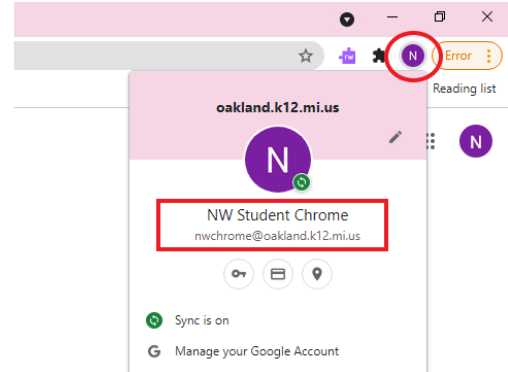


How to Enroll in Self-Service & Change Password: On Campus

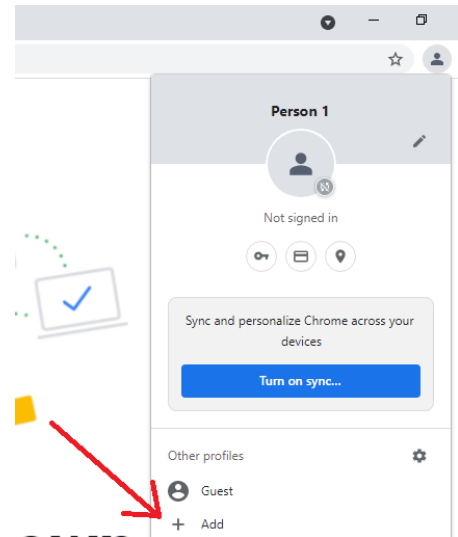
Step 1.)

Login on a school device: (Chromebook, Laptop, Desktop, Mac) and open Google Chrome. Verify you are logged into Chrome with your OSTC email account. You can verify you're logged in by clicking on the profile icon in the top right corner of Chrome. You should see your email on the small window that opens.

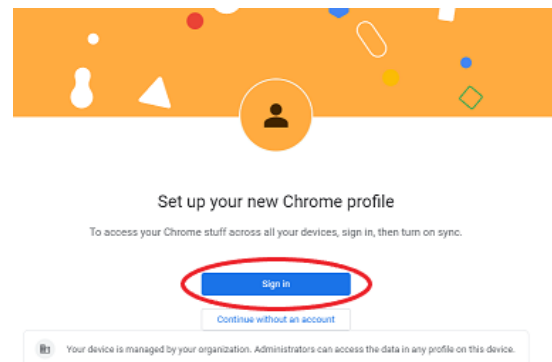


Step 2.)

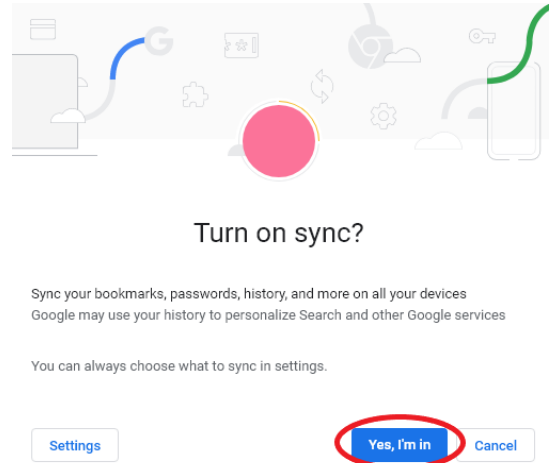
If you are logged into Chrome, move to **Step 3.** If you are not logged into Chrome, please login by clicking on the profile icon in the top right corner, and click on "Add."



Click "Sign in" and enter your full OSTC email address, then click "Next." Enter your OSTC password, then click "Next" again.



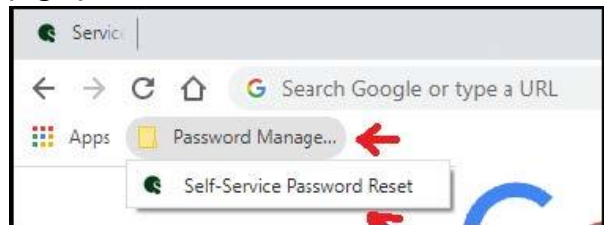
It will ask you to turn on sync, click “Yes, I’m in.”



Step 3.)

Click on the “Password Management” bookmark folder in the top left corner, and click on “Self-Service Password Reset” **(Fig.1)**. This will take you to the Self-Service Password Reset website.

(Fig.1)



If you do not see the “Password Management” folder in the top left corner, do the following:

1. Click on the double arrow pointing to the right in the top right corner **(Fig.2)**.
2. On the menu that appears, find and select the “Password Management” folder **(Fig.2)**.
3. Click on “Self-Service Password Reset.” This will take you to the Self-Service Password Reset page.

(Fig.2)

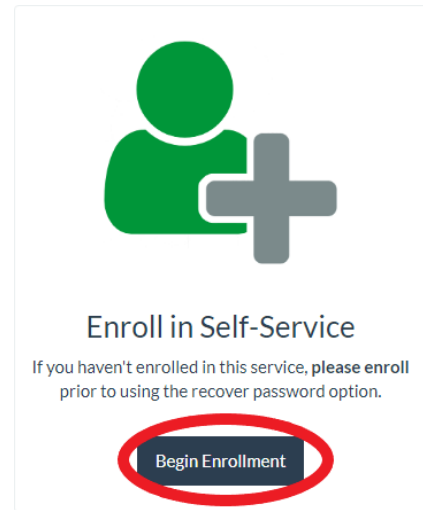


*If the bookmark is not in either place, you can go to the following website:

<https://password.oakland.k12.mi.us/>

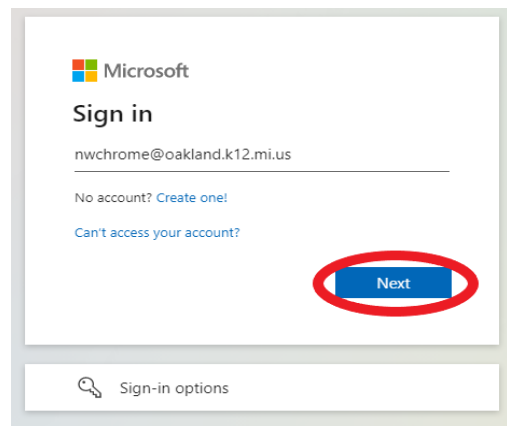
Step 4.)

Once you are on the Self-Service Password Reset page, click on “Begin Enrollment.”

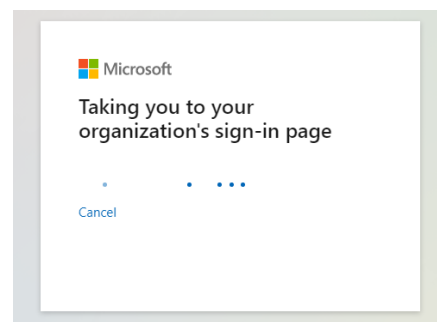


Step 5.)

Sign in using your full OSTC email address, then click “Next.”



***Please note: You will be redirected to a different sign in page, do not click Cancel.



Step 4.)

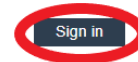
After you've been redirected, you will need to enter your OSTC email password then click "Sign in."



Sign in with your school district email account.

nwchrome@oakland.k12.mi.us

.....|



For further troubleshooting assistance please select the links located at the bottom of the page.

Step 5.)

After signing in, you will get the following message: "You must update your password because your password has expired."

Email: Should populate with your OSTC email

Old Password: Current password

New Password: Passwords must contain a minimum of 9 characters.

- New passphrase or password must contain at least three of the following complexity categories:
 - One uppercase letter
 - One lowercase letter
 - One special character
 - One number 0-9

*The passphrase/password cannot contain your name and cannot be one that has been used within the past 5 password changes. Passwords cannot be changed more than once in a 24 hour time period.

Confirm Password: Enter the new password or passphrase you created
Select "Submit" when complete.



Update Password

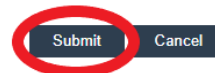
You must update your password because your password has expired.

nwchrome@oakland.k12.mi.us

.....

.....

.....|



Common errors and what they mean:

“The user ID or password is incorrect”
The email address or current password you entered is not correct.



Update Password

You must update your password because your password has expired.

The user ID or password is incorrect.

<input type="text" value="nwchrome@oakland.k12.mi.us"/>
<input type="password" value="Old password"/>
<input type="password" value="New password"/>
<input type="password" value="Confirm new password"/>

Submit

Cancel

“Unable to update the password. The value provided for the new password does not meet the length, complexity, or history requirements of the domain”

1. Your password has been changed within the last 24 hours and cannot be changed again.
2. The password does not meet the 9 character length, complexity, or history requirements.



Update Password

You must update your password because your password has expired.

Unable to update the password. The value provided for the new password does not meet the length, complexity, or history requirements of the domain.

<input type="text" value="nwchrome@oakland.k12.mi.us"/>
<input type="password" value="Old password"/>
<input type="password" value="New password"/>
<input type="password" value="Confirm new password"/>

Submit

Cancel

“The passwords you entered do not match”
The new password and confirm password do not match.



Update Password

You must update your password because your password has expired.

The passwords you entered do not match.

Step 6.)

You will be given four options to authenticate your account.

Technology Services recommends the last option, setting up security questions. To set those up, click “Set them up now” next to where it says “Security Questions are not configured.”

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

- 1 Office phone is not configured. Set it up now
- 1 Authentication Phone is not configured. Set it up now
- 1 Authentication Email is not configured. Set it up now
- 1 Security Questions are not configured. **Set them up now**

Step 7.)

Fill out the answers to all 5 questions. The answers you put will be case-sensitive, so please keep that in mind when setting them up. After you're done filling out the answers, click "save answers."

don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

Security question 1
What is your favorite color?
Teal ✓

Security question 2
What is your favorite sport?
Soccer ✓

Security question 3
What is your favorite food?
Pizza ✓

Security question 4
What was the name of your first pet?
Cooper ✓

Security question 5
What was the name of your childhood hero?
Batman ✓

save answers
back

Step 8.)

After saving your answers, it will bring you back to the first page. There should be a green check mark next to Security Questions, and you can now click "finish."

don't lose access to your account!

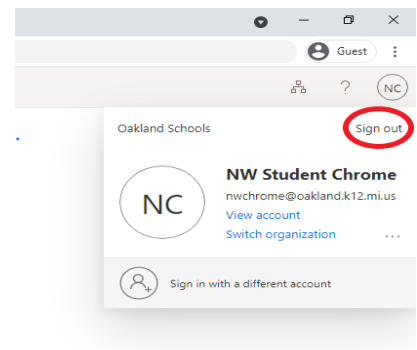
Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- Office phone is not configured. Set it up now
- Authentication Phone is not configured. Set it up now
- Authentication Email is not configured. Set it up now
- 5 Security Questions are configured. Change

finish cancel

Step 9.)

You will then be logged in to Microsoft, at which point you can click on your user profile in the top right corner and select "sign out." After clicking sign out, you have completed enrolling in self-service.



Important: After changing your password, update the password on mobile devices. Forgetting to update your password on mobile devices may result in a mobile device attempting to authenticate with the old password; this will cause your account to become locked.

These instructions, along with other student password documentation, can be found here: [Confluence Link](#)