

SCCOE Password Station

How to Reset Your Password

Go to SCCOE Password Station

1. Go to <https://password.sccoe.org>
2. Enter your SCCOE username. This is the same username to log into your computer or email account. It is typically the first letter of your first name and your last name. E.g. Jane Smith would be "jsmith". Then **click** the "I'm not a robot" checkbox and **click** "I Agree".

Welcome to Password Station
SELF-SERVICE CROSS-PLATFORM PASSWORD RESET AND SYNCHRONIZATION

Primary Account

User ID:

I'm not a robot

reCAPTCHA
Privacy - Terms

[Privacy Policy & Terms of Use](#)

This system is for use by authorized users only and I represent and warrant that I am an authorized user. Any individual using this system, by such use, acknowledges and consents to the right of the Santa Clara County Office of Education to monitor, access, use, and disclose any information generated. Unauthorized and/or improper use of this system, as delineated by agency policies, is not tolerated and the Santa Clara County Office of Education may take formal action against such individuals.

3. If you have not yet registered in the SCCOE Password Station proceed to Step 4 for registration instructions. Otherwise proceed to step 9 for password change instructions.

Registering in SCCOE Password Station

4. **Click** "Continue"

PASSWORD STATION
Santa Clara County Office of Education

Logged in as: SCCOE...

You must first Enroll to use Password Station

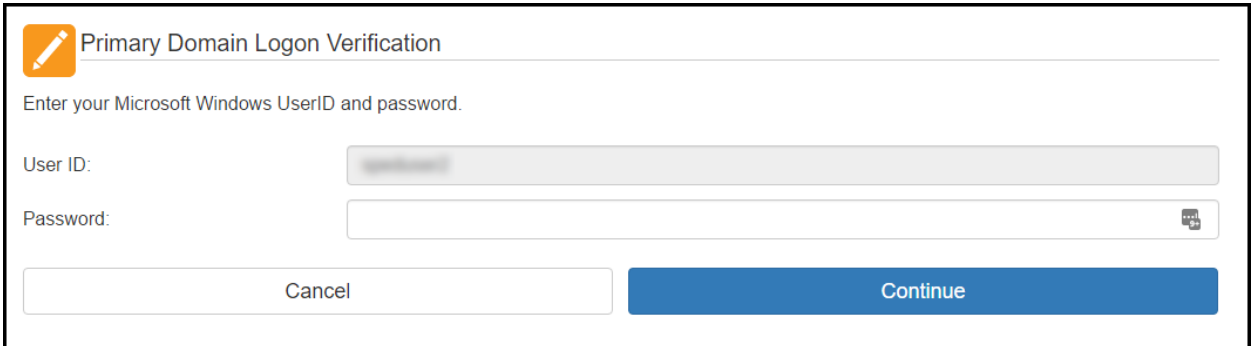
The first step in using Password Station is to enroll. You must provide answers that only you would know to 3 unique identity questions.

You must also confirm your email address, so we can send you a notification anytime your account is accessed via Password Station.

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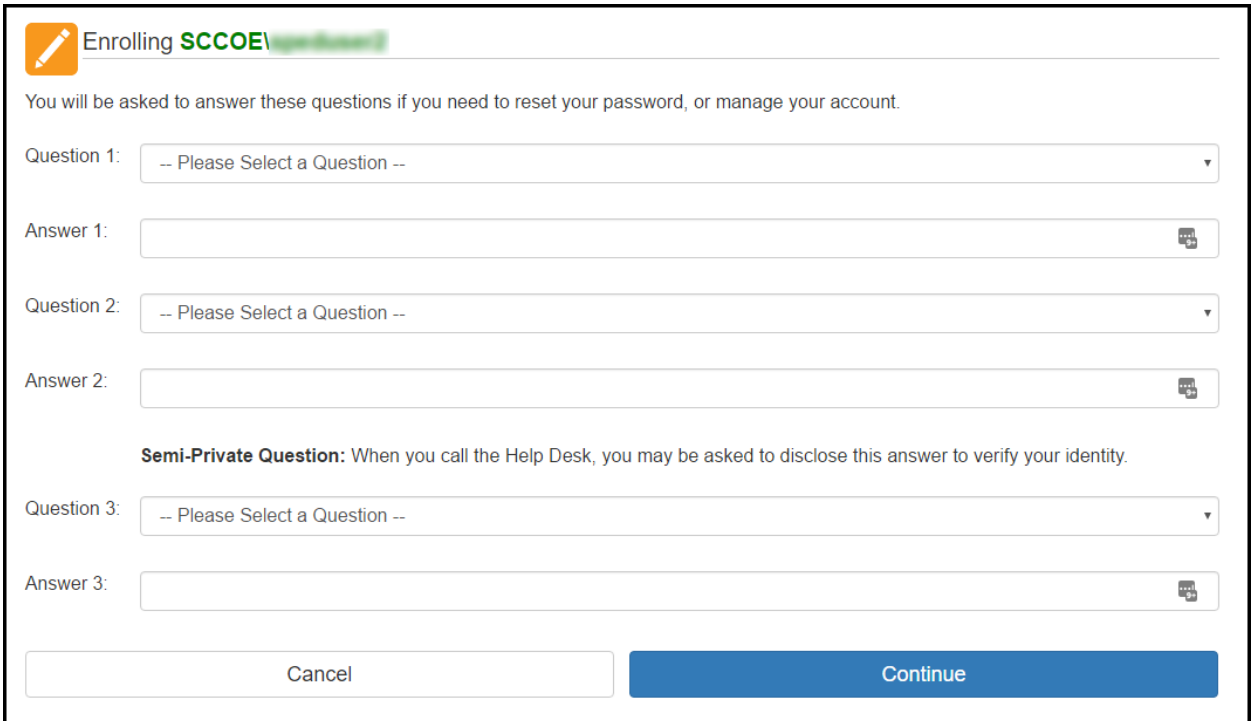
AVATIER

5. **Input** your current password and **click** “Continue”



The screenshot shows a window titled "Primary Domain Logon Verification" with a pencil icon. Below the title bar, it says "Enter your Microsoft Windows UserID and password." There are two input fields: "User ID:" and "Password:". The "User ID" field contains a blurred text. The "Password" field is empty. At the bottom, there are two buttons: "Cancel" and "Continue".

6. **Select** three questions and **input** the answers. The Help Desk may ask you the semi-private question in order to verify your identity in the future.



The screenshot shows a window titled "Enrolling SCCOE\user@domain" with a pencil icon. Below the title bar, it says "You will be asked to answer these questions if you need to reset your password, or manage your account." There are three question-answer pairs. Each pair consists of a dropdown menu for the question and a text input field for the answer. The dropdown menus are currently set to "-- Please Select a Question --". Below the third question, there is a section titled "Semi-Private Question: When you call the Help Desk, you may be asked to disclose this answer to verify your identity." At the bottom, there are two buttons: "Cancel" and "Continue".

7. **OPTIONAL: Input** your mobile number, **click** “Send Authentication Code Now”. You will receive a four-digit code via text message to your mobile phone. **Input** the authentication code and **click**

“Continue”.

Enrolling SCCOE

When using Password Station, an authentication code can be sent to your mobile device to authenticate you.

Mobile:

After clicking "Send Authentication Code Now", enter the code sent to you to validate that you received it. Providing additional ways to verify your identity will strengthen the security of your account. To skip this step click "Continue".

Authentication Code:

8. **OPTIONAL: Input** an alternate non-SCCOE email address, **click** “Send Authentication Code Now”. You will receive a four-digit code via email to the alternate address. **Input** the authentication code and **click** “Continue”.

Change your password

9. If you are not already logged into SCCOE Password Station, go to <https://password.sccoe.org> to log in.
10. **Click** “Change Password”.

PASSWORD STATION
Santa Clara County Office of Education

Logged in as: SCCOE

Sign Out

 Forgot Password	If you have already enrolled, you can securely reset your forgotten password by answering your private questions.	 Unlock Account	If you have "locked" your account by typing incorrect passwords, you can unlock it by answering your private questions.	 Change Password	If you know your current password, but you cannot change it due to dial-up, VPN, or other access restrictions, you can change it here.
 Account Information	Displays information about your Password Station managed accounts (e.g., password age, password expiration date, etc.)	 Test Password	Do you need to select a new password? First, test your desired password against your organization's password policies.	 Enrollment	You can change your security questions, your Phone PIN, or the Email address to which notifications are sent, here.

11. **Input** your old password, then **input** a new password twice. **Click** “Continue”.

12. **Click** “Continue” at the verification screen.

System Description	Target User	Result
✓ SCCOE	username	Password changed

13. **Click** “Sign Out” to exit SCCOE Password Station.

Forgot Password
If you have already enrolled, you can securely reset your forgotten password by answering your private questions.

Account Information
Displays information about your Password Station managed accounts (e.g., password age, password expiration date, etc.)

Unlock Account
If you have "locked" your account by typing incorrect passwords, you can unlock it by answering your private questions.

Test Password
Do you need to select a new password? First, test your desired password against your organization's password policies.

Change Password
If you know your current password, but you cannot change it due to dial-up, VPN, or other access restrictions, you can change it here.

Enrollment
You can change your security questions, your Phone PIN, or the Email address to which notifications are sent, here.