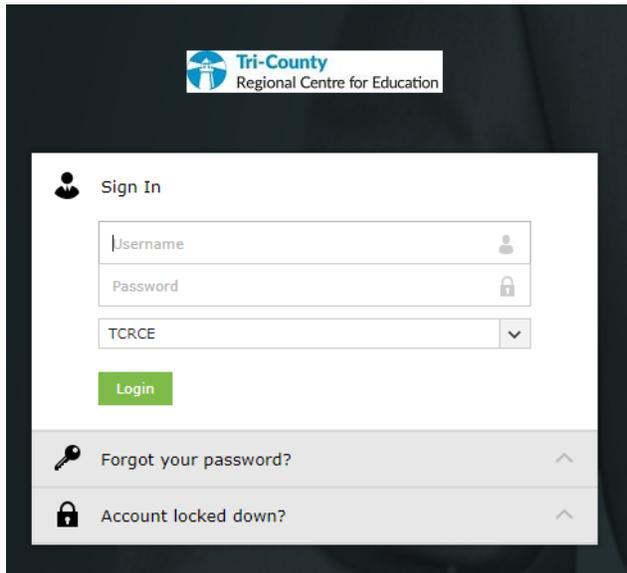


Selfserve Password Reset / Forgotten password

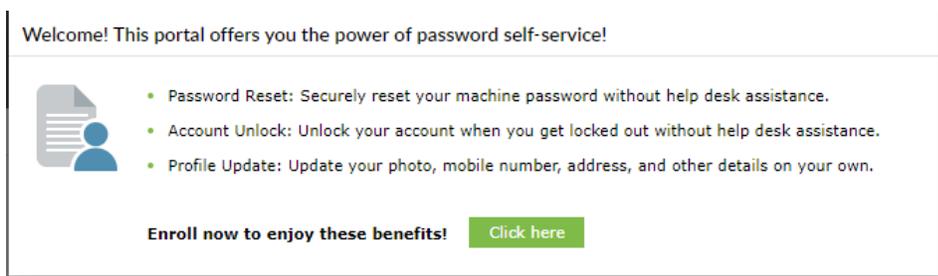
Selfserve Password reset link: <https://selfserve.tcrce.ca:9251/>

1. Enter your username and password, or click on “Forgot Password”



The screenshot shows the 'Sign In' interface for the Tri-County Regional Centre for Education. At the top, the logo for Tri-County Regional Centre for Education is displayed. Below the logo, the 'Sign In' section includes a user icon, a 'Username' input field with a user icon, a 'Password' input field with a lock icon, and a 'TCRCE' dropdown menu. A green 'Login' button is positioned below the input fields. At the bottom of the sign-in area, there are two links: 'Forgot your password?' with a key icon and an upward arrow, and 'Account locked down?' with a lock icon and an upward arrow.

2. Once logged in, click on “Click Here” to enroll.



Welcome! This portal offers you the power of password self-service!

- Password Reset: Securely reset your machine password without help desk assistance.
- Account Unlock: Unlock your account when you get locked out without help desk assistance.
- Profile Update: Update your photo, mobile number, address, and other details on your own.

Enroll now to enjoy these benefits! [Click here](#)

3. Select a question and provide an answer you will remember (you will need to do this for the four questions). This will help you later if you lost or forgot your password.

Please enroll for the forced verification methods enabled for your account.

 Security Questions

Question : 

Question : 

Question : 

Question : 

Hide Answer(s)

- The minimum length of the answer(s) should be 4 characters and maximum allowed is 255 characters

Step 1 of 1

[Next](#)

4. If successful, you should see the following...

The screenshot shows a green notification box at the top with a checkmark icon and the text: "You have successfully enrolled! The information you provided will help us verify your identity when you login or during the password reset/account unlock process." Below this is a section titled "Enrolled Verification Methods" with a sub-header "You'll be asked to verify your identity using any of the methods listed below. [Learn more](#)". Underneath, there is a card for "Security Questions & Answer" with a question mark icon, a link "View my security questions" with a pencil icon, and a timestamp "Today 09:20 AM".

5. On the top tabs, you can select the "Change Password" tab, and do exactly that.

The screenshot displays the "Change Password" form. At the top left is the logo for "Tri-County Regional Centre for Education". Below the logo are three tabs: "Profile", "Change Password" (which is selected), and "Enrollment". The main heading is "Change Password" with a help icon. The form contains three input fields: "Old Password", "New Password", and "Confirm New Password". Below the fields is a list of password requirements:

- The minimum password age is 0
- The maximum password age is 0
- The minimum password length is 12
- No. of Passwords Remembered is 0
- The password complexity property is Enabled

At the bottom of the form are two buttons: "Change Password" (highlighted in green) and "Cancel".

Password complexity is at least 3 of the following 4:

- One Capital Letter, One small letter, One number, One symbol

Password must be at least 12 characters long.