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# Self-Service Password Reset

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## Overview

The aim of this document is to provide instructions to enable users to reset their own password from outside the C2k network, if it has been forgotten.

*Note: See Appendix for advice on Expired Password or Lock out accounts*

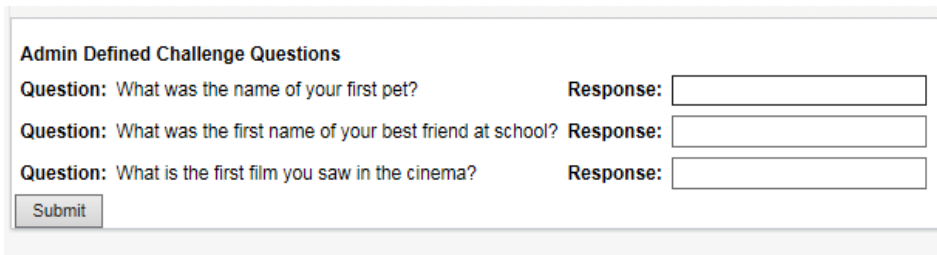
**Target Audience:** Teachers, Non Teachers, External Users, Student Teachers

## Preparation for use - Security challenge questions

In order to be able to use this facility, users must first enter responses to security questions. (Note once the challenge questions are answered the option is no longer available) . **All Teachers, Non Teachers, External Users and Student Teachers are encouraged to answer these security questions at the earliest opportunity.**

## To Set Up Security Questions

- From within MySchool, click **View All | User Management | Identity Manager**
- Select Identity Self-Service
- Enter responses to the three security questions:



**Admin Defined Challenge Questions**

Question: What was the name of your first pet? Response:

Question: What was the first name of your best friend at school? Response:

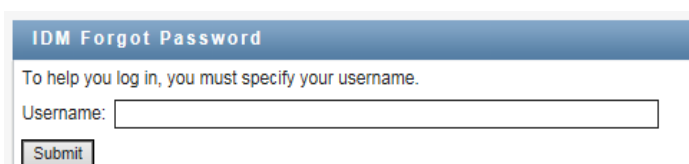
Question: What is the first film you saw in the cinema? Response:

## Forgotten Password link

A forgotten password link has been added to the MySchool homepage. This is only viewable when off the school network. In the event that a user's password has expired or been forgotten the user can access the MySchool login screen via:

[www.c2kschools.net](http://www.c2kschools.net).

- Click **Forgotten Password** at bottom of login window:
- Enter **username:**



**IDM Forgot Password**

To help you log in, you must specify your username.

Username:



**MY-SCHOOL**

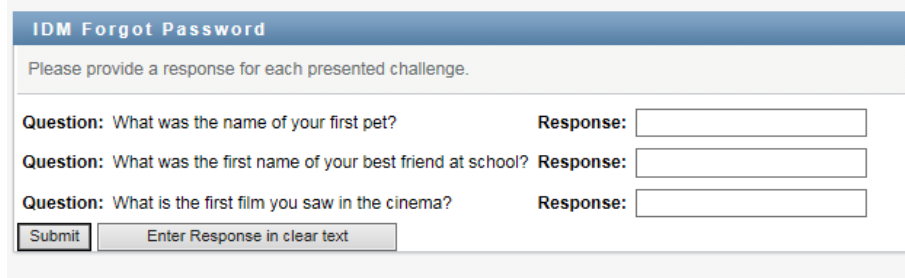
Username:

Password:

[Accessibility Guidelines](#)

[Forgotten Password](#)

- Enter the responses



**IDM Forgot Password**

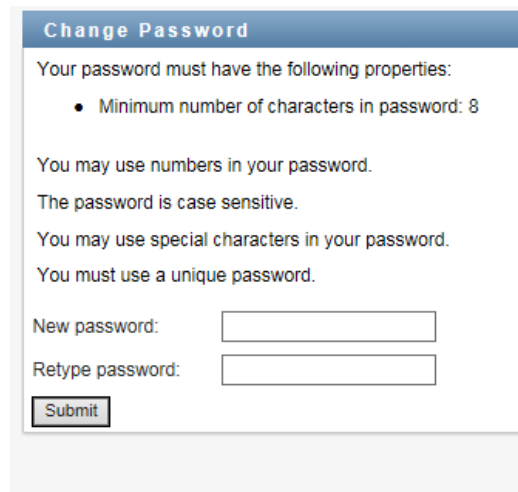
Please provide a response for each presented challenge.

**Question:** What was the name of your first pet? **Response:**

**Question:** What was the first name of your best friend at school? **Response:**

**Question:** What is the first film you saw in the cinema? **Response:**

- If the responses are correct, the user will be asked to enter the new password:



**Change Password**

Your password must have the following properties:

- Minimum number of characters in password: 8

You may use numbers in your password.

The password is case sensitive.

You may use special characters in your password.

You must use a unique password.

New password:

Retype password:

- The password will be changed.

**Note:** If a user forgets their answers to the security questions, they must contact the C2k Service Desk ( 0870 601 1666) to have them reset.

## Appendix

**Expired Passwords** – *Note: passwords expire every 120 days.*

**Option 1 – Known Expired Password**

If you know your expired password go on to:

www.c2kni.net! School | Services  
**Select** Change your Password

**Option 2 – Forgotten Expired Password but Security Challenge Questions set up**

Following instructions in Page 1 and Page 2 in this document

**Option 3 - Forgotten Expired Password and Security Challenge Questions not set up**

**Teachers:** Contact the Service Desk (0870 601 1666) or your school's C2k Manager

**Non-teaching staff; External Users and Student Teachers:** Contact the C2k Manager in your organisation who will be able to reset the password for you.

**Locked Out Accounts**

When a user tries to log in with the wrong password five times consecutively they will be locked out for 30 minutes.