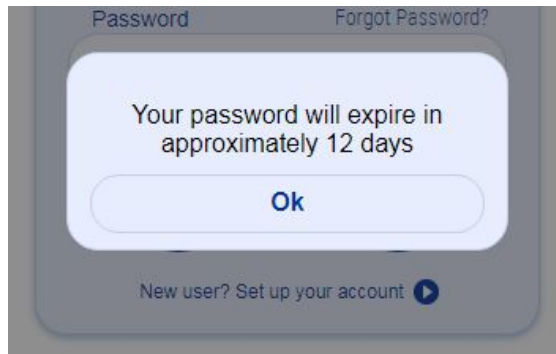


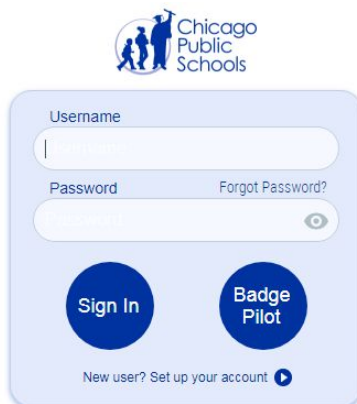
Password Management Self-Service

Two weeks prior to your password expiration date, you will begin to see a notification when logging in at google.cps.edu.

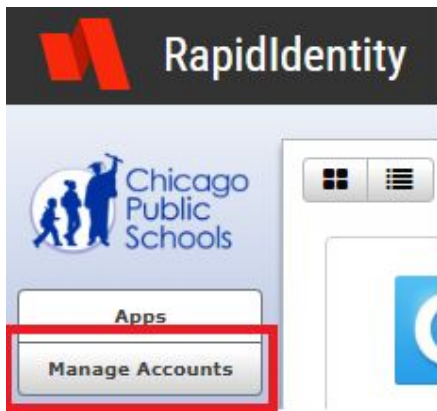


To prevent losing access to your account, you must change your password before it expires. To do so, please follow the instructions below...

1. Navigate to portal.id.cps.edu
2. If you are not already logged in, log in using your current username and password.



3. When RapidIdentity loads, click *Manage Accounts* on the left menu bar.



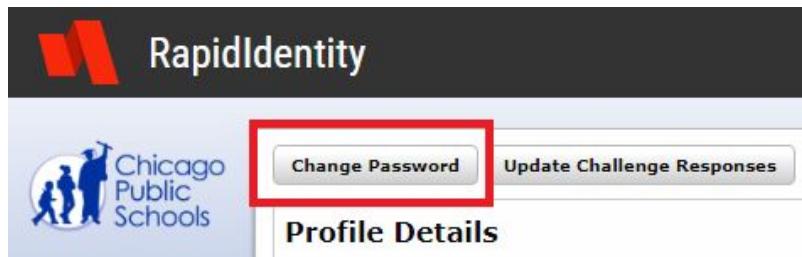
4. While you're here, this is a great time to update your challenge responses. These are needed in order to regain access your account if your password is ever forgotten or fully expires. Click *Update Challenge Responses*.



5. Fill in answers for three of the questions provided and click *Save*.

A screenshot of a dialog box titled 'Create Your Challenge Questions'. The dialog box has a dark background and a white text area. The text inside the dialog box reads: 'Please choose **THREE (3)** of the following questions by entering your answer in the space provided under the question. Answers **must be unique** for each question. **LEAVE ALL REMAINING QUESTIONS BLANK**'. Below the text, there are four questions, each with a corresponding input field: 'What is your favorite subject in school?', 'What is your favorite book?', 'What is your favorite restaurant?', and 'What country would you most like to visit?'. Each input field contains the placeholder text 'Enter your answer' and has a small eye icon to its right. At the bottom of the dialog box, there are three buttons: a question mark icon, a 'Save' button, and a 'Cancel' button.

6. Click *Change Password* on the top menu bar.



7. Enter your current password and confirm a new password for your account. Remember, you cannot reuse the same password again - you'll need to create a new one. Also note that **your new password cannot contain your ID number, your first name, or your last name**. When you're finished, click *Save*.

A screenshot of a 'Change Password' dialog box. The title bar reads 'Change Password' with a close button (X) on the right. The main content area contains the following text: 'Your password must be at least 8 characters in length and contain all 3 of the following criteria:'. Below this is a bulleted list: 'Uppercase letter (ABC)', 'Lowercase letter (abc)', and 'Number (0-9)'. Further down, it says 'For existing users, your new password cannot match any of your previous 5 passwords'. There are three input fields: 'Your Current Password', 'New Password', and 'Confirm New Password', each with a toggle icon on the right. At the bottom left is a help icon (?), and at the bottom right are 'Save' and 'Cancel' buttons.

You're all set! Use your new password the next time you log in to your CPS account. Make sure you update the password on your mobile device to reflect the new password you just created.

Wait! What do I do if my password already expired?!

If you did not change your password using the steps above before the expiration date, [click here](#) to perform a password reset. You'll need to provide the answers to your challenge questions in order to perform a reset. This is why it is so important to keep your challenge responses up to date!