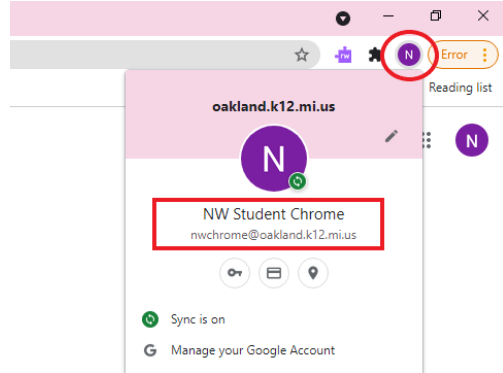


# OSTC Password Change Process Using Chrome

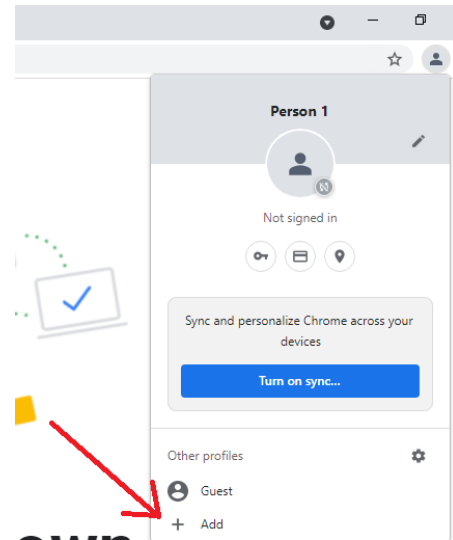
## Step 1.)

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.

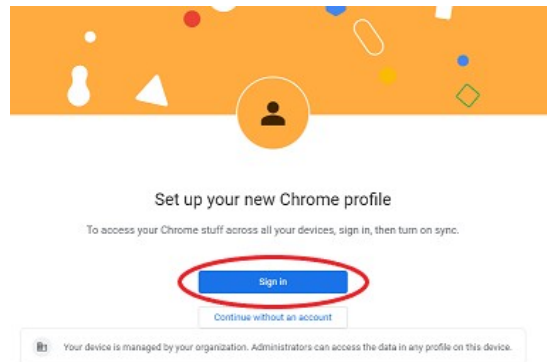


## Step 2.)

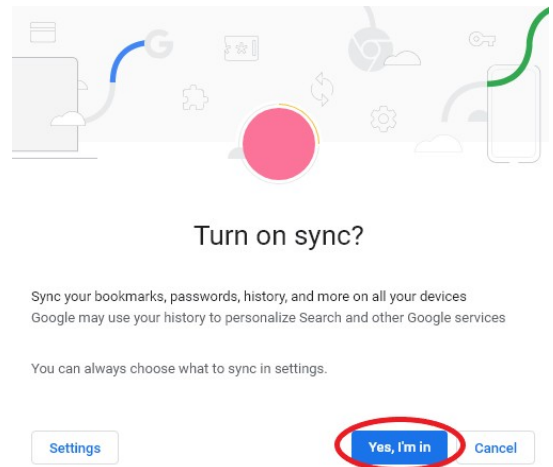
If you are logged into Chrome, move to **Step 3**. If you are not logged into Chrome, please login by clicking on the profile icon in the top right corner, and click on "Add."



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



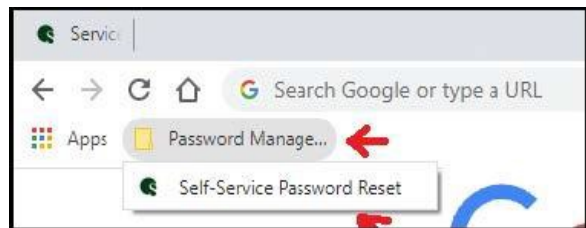
It will ask you to turn on sync, click “Yes, I’m in.”



### 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)

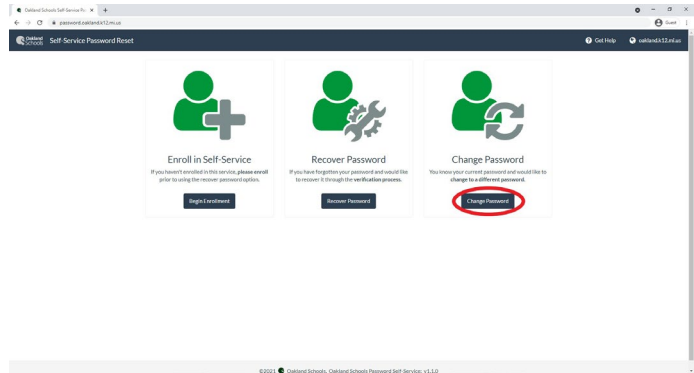


\*If the bookmark is not in either place, you can go to the following website:

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

## Step 4.)

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



## Step 5.)

Once you get to the Update Password page, enter the following information:

**Email:** Enter your full OSTC email address

**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.

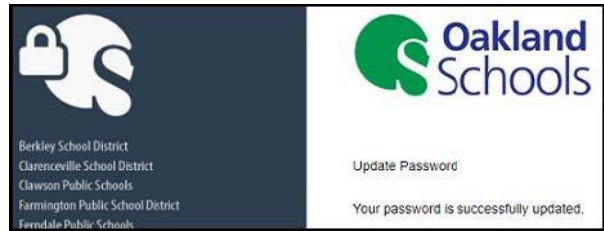
**Confirm Password:** Enter the new passphrase or password you created.

Select “Submit” when complete.

A screenshot of the 'Update Password' page for Oakland Schools. On the left, there is a list of school districts including Berkeley School District, Clarenceville School District, Clawson Public Schools, Farmington Public School District, Farmington Public Schools, Holly Area School District, Lake Orion Community Schools, Lapeer Community Schools, Madison District Public Schools, Novi Community School District, Oak Park Schools, Oakland Schools, Royal Oak Schools, and School District of the City of Pontiac. On the right, there is a form with the title 'Update Password'. The form contains an email address field with 'CteRichA54@student.oakland.k12.mi.us', three password fields (the first is filled with asterisks), and a 'Submit' button circled in red, along with a 'Cancel' button.

## Step 6.)

You will see the following message once your password has been changed: “Your password is successfully updated.”



## 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.

“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.

“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.

**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: [Oakland Schools Technical Support](#)