Brookline Information Technology Department

Version: MAY 2018

Student user instructions for RESET MY PASSWORD, the Brookline Information Technology Department's self-service password reset tool

Step 1: Create an Account with Reset My Password

Step 1 To begin registration, visit: https://rmp.brooklinema.gov Click "Register/Account Preferences" **DON'T CLICK** on "Reset Your Password" yet.	

1.2: User Portal Login
 	
A. Enter the username and password
    a. **User Name = NetID**
       Note: Your NetID is the last two digits of your year of graduation, last name/first initial. For example: John Smith, Class of 2018 would be 18smithj
    b. **Default initial password** = psb + student LASID (i.e., psb123456)
 	
If you don't know this username and password, please contact the Help Desk (x4357)
 	
B. Click "NEXT"	

1.3: Proving You are Human You will be directed to a page designed to ensure you are a real person and not an automated tool attempting to hack into our network. A. Slide the arrow to the RIGHT toward "I AM A HUMAN" B. Click "LOGIN"	

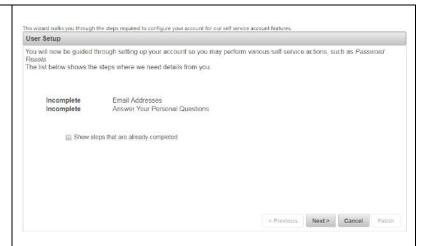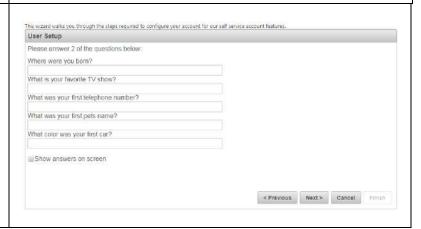|	
1.4: Beginning User Setup This page simply tells you that you need to add a "recovery" email address and security questions to complete registration. *Note:* Your recovery email must be a non-PSB account A. Click "NEXT"	This wizard walks you through the steps required to configure your account for our self service account features. **User Setup** You will now be guided through setting up your account so you may perform various self service actions, such as *Password Resets*. The list below shows the steps where we need details from you. Incomplete Email Addresses Incomplete Answer Your Personal Questions ☐ Show steps that are already completed < Previous Next > Cancel Finish

1.5: Adding a Recovery Email Address
 	
You need to add a personal email address to be your "recovery" email address in case you get locked out of Google, Aspen or Wi-Fi, and where you will receive alerts and confirmation requests.
 	
    A.   Enter a PERSONAL email address
    B.   Click "ADD"
 	
The page will refresh. You should see your personal email address and your PSB email address.
 	
    C.   Click "NEXT"
	This wizard walks you through the steps required to configure your account for our self service account features.
	
	User Setup
	
	We occasionally need to send you messages and confirmations. Please provide your contact details here.
	
	Email Addresses
	
	Add Email Address
	[ ] [Add]
	
	pepper_potts@psbma.org All Notifications ▼
	
	   < Previous Next > Cancel Finish

1.6: Choosing Security Questions
 	
You need to choose security questions to be used to verify your identity.
 	
    A.   Answer ANY two questions
 	
    B.   Click "NEXT"
	This wizard walks you through the steps required to configure your account for our self service account features.
	
	User Setup
	
	Please answer 2 of the questions below:
	Where were you born?
	[ ]
	What is your favorite TV show?
	[ ]
	What was your first telephone number?
	[ ]
	What was your first pets name?
	[ ]
	What color was your first car?
	[ ]
	
	☐ Show answers on screen
	
	   < Previous Next > Cancel Finish

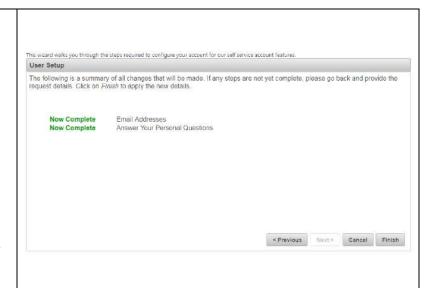|	

1.7: Completing Registration
 	
You will be redirected to a page indicating your completion of the two registration tasks.
 	
    A. Click "FINISH"
 	
You will be directed to the final confirmation page.
 	
    B. Click "CLOSE"
 	
You will be redirected to change your password.
    C. PLEASE CONTINUE WITH STEP 2 BELOW TO CHANGE YOUR PASSWORD
	This wizard walks you through the steps required to configure your account for our self service account features.
	User Setup
	The following is a summary of all changes that will be made. If any steps are not yet complete, please go back and provide the request details. Click on *Finish* to apply the new details.
	
	Now Complete Email Addresses
	Now Complete Answer Your Personal Questions
	
	< Previous Next > Cancel Finish

Step 2: Change your password

Step 2
 	
Enter Your Username
 	
    A. Enter the password you used in step 1.2 (above)
 	
    B. Enter your new password
 	
Be mindful of the PASSWORD RULES
 	
    C. Re-enter your new password
 	
    D. Click "CHANGE"
	Change Password
	Change the password on one or more of yours accounts.
	
	Change Password
	
	⚠ Your account indicates that you must change your password immediately. Please do so now before continuing to edit your profile.
	
	Old Password (for primary account):
	
	New Password:
	
	Confirm New Password:
	
	Change
	
	Password Rules
	Minimum length:6
	Maximum length:127
	Dictionary words are allowed
	May not contain your username
	You may not use any of your 3 previous passwords.
	
	This directory also has the following restrictions :-
	
	Maximum Password Age : 90
	Minimum Password Age : 0
	Password History Length : 3

You will be redirected to a final confirmation. *Note:* Your password reset is not complete until you see this confirmation	**Changing Password** Show detailed progress ☐ **Completed** ✔ Password change completed successfully Close
Your password for Google, Aspen, and Wi-Fi at BHS is the one you just created. Make sure to use this password and your NetID username whenever you log in to Google, Aspen, or Wi-FI	