Password Management for Staff & Students

**Login**

1. **Enter your Jeffco Active Directory Username** in the field provided and then click the **Continue** button. Example: jsmith (Staff) or 2345678 (Student)

   ![Enter your Jeffco Active Directory Username](image)

   If you enter an invalid username, the system will assign a “fake name” to that username to mislead someone trying to gain unauthorized access. Always check that your name appears in the upper right corner before authenticating your account.

2. **Authenticate by using one of the following options, (not all options will be visible to you):**

   ![Authentication methods](image)

   Each method will require you to complete a verification indicating you are not a robot.

   You will be allowed to try to authenticate 6 (six) times using any method before the system locks your account. Wait 15 minutes and the system will unlock your account at which time you can try to authenticate again.

   If you are a **Staff new hire**, the only valid option is to enter your personal information to login.

   If you are a **Student**, you won’t have the option to enter personal information to authenticate.

**Unlock accounts**

1. From the **My profile** window, click on **Unlock accounts**.

2. Click the **Account** check box.

3. Click on the **Unlock** button.

   ![Unlock accounts](image)

   If you are locked out of Active Directory and not able to login to your Jeffco provided computer, access the application from another computer. Authenticate using one of the **Don’t know your password…** options to unlock your accounts.

**Change passwords**

1. From the **My profile** window, click on **Change passwords**.

   ![Change passwords](image)

   **Read the password must** requirements before entering a new password.

   - Enter a new password:

     ![Enter a new password](image)

     - The password must:
       - Have at least 8 characters
       - Contain elements from three of the four following types of characters: Upper case letters, Lower case letters, Numbers, Special characters
       - Not contain your user name or any part of your full name
       - Allow reuse of old passwords after 546 days
       - Password must be changed every 182 days

   - As you enter a new password, the **password must** items will display a green 🟢 or red 🟥 icon. The **password must** items must all have a green 🟢 icon to continue.

   - Confirm your new password by entering the password again in the **Confirm** field.

   2. Click on the **Change passwords** button to confirm your password change.

   ![Change passwords](image)

   If you navigate away from the **My profile** page, you may return by clicking on the **Home** icon on the toolbar.

To refresh any page, click on the **Refresh** icon on the toolbar.

After updating information on a page, click on the **Continue** button to save your changes.

To **Logout** after making the last update to your profile, click on the person icon and select **Logout**.
Password Management for Staff & Students

View and update profile

1. From the My profile window, click on View and update profile.
2. The Basic information section cannot be updated from this application.

**STAFF ONLY**: Updates to the following items are done in ESS/Access Jeffco by navigating to Jeffco Employee Self Service>Personal Information>

Personal Information Summary:

- **Mobile phone number** (enter Phone Number and select the type: System Text Messages)
- **Personal email address** (enter Email Address and select the type: Home)

**STUDENT ONLY**: Updates to the following items are done in Jeffco Connect by parent/guardian or student if parent/guardian has checked the box Allow student to maintain own contact information (phone and email):

- **Mobile phone number** (enter Student Phone and select the type: Mobile)
- **Student SMS authorized** (for Student Phone, check the box: Text)
- **Personal email address** (enter Student Email)

3. If you have setup a Mobile phone number and Student SMS authorized (see the Basic information section), the Mobile phone information section is where you must select your Mobile phone provider to identify the provider gateway in order to receive text messages on your mobile phone from Jeffco Schools. When you are finished, click on the Continue button and you will have the Text Message option available in Additional notification type and the Text a PIN option available to authenticate.

   If you change mobile phone providers, you must update your provider here.

   The Additional notification information section is where you may select additional notification types to receive notices (e.g. password expirations) and Email PIN to authenticate.

- **By default, all Staff notifications will default to Business Email** (this is your Jeffco Outlook email address).
- **By default, all Student notifications will default to Google Email.**

   Click in the Additional notification type field and select a new notification type (see tips for more details). When you are finished, click on the Continue button.

   ![Additional notification type](image)

   ![Google Email](image)

   ![Personal Email](image)

   ![Text Message](image)

   ![Text a PIN](image)

   You may set up any or all of the following additional notification types:

   **Google Email (STAFF ONLY)**: this is your Jeffco Google Gmail address.
   **Personal Email**: this is only available for selection when you have set up a Personal Email.
   **Text Message**: this is only available for selection if you have setup a Mobile phone number and Student SMS authorized (see the Basic information section) and selected Mobile phone provider (see the Mobile phone information section).

Update security questions

1. From the My profile window, click on Update security questions.
2. To delete a question you no longer want to use, click on the check box and then click on the Update button.
3. To select different or additional questions, select from the drop-down list. Enter an answer to the question and then click on the Update button.
4. To change an answer, simply replace the answer in the Answer column and then click on the Update button.
5. If you are unsure that you know the answers to your security questions, try answering security questions by clicking here:

   ![Try to answer security questions, to verify that you remember the correct answers.](image)