NETWORK PASSWORD
RESET
(NOT for Elementary Students)

STEP ONE
ACCESS LINK FROM HOME PAGE

🔒 sd72.bc.ca/

SD72 Home page –> I'd like to:

I'D LIKE TO...

Select a quick link ▾

STEP TWO
CLICK ON LINK

Click on 'Change or Recover Password' link

I'D LIKE TO...

Select a quick link ▾

Perform a Daily Health Check
Register my child
Apply for a bus pass
Resolve a concern/report bullying
See Learning Resources (72 Learning Hub)
See available jobs/careers
Make an online payment
Change or recover my password

STEP THREE
CLICK ON "FORGOT MY PASSWORD"

Password Portal

Register for Password Reset

Forgot My Password

Change My Password

STEP FOUR
ENTER EMAIL ADDRESS
Use your SD72 Email Address

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio.

Next Cancel

STEP FIVE
ENTER VERIFICATION INFO
Enter Verification Method & Code Received.

Please choose the contact method we should use for verificatio

◉ Email my alternate email   You will receive an en
                                  address (19********
○ Text my mobile phone

○ Call my mobile phone   **Email**

○ Answer my security questions

○ Enter a code from my
authenticator app

○ Email my alternate email   We've sent you a text message containing a verification code to your phone.
◉ Text my mobile phone
                               Enter your verification code
○ Call my mobile phone
                               Next
○ Answer my security questions

STEP SIX
ENTER NEW PASSWORD

Remember District Password Protocol

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

- 8 Characters in length
- One not previously used
- 1 upper case
- 1 special character or number

> **If you cannot reset your own password you can:**
> 1. **Phone/email helpdesk**
> 2. **Contact TIST at site**
> 3. **Contact TL at site**
>
> **DO NOT contact the IT Technician at your site**