

## 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.

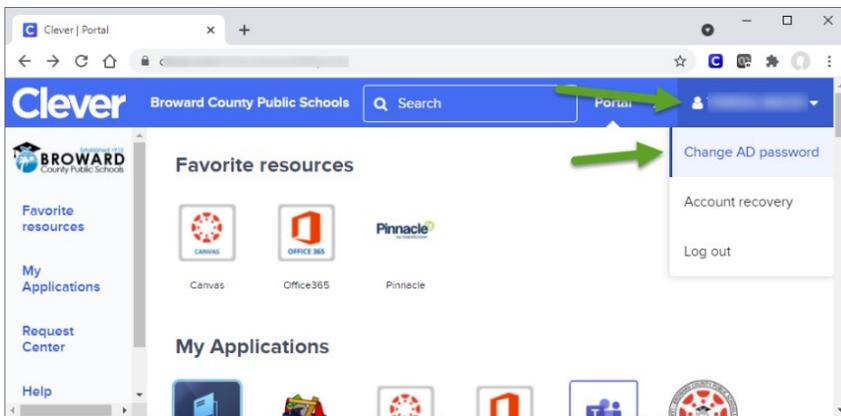
Please note that these instructions apply *anytime* you wish to change your BCPS online password. If you feel that your password may have been compromised, your password uses a piece of public information (such as your birthdate or school location number), or you have shared your password with someone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

### INSTRUCTIONS

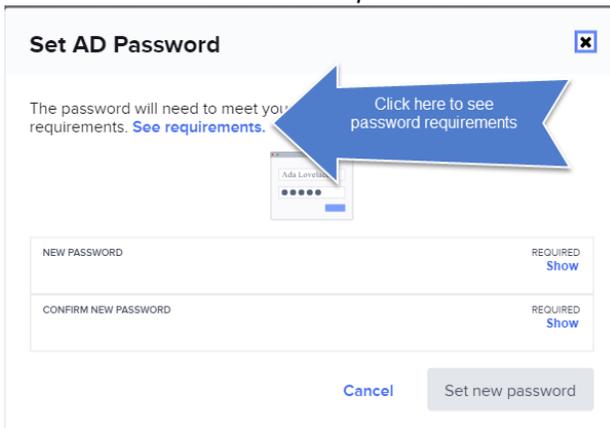
**Step 1:** Using any computer or phone (it does not have to be a District-issued computer), log onto <https://sso.browardschools.com>

**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



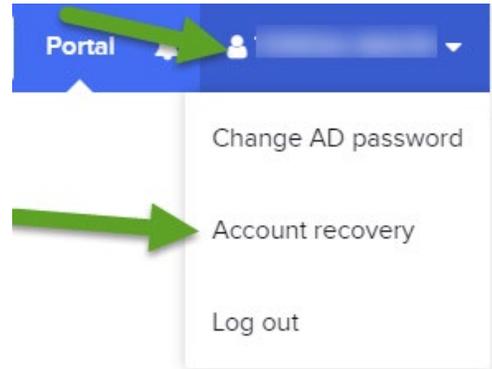
**Step 3:** Click the “Set new password” button to complete the process. Your BCPS online password is now changed! Whenever you access Clever SSO, or other BCPS applications, use this new password. Please see page 3 for additional notes regarding your new password.

## 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:

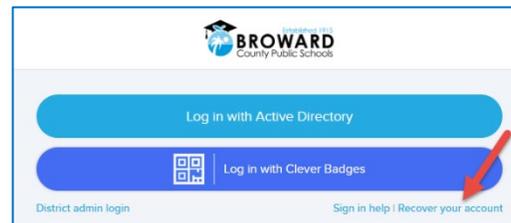
A dialog box titled "Set up account recovery methods" with a close button (x) in the top right corner. Below the title is a message: "Make sure you can still access Clever if you forget your password. Choose one or more recovery methods." There are three buttons: "Use a backup email address", "Use security questions", and "Use a text message (SMS)". A "Cancel" button is in the bottom right corner.

**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.

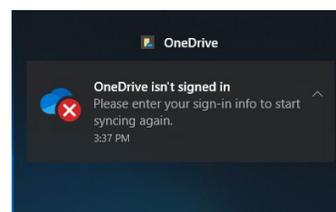
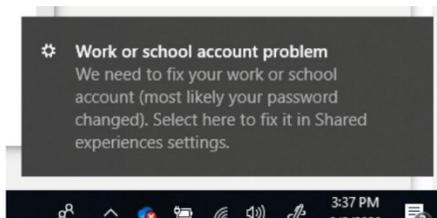


## NOTES REGARDING PASSWORD CHANGES

**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.

