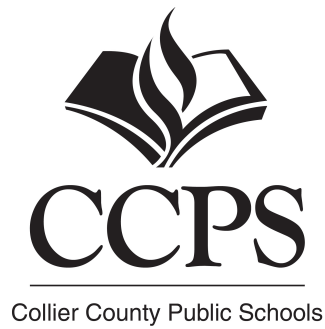




SYSTEM SUPPORT TECHNICIAN PASSWORD RESET UTILITY

USER GUIDE

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1 Accessing the System

The CCPS Portal is accessible either by the icon on the desktop of a device running the district image, or by hyperlink at <https://origin.collierschools.com>. It is recommended that you access the CCPS Portal using either Google Chrome or Mozilla Firefox.



Figure 1: CCPS Portal icon located on the Desktop

1.1 Logging in to the CCPS Portal

To log in to the CCPS Portal, locate the login field pictured in *Figure 2*. In this field, enter your network username or your employee email address.

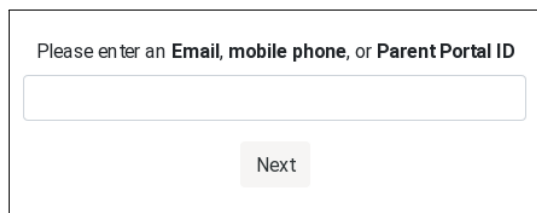
A rectangular form with a thin black border. At the top, it says "Please enter an **Email, mobile phone, or Parent Portal ID**". Below this is a large, empty white rectangular input field. At the bottom center of the form is a grey button with the word "Next" in white text.

Figure 2: The initial login prompt

Once you enter your network username or employee email address, click the *Next* button to continue logging in. If you are associated with multiple roles (*i.e.* Employee and Student), then you will need to select which role you will use to sign in. A prompt will appear as pictured in *Figure 3*. Select the *Employee* role to sign in.

Figure 3: Role selection prompt

After choosing to sign in using the *Employee* role, you will be redirected to Active Directory Federated Services to authenticate. If you are using Google Chrome on a device running the district image, you will automatically be signed in and sent back to the CCPS Portal. If you are using another browser, or are on a non-district image, you will be redirected to an Active Directory Federated Services login form pictured in *Figure 4*. The required username will already be prefilled with the correct account. Enter your password and click the *Sign in* button to continue.

Figure 4: Active Directory Federated Services login prompt

1.2 Accessing the Password Reset Utility

To access the password reset utility, use the navigation located on the left-hand side of the screen. To open the navigation bar, click on the green arrow. The password reset utility can be found in the navigation tree as follows: Employee → Admin → SST Password Reset

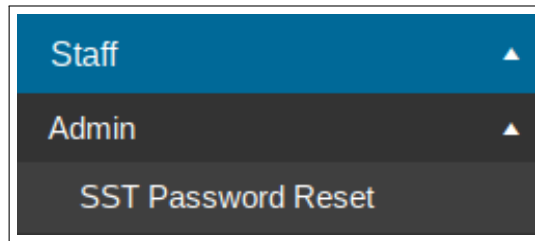


Figure 5: Use the navigation to locate the Password Reset Utility

2 Using the System

Before you begin, remember that this system is intended for authorized use only. We trust you have received the usual lecture from the local System Administrator. It usually boils down to these three things:

1. Respect the privacy of others.
2. Think before you type.
3. With great power comes great responsibility.

2.1 Finding a User

To locate a user, utilize the search box shown in *Figure 6*. The search functionality accepts the following search criteria: student ID number, employee ID number, network username, or employee email.

A form titled 'Password Reset' in a grey header. Below the header is a search input field with the placeholder text 'Network Username, Employee ID, or Student ID...'. Below the input field is a 'Search' button.

Figure 6: User search field

2.2 Verifying the User's Identity

Arguably the most important step in the password reset process, you must verify the identity of the user requesting a password reset. If have received an interal request such as: a CCPS workorder, an internal email, an internal phone call, or an in-person exchange with the user where you can confirm the user's identity, then continue and ask the user a verification question. Utilize the information provided in *Figure 7* to ask the user a verification question. If the user can successfully answer the question, you may proceed to reset their password. In the case of an employee requesting a reset on behalf of a student, you must still verify the employee's identity and relation to the student.

Name	Mary B Evans
Employee ID	1000123456
Date of Birth	1900-01-01
Role	Employee
Account Status	Exists Active
Location	ADN [9420]

Figure 7: A user's uniquely identifiable information

Do *NOT* proceed to reset a password for any requests that meet the following criteria:

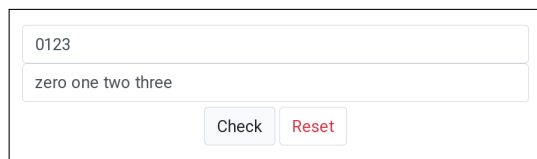
- The request is originating from an external phone number or email
- The request to reset an employee is made on behalf of another employee
- The requestor fails to correctly answer the verification question

Note that security begins with you. Use your best judgement to determine whether or not to perform a password reset.

2.3 Reset Student Passwords

To reset a student's password, you must first determine what their password is. In accordance with the CCPS student password policy, a student's default password is the two digit month followed by the two digit day of their date of birth. For example, if a student was born on January 23rd, then their

password would be 0123. Utilize the date of birth given in *Figure 7* to determine the user's password. To perform the reset, type the password into the password field shown in *Figure 8* and click the reset button. The system should return a message saying that the password reset was successful. If the system encounters an error, refer to the troubleshooting section of this guide. To confirm the user's password has persisted, click on the check button. If the check is successful, the user's password has been reset.



The figure shows a password reset form with two input fields. The first field contains the text '0123'. The second field contains the text 'zero one two three'. Below the input fields are two buttons: 'Check' and 'Reset'.

Figure 8: Password reset form

2.4 Reset Employee Passwords

To reset an employee's password, you must first determine a suitable temporary password to use since employees do not have a standard default password. Examples of suitable temporary passwords include:

- collier123#
- ccps-2021!
- t3mp0rary*

To perform the reset, type the password into the password field shown in *Figure 8* and click the reset button. The system should return a message saying that the password reset was successful. If the system encounters an error, refer to the troubleshooting section of this guide. To confirm the user's password has persisted, click on the check button. If the check is successful, the user's password has been reset. After you have reset the user's password, inform the user that they will need to change their temporary password using the [self-service password change utility](#).

2.5 Misusing the System

The password reset utility is to be used by authorized users only. Misuse of the system is characterized by the following actions:

- Knowingly allowing a user other than yourself to utilize your session
- Resetting a user's password without express consent from the user
- Resetting a user's password in an attempt to deny network access
- Resetting a user's password in an attempt to gain access to the user's account

All actions are logged. Please use the system responsibly.

3 Troubleshooting

3.1 You do not have permission to perform this action.

The user you are attempting to reset is part of a restricted location and thus cannot have their password modified by the password reset utility.

3.2 This user is not an employee or student

The user you are attempting to locate is not currently an active employee or student. Currently, the password reset utility is restricted to students and employees only. To reset contractor, volunteer, or guardian passwords, please contact the Service Desk at (239)377-0445 or helpdesk@collierschools.com

3.3 Could not contact Active Directory

This issue is caused by the CCPS Portal being unable to make a connection to Active Directory. If you are encountering this issue, please contact the Service Desk at (239)377-0445 or helpdesk@collierschools.com

3.4 Unable to reset user account

Behind the scenes, the password reset utility utilizes numerous sources of data to determine who a given user is and what their associated network account is. In order for the system to function correctly, all of these data sources must have a shared understanding of this data. There are situations which may cause this data to become disjointed across systems, causing assertions which would otherwise be correct to fail. Due to the multiple possible origins of this error, the message is intentionally vague. If you encounter this error please report it to the Service Desk at (239)377-0445 or helpdesk@collierschools.com

3.5 Out of Network: Access Denied

For security purposes, the password reset utility cannot be accessed from devices external to the network. This includes network access via Remote and GlobalProtect. To resolve this issue, access the password reset utility using a device that is connected to the CCPS internal network.

3.6 403 Access Denied

When accessing the password reset utility, if you receive a *403 Access Denied* error, this is an indicator that the user account you are using to access the page does not have sufficient permissions. The first step to troubleshoot this issue is to verify the user for the current session. Due to single sign on, if you are logged into a device on the domain you may have been authenticated as the current Windows user. If you are logged in using the correct account, check with your Field Manager or Supervisor to determine if you are in one of the two System Support Technician groups in Active Directory.

4 Quick Reference

1. Login to the [CCPS Portal](#)
2. Access the [Password Reset Utility](#)
3. Search for a user
4. Verify the user's identity
5. Enter the user's new password
6. Click the reset button to confirm
7. Follow up with the user
8. If the user is an employee, inform them that they will need to change their password using the [self-service password change utility](#)