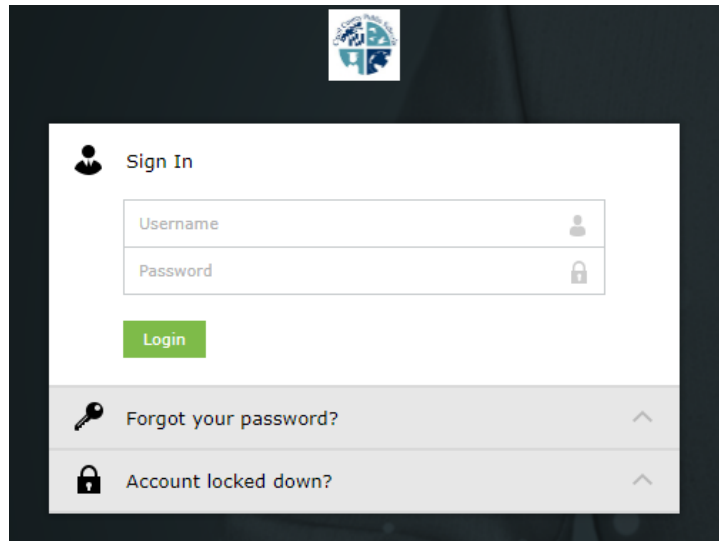


CCPS Self Service Portal

Cecil County Public Schools (CCPS) has deployed a Self Service Portal to assist its users with changing their passwords and restoring forgotten passwords. To access the Self Service Portal, you must use an internet browser. **Note: If you use or have a CCPS laptop. It is HIGHLY recommended to perform these steps while at work. While this *can* be done at home, several steps cannot be completed from home and must be done in a CCPS building.**

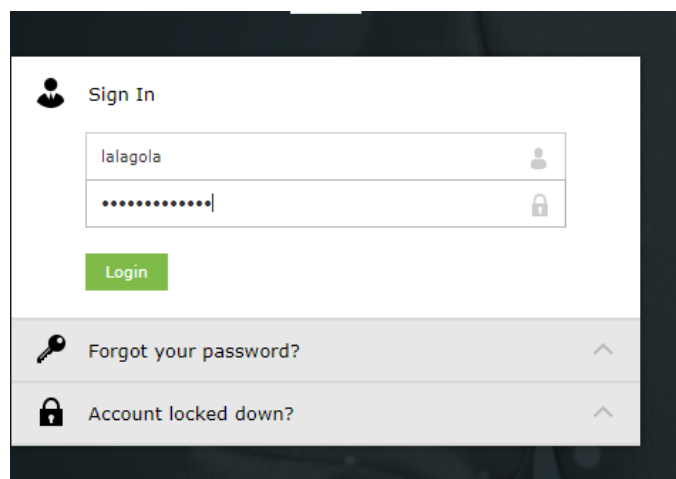
Google Chrome, Internet Explorer, Mozilla Firefox or Safari are recommended, that being said, most browsers should be supported. You can access the Self Service Portal by typing passwordreset.ccps.org into your browser's address bar. A page similar to the one below should be displayed.



To login to the Self Service Portal type your CCPS username and password into the respective fields, then click on the **Login** button. Below is an example of the login credentials that should be used when accessing webmail:

Username: Your CCPS username (i.e., bsmith)

Password: Your current eight (8) character alphanumeric password



Scenarios:

CCPS Self Service Portal

1. Enrolling & Changing your password for new Employees
2. Changing A Password
3. Recover A Forgotten Password
4. Having Difficulty?

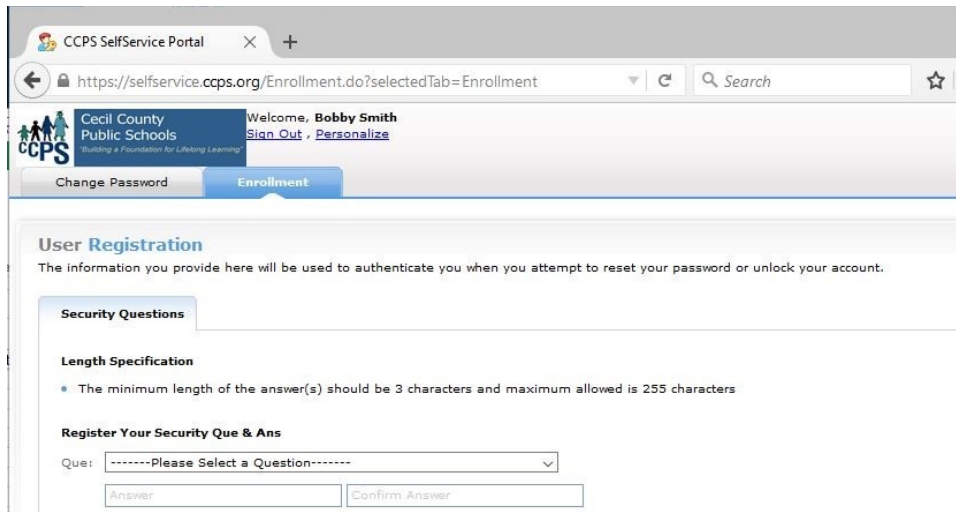
The first scenario covers changing your password and enrolling into the Self Service portal. Keep in mind you will only be required to enroll the first time. The second scenario covers changing your password and the third scenario recovering a forgotten password.

Scenario 1 – Enrolling & Changing password for New employee

1. After entering your temporary password. The following will be displayed, click on the "Click Here" link to proceed with the enrollment process.



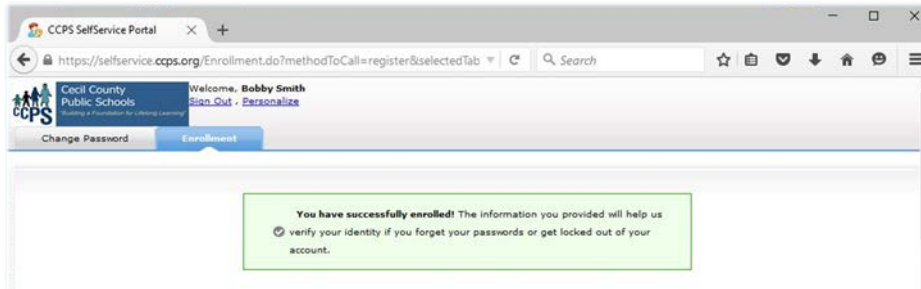
2. You will then be prompted to select answer three security questions. Below is an example of the page that should be displayed. After completing the questionnaire, simply click the "Enroll" button.



The screenshot shows a web browser window with the URL "https://selfservice.ccps.org/Enrollment.do?selectedTab=Enrollment". The page title is "User Registration". Below the title, there is a message: "The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account." The page is divided into sections: "Security Questions", "Length Specification", and "Register Your Security Que & Ans". Under "Length Specification", there is a bullet point: "The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters". Under "Register Your Security Que & Ans", there is a dropdown menu for "Que:" with the text "-----Please Select a Question-----". Below the dropdown menu, there are two input fields: "Answer" and "Confirm Answer".

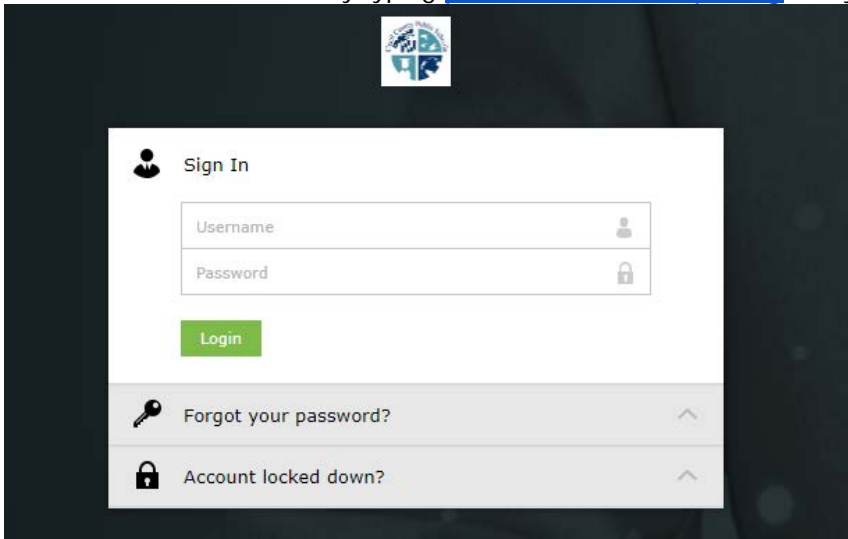
CCPS Self Service Portal

- You have now successfully enrolled into the Self Service Portal. Should you forget your password, this will enable you to reset your password.

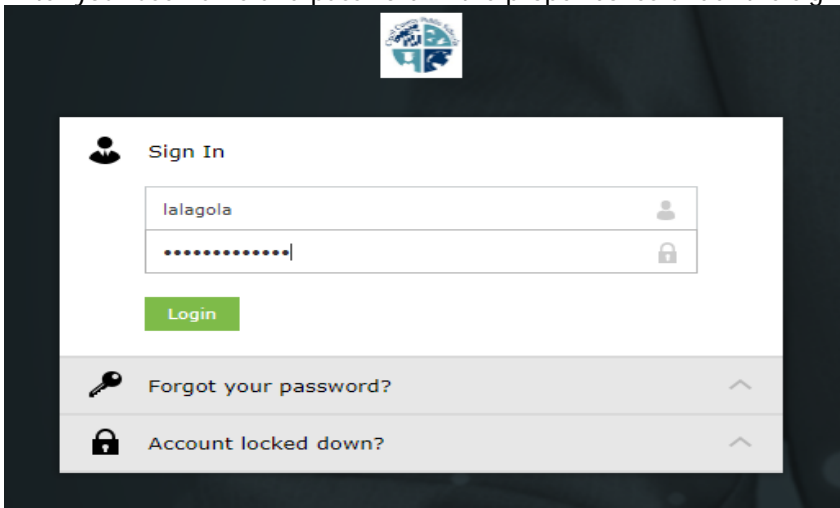


Scenario 2 – Changing a Password

- Visit the Self Service Portal by typing passwordreset.ccps.org into your browser's address bar.



Enter your username and password in the proper boxes under the sign in and hit login





CCPS Self Service Portal

2. Enter your old password and then enter a new alpha numeric password with a minimum of eight (8) characters and then a second time confirming your new password. Be sure to read the rules below before creating a password.

Change Password **Enrollment**

Change Password ?

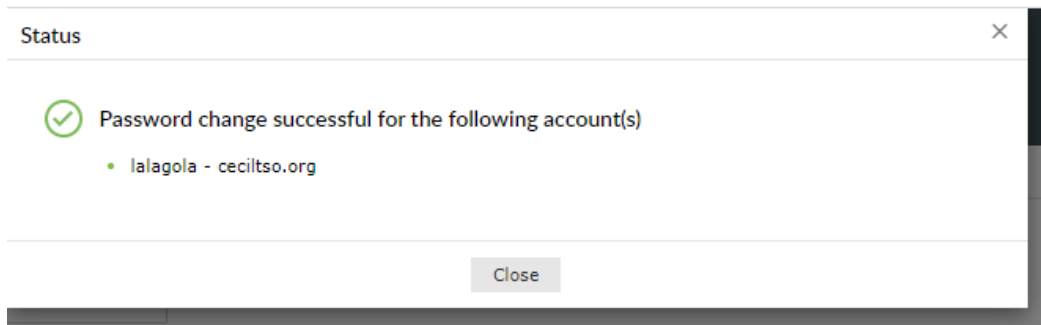
Old Password

New Password

Confirm New Password

- You can't reuse the last 6 passwords.
- The minimum password length is 8 characters.
- You are required to use a mix of uppercase, lowercase and numbers. Special characters are recommended.
- The following patterns are not permitted, " qwerty,; lkj, asdf, 1234, 0987, ccps, CCPS, Cecil, =, <, >, +, .., "
- Your password must not contain your name or login name.
- You will be asked to change your password twice a year.
- If you have difficulty changing your password, please contact your TUST rep first.

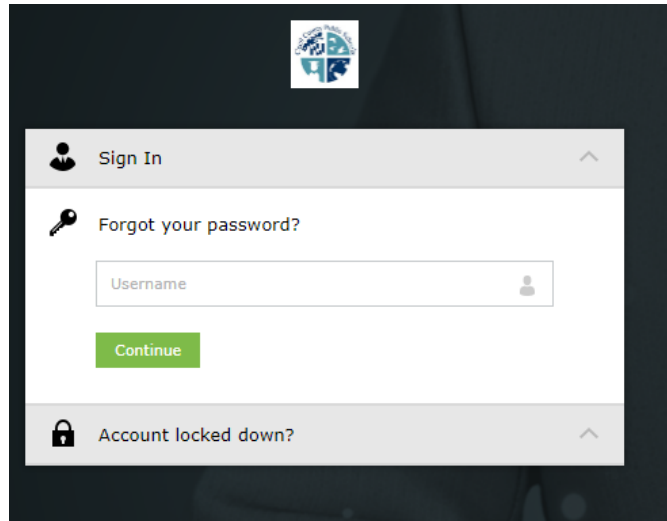
3. After entering the aforementioned information, you should receive a message, similar to the one below stating your password has been changed successfully.



CCPS Self Service Portal

Scenario 3 – Recover a Forgotten Password

1. Visit the Self Service Portal by typing passwordreset.ccps.org into your browser's address bar.
2. Click on the "Reset Password" link and enter your username in the "Domain User Name" field.



3. You'll be prompted to answer the three security questions you answered the first time you enrolled, along with entering the letters displayed in the security image. When finished, click on continue. **Please note these are case sensitive so we suggest perhaps using all lowercase when you put in the answers.**

Please answer the following question(s) to reset your password

Question: What was your favourite cartoon character during your childhood?

Answer

Question: What is the first name of your eldest nephew/ niece?

Answer

Question: What is your mother's maiden name ?

Answer

Type the characters you see in the picture below.

9om83f

Letters are not case-sensitive

Cancel

Continue



CCPS Self Service Portal

- You will now be required to enter a new alpha-numeric password a minimum of eight (8) characters in length, as well as entering the text in the security image. When finished click the "Reset Password" button.

Reset Password

* New Password

* Confirm New Password

- You can't reuse the last 6 passwords.
- The minimum password length is 8 characters.
- You are required to use a mix of uppercase, lowercase and numbers. Special characters are recommended.
- The following patterns are not permitted, " qwerty,; lkj, asdf, 1234, 0987, ccps, CCPS, Cecil, =, <, >, +, .., "
- Your password must not contain your name or login name.
- You will be asked to change your password twice a year.
- If you have difficulty changing your password, please contact your TUST rep first.

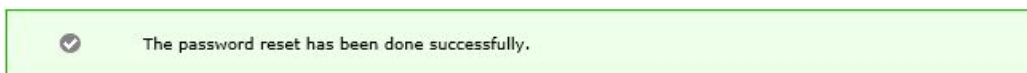
Type the characters you see in the picture below.

Letters are not case-sensitive

Cancel

Reset Password

- Upon successfully resetting your password the following message will be displayed.



[Back to home](#)

Scenario 4 – Having Difficulty?

If you're still having difficulty changing your password, try these first:

- Talk with your building TUST representative or department supervisor, first. Chances are they've had to do this too.