messages that might appear regarding the updated password and the actions that should be taken.

You can ignore these first two messages; we'll be fixing them in the next steps:
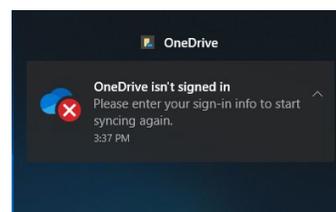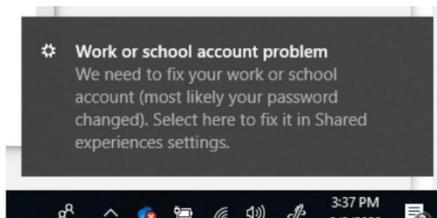
Enter your newly chosen password if prompted. If you saved a password, you may see an orange "Incorrect user ID or password…" error, that is expected, enter the new password and click sign in
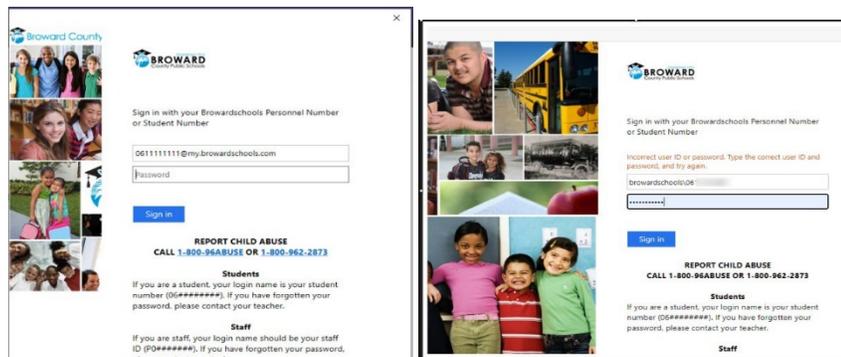
In the browser, when you click on items on your SSO page, only the first time, you may have the old password stored and it will prompt you for the newly created password. If you saved the password in the browser, you may get a message to update the saved password, enter the new password and click Update.
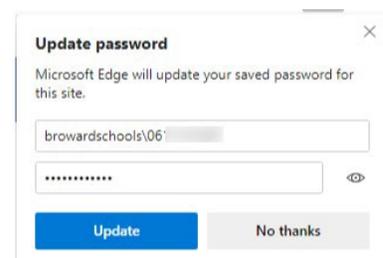
VIRTUAL COUNSELOR PASSWORD CHANGE / RESET OVERVIEW

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:

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.

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

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

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:	
FIRST NAME:	
LAST NAME:	
SUBMIT	

STUDENT PASSWORD RESET FORM

USER ID:	
SECRET QUESTION:	MAIDEN NAME OF MOTHER?
ENTER ANSWER TO YOUR SECRET QUESTION:	
ENTER NEW PASSWORD:	
VERIFY NEW PASSWORD:	
SUBMIT	

FILL OUT FORM TO RESET YOUR PASSWORD

Step 6) 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.