

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**)



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):

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.

My profile

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**.

Unlock accounts

1. From the **My profile** window, click on **Unlock accounts**.
2. Click the **Account** check box.
3. Click on the **Unlock** button.



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

2. 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.
3. Confirm your new password by entering the password again in the **Confirm** field.
4. Click on the **Change passwords** button to confirm your password change.

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View and update profile

- From the **My profile** window, click on **View and update profile**.
- 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)

- 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.



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

- From the **My profile** window, click on **Update security questions**.
- To delete a question you no longer want to use, click on the check box and then click on the **Update** button.

- 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.
- To change an answer, simply replace the answer in the **Answer** column and then click on the **Update** button.
- 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.