

Resetting Your Password

Getting Started

IMPORTANT: If you forgot your username or password (or you are unable to login) and you have not created a Security Profile, then ***you must ask your teacher to reset your password.***

Follow these instructions only if:

- your teacher gives you a Temporary Password and asks you to choose a new password, or
- you already know your password and want to change it, or
- you forgot your password and already have a Security Profile.

Step 1 – Student Password Hub

First, go to the [Student Password Hub](#). and click on 'Change My Password'.

The screenshot shows the 'Student Password Hub' interface for the Calgary Board of Education. It features three main columns: 'Change My Password' (purple header), 'Forgot My Password' (blue header), and 'Set Up My Security Info' (green header). A red callout box with the text 'Click on 'Change My Password'.' has an arrow pointing to the 'Change My Password' button in the first column. The 'Change My Password' column includes an icon of a padlock with a circular arrow and text explaining when to use this option: 'Use this option when you know your current password and;'. The 'Forgot My Password' column includes an icon of a person with a speech bubble and text explaining when to use this option: 'Use this option when your security information is already set up and;'. The 'Set Up My Security Info' column includes an icon of a person with a pencil and text explaining when to use this option: 'Set up the ability to change your own password in case you forget it or it stops working.'.

Calgary Board of Education | Student Password Hub

Change My Password

Use this option when you know your current password and;

- you want to keep it secure, or
- your school assigned a temporary password, or
- it's not working with some CBE applications

Change My Password

Forgot My Password

Use this option when your security information is already set up and;

- you forgot your password, or
- you can't use the Change My Password option

See your teacher or school office if you still need more help.

Forgot My Password

Set Up My Security Info

Set up the ability to change your own password in case you forget it or it stops working.

Set Up My Security Information

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Step 2 – Changing Your Password

Next, follow the steps below.

- (1) Check the box in the top left so that you can use Google Apps.
- (2) In the box labeled '**CBE Username**', type in your **Student Number**. (If you forgot your student number, you can find it on the first page of your report card.)
- (3) Enter the Temporary Password your teacher gave you in the box labeled '**Old Password**'.
- (4) Create a '**New Password**' and enter it again in '**Confirm New Password**'. *Please note the password requirements!*
- (5) Click on '**Change My Password**'.

Change My Password

1 ☐ Select this checkbox if you will be using CBE's G Suite Google Apps. This check box will make sure your password is at least 8 characters, which is required by Google.

CBE Username:

2

Old Password:

3

New Password:

4

Confirm New Password:

5 [Change My Password](#)

Protecting your CBE account and password is very important to protect all CBE information including your own.

Be a good citizen! Keep your password private and strong.

- Create a strong password that includes uppercase letters, lowercase letters, number and symbols like THE2d@gsBARKED.
- Do not share your password.
- Do not reuse an old password.
- Do not use passwords others can guess, like your student ID, name, or pet's name.
- Do not write your password down.
- Do not let others see your password when you are entering it.
- Do not use your CBE password on other websites.

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Step 3 – Completing Your Password Change

Once you've clicked on '**Change My Password**', you should see a message in a green box telling you that your password is changed.

If you want to create a **Profile** so that you can easily change your password without your teacher's help, click on 'OK'.

If you want to skip this step, click on 'I'll do it later'.

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Step 4 – Setting up a Profile

Only follow these steps if you clicked on 'OK' and want to set up a **Profile**.

When setting up a Profile, you have two options:

Option 1: you can use a personal email address to recover your CBE password. To select this option, check the box and enter a personal email address. Then skip to **Step 6**.

Option 2: see **Step 5** below.

The screenshot shows a web form titled "Set Up My Security Info" with a green header. Below the header, the text "Select one of the following options:" is followed by "You can change or update this information at any time." To the right of this text is a red button that says "Click on this box." Below this, there is a radio button labeled "Option 1" and a green text label "Send a link to a personal email address to change my password." A red arrow points from the "Click on this box." button to the radio button. Below the radio button, the text reads: "Please enter a personal email address that is NOT your CBE Google email address (@educbe.ca), then click Save at the bottom of the page." At the bottom of the form is a text input field. A red arrow points from a red button on the right, which says "Enter a personal email address here.", to the text input field.

Set Up My Security Info

Select one of the following options:

You can change or update this information at any time.

Option 1 ☐ Send a link to a personal email address to change my password.

Please enter a personal email address that is NOT your CBE Google email address (@educbe.ca), then click Save at the bottom of the page.

Click on this box.

Enter a personal email address here.

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Step 5 – Option 2

Option 2 lets you set up security questions that only you will know the answer to. To get started, check the box to select this option. Then choose your security questions and type an answer into each box below. Go to **Step 6** when you're done.

The screenshot shows the 'Option 2' selection screen for setting up security questions. At the top, 'Option 2' is selected with a radio button, and the text 'Prompt me with questions I answer to change my password.' is displayed. Below this, a instruction reads: 'Please set up your questions and answers, then click Save at the bottom of the page.' There are four identical rows for setting up questions. Each row consists of a dropdown menu labeled 'Choose a security question...', an empty text input field for the answer, and a green 'Edit' button. Red callout boxes with arrows provide guidance: one points to the 'Option 2' radio button with the text 'Click on this box.'; another points to the first dropdown menu with 'Choose your security question by clicking here.'; and a third points to the first answer input field with 'Enter the answer to your security question here.'

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Step 6

The final step is to decide if you want to get an additional message sent to a personal email address when you reset your password. Just leave the box empty if you don't.

When you're done, just **click Save** and then **Exit**.

Notifications

When your password is changed, a message will be automatically sent to your CBE Google email address (@educbe.ca). If you would like an additional message to go to an external email address enter it below.

Save

Exit