# SELF SERVICE RESET PASSWORD MANAGEMENT (SSRPM)

ENROLLING IN SSRPM

When you log in for the first time, the Self Service Reset Password Management (SSRPM) Enrollment Wizard will be displayed on your computer. Follow the instructions on the enrollment wizard. You will be asked six questions that you will need to provide the answer to *twice*. Select "next" after answering each question until you reach the end of the enrollment wizard.
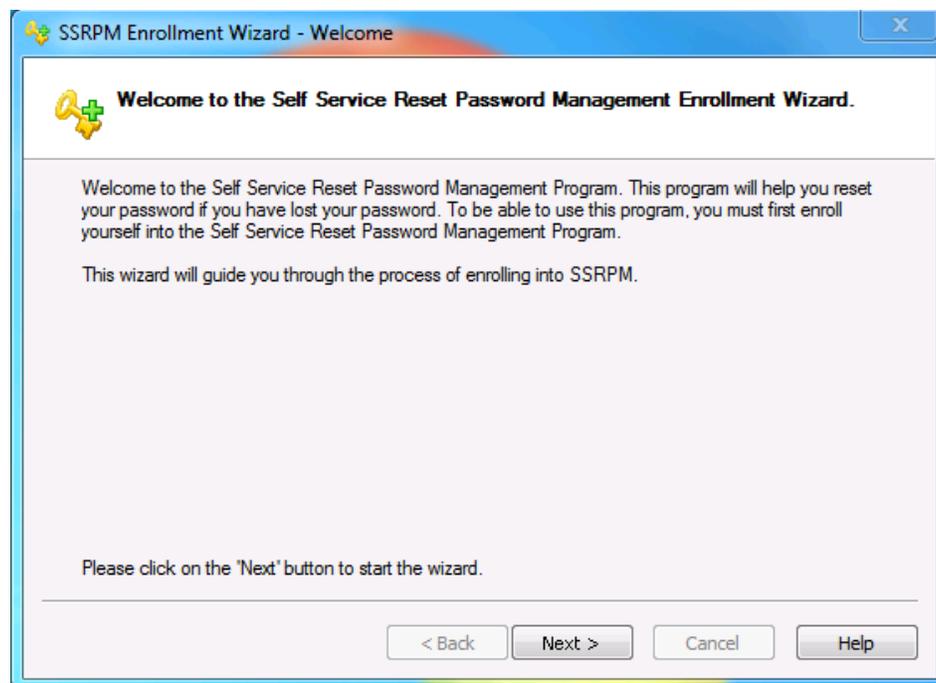

The answers provided to the questions in the enrollment wizard will be used for the "forgot my password" feature security questions in cases where a password needs to be reset and/or the account needs to be unlocked.
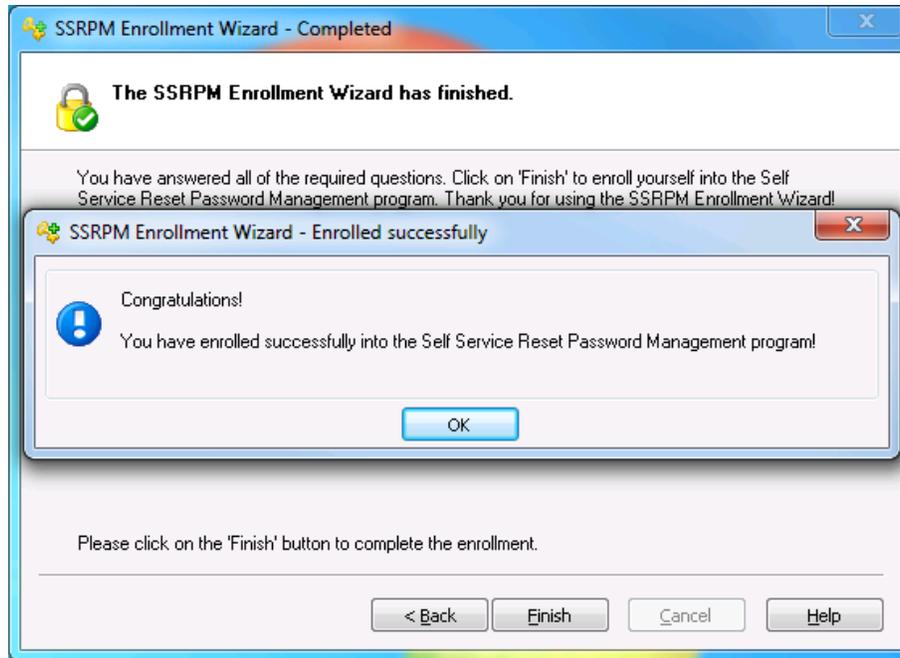
FORGOT MY PASSWORD & SSRPM

In the case where you may have forgotten your passwords or your account is unlocked, you can select "Forgot my password…" located underneath the login portion of the login screen.
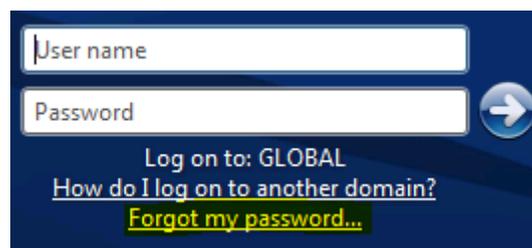
Generally the two instances in which you will use this feature will be when either 1) **your account is locked out**, or 2) **you have forgotten your password**.

If you are receiving a message stating that the referenced account is locked, **you can utilize the Forgot my password feature to unlock your account**. On the logon screen, click on "forgot my password" for the SSRPM Reset Wizard to start up.
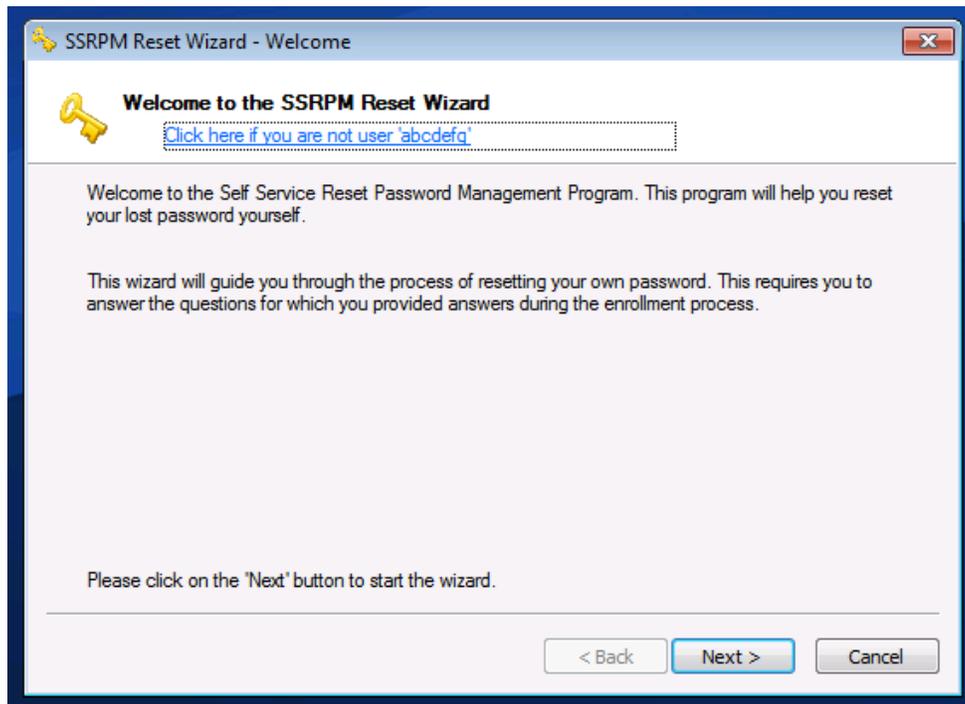
Click the "next" button to answer the security questions that were set up earlier when you first enrolled. The program will randomly select two of the security questions from the six previously answered questions. **Answer the questions with the same answers that were given during the enrollment wizard.**
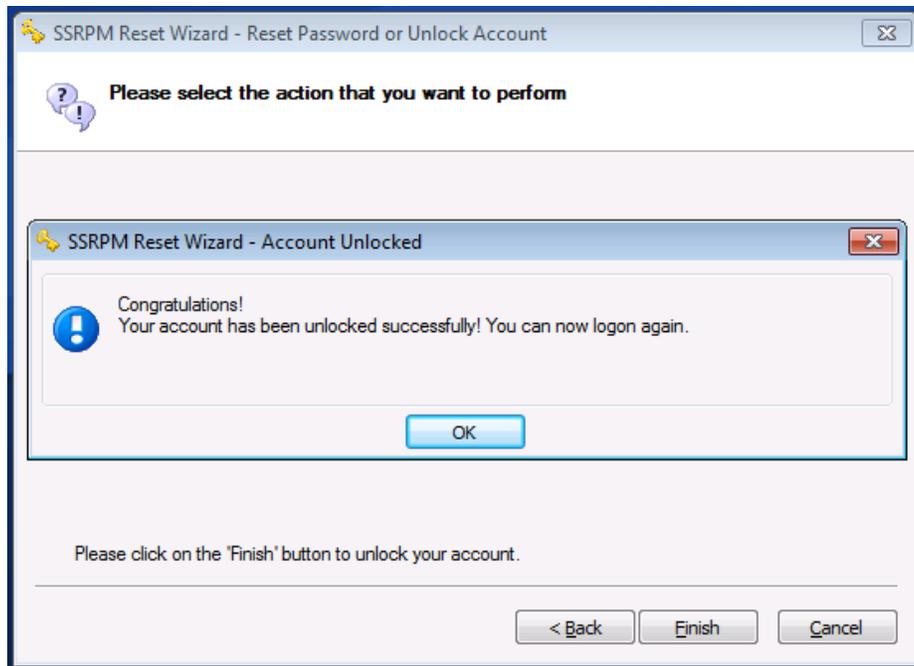
After answering the two security questions, you will be asked to select which action you want to perform: reset password, or to unlock the account.

If you remember your password, and only need to unlock your account, select the second option, "I want to unlock my account" and click "Finish".
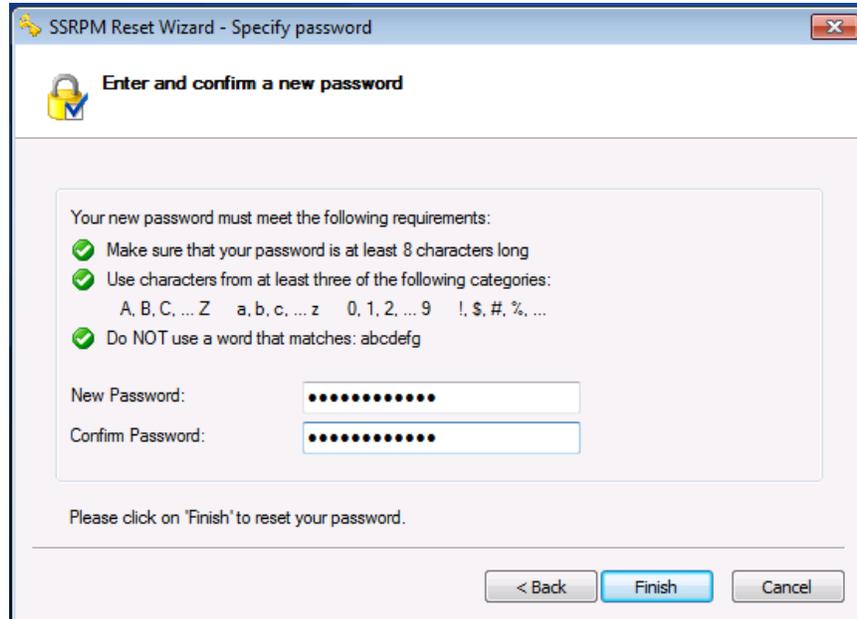
RESETTING YOUR PASSWORD WITH SSRPM

The process to resetting your password is very similar to the process of unlocking your account. If you forgot your password and would like to change it again, you can select "Forgot my password" on the logon screen and answer the two security questions.

When given the choice of which action you would like to take, select the first option, "I want to reset my password (and unlock my account)".
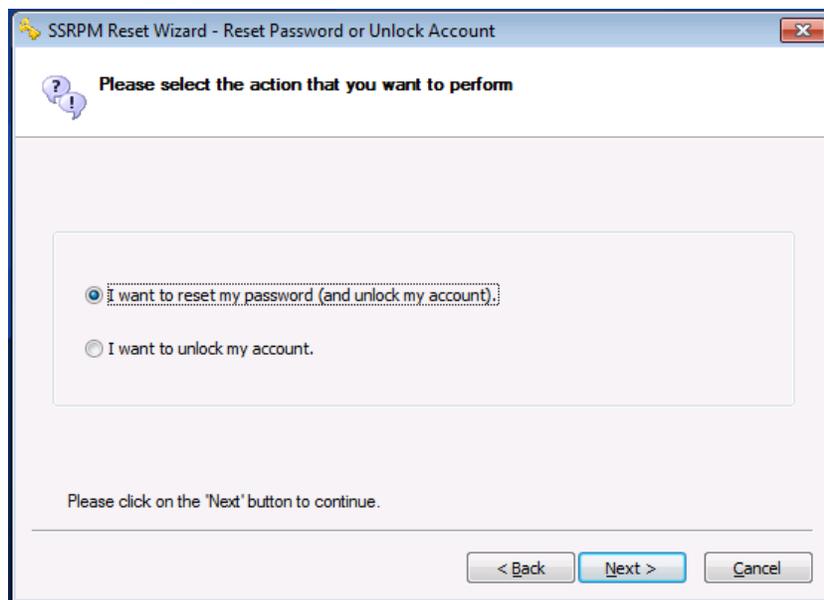
After selecting the reset password action and clicking next, SSRPM will then ask you to create a new password. The criteria for a new password will be listed in the SSRPM reset wizard, and all the warning signs will change to green checkmarks if your new password meets all the criteria.

Click on Finish and you will be able to log in with your new password.

If at any time you experience any issues, or if you simply do not remember the answers you provided for the security questions, you can contact IT Help at 650-550-7934 or helpdesk@juhsd.net, and we will re-enroll you in SSRPM.