Self Serve Reset Password Management (SSRPM)
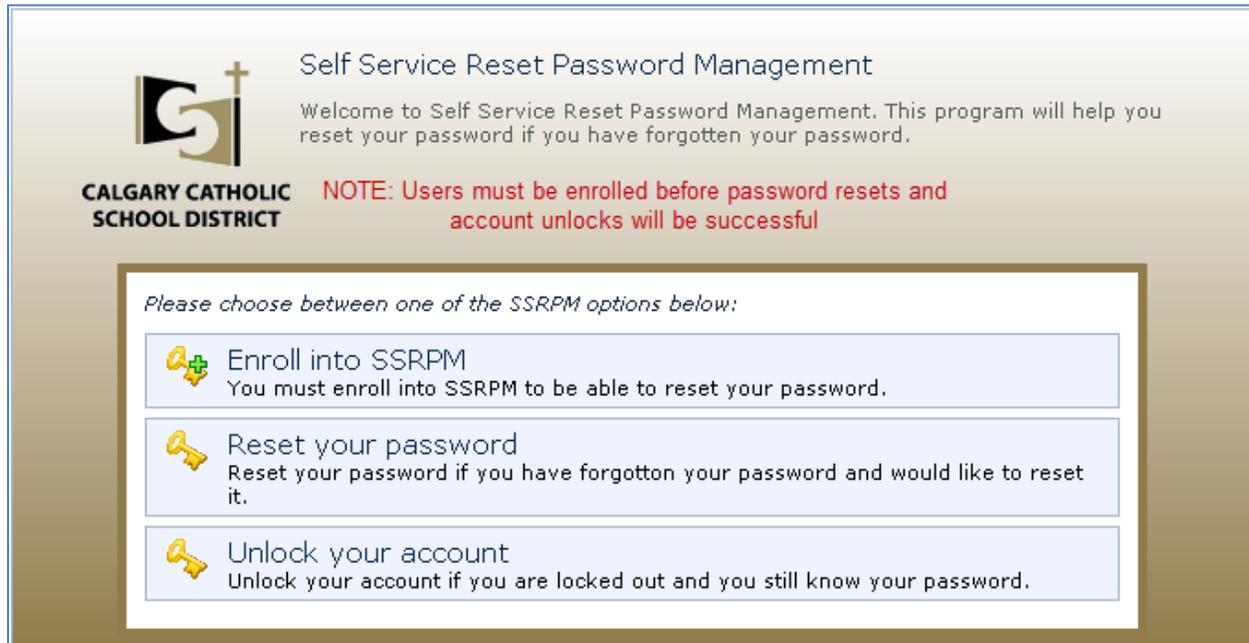
A guide for Users

Section I Introduction:

Welcome to the SSRPM system. This is a new tool intended to provide users with the ability to reset their own passwords.

The tool is currently located here: https://www.cssd.ab.ca/ssrpm/ and can be accessed from home as well as from inside the district.

Clicking on the link above will bring the user to the main page:
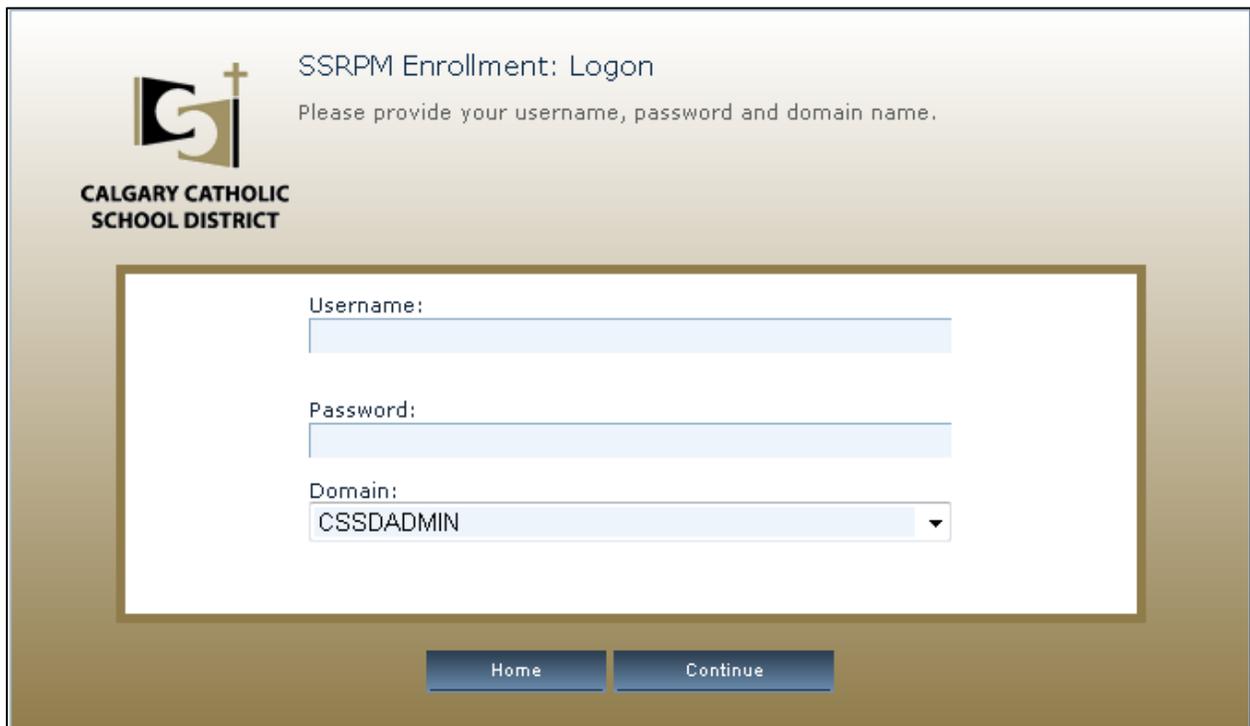

As can be seen in the example above, there are three options immediately available.

1. Enroll into SSRPM: This is mandatory for users to be able to use the Password Reset and Account Unlock functions, and must be completed first. The Enrollment process will be covered in Section II – Page 2
2. Reset your Password: This is the section where users will reset their passwords once the enrollment process has been completed successfully. The password reset process will be covered in Section III – Page 5

3. Unlock your Account: This section is fairly self-explanatory and will be covered in Section IV – Page 7

Section II: SSRPM Enrollment

Enrollment into the SSRPM system is simple and requires only moments for the user to complete. Enrollment into SSRPM is mandatory for use of the Password Reset and Account Unlock functions. Clicking on the **Enroll into SSRPM** link on the main page brings you to the login page:

Once the user enters their credentials as prompted and chooses the correct domain of CSSDADMIN or CSSDSTU and clicks Continue they are brought to

the questions and answers page:

Enrollment into the system requires the selection of three questions and the answers to them. This is for security to ensure that accounts are not being stolen or hijacked.

Users have 14 different questions to choose from which are available in the dropdown menus (please see below)

It is *strongly* suggested that all answers be given in lowercase as the answers are case sensitive.

Once the questions have been chosen, and the answers for them given, the user then clicks the Enroll button and if successful sees this window:

The user then has two options at the bottom of the window: Home and Close Window. Clicking Home takes the user back to the main start page with the three options of Enroll, Reset Password and Unlock account. Clicking Close Window does exactly as advertised and closes the window.

Section III Reset your Password

Resetting a password in SSRPM is quick and easy once enrollment has been completed.
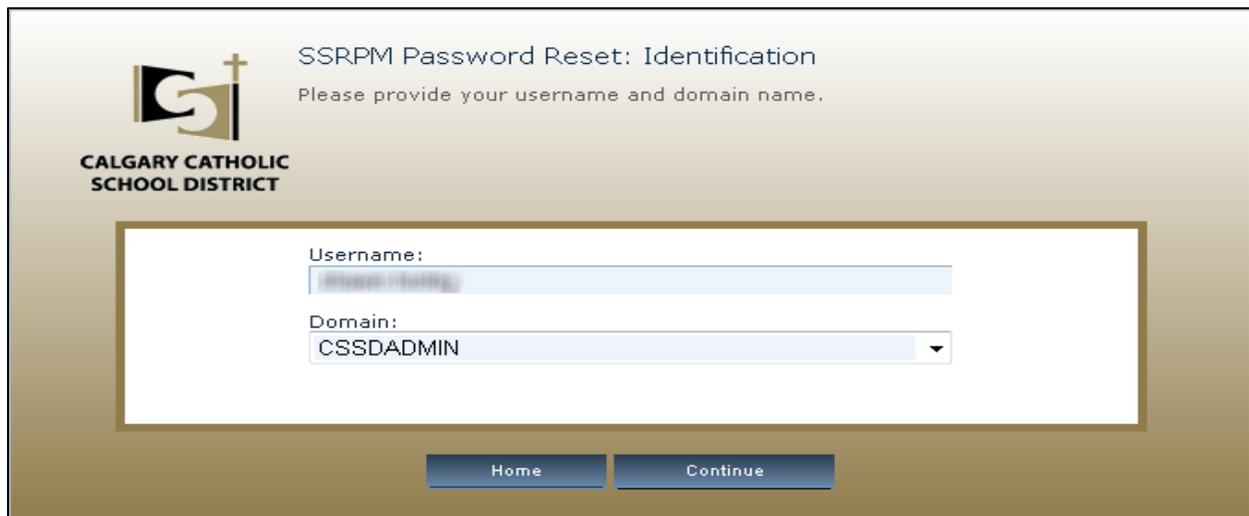
Click on Reset your password from the SSRPM Home page, users are then prompted for their username and must choose their proper domain(CSSDADMIN or CSSDSTU) and then click continue.

As can be seen above the user is now prompted to answer the questions they set up for themselves during the enrollment process. The system expects them to be provided the same way they were entered originally which is why we suggest using lower-case lettering when first setting the answers up.

When choosing the new password please remember that it must be at least 8 characters long, a combination of letters and numbers (alphanumeric) and not be one of your last 2 passwords. Successful resetting of the password will bring the user to this confirmation window:
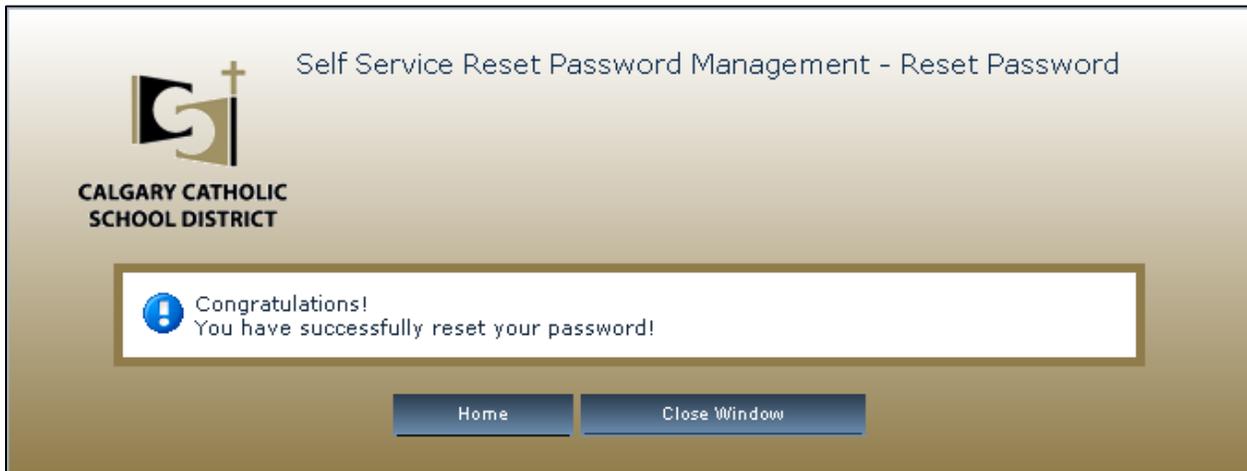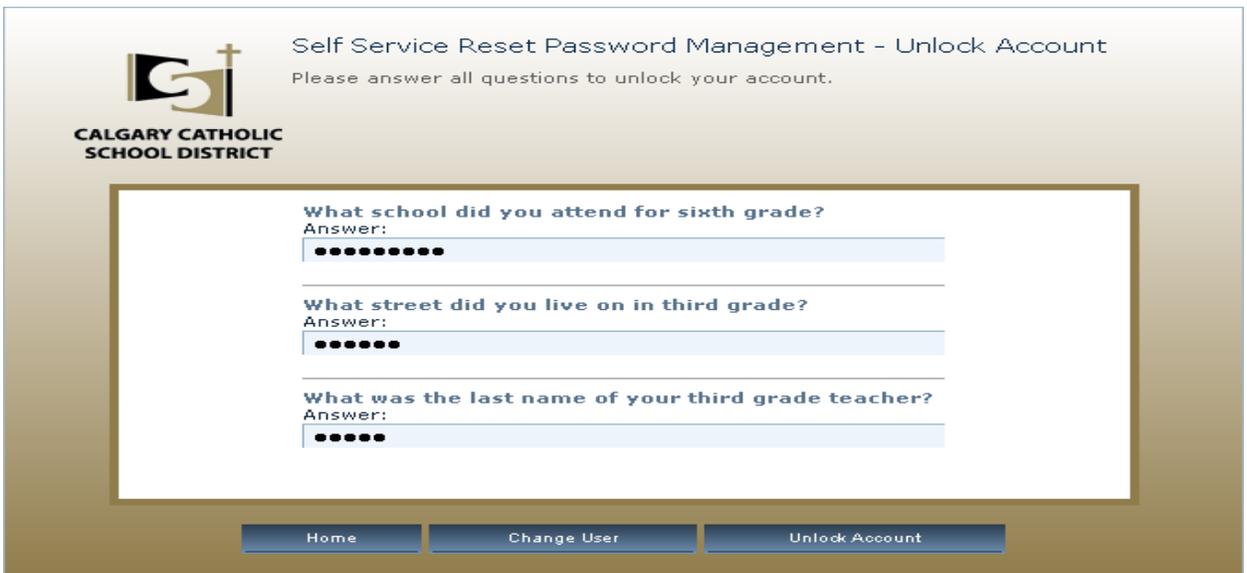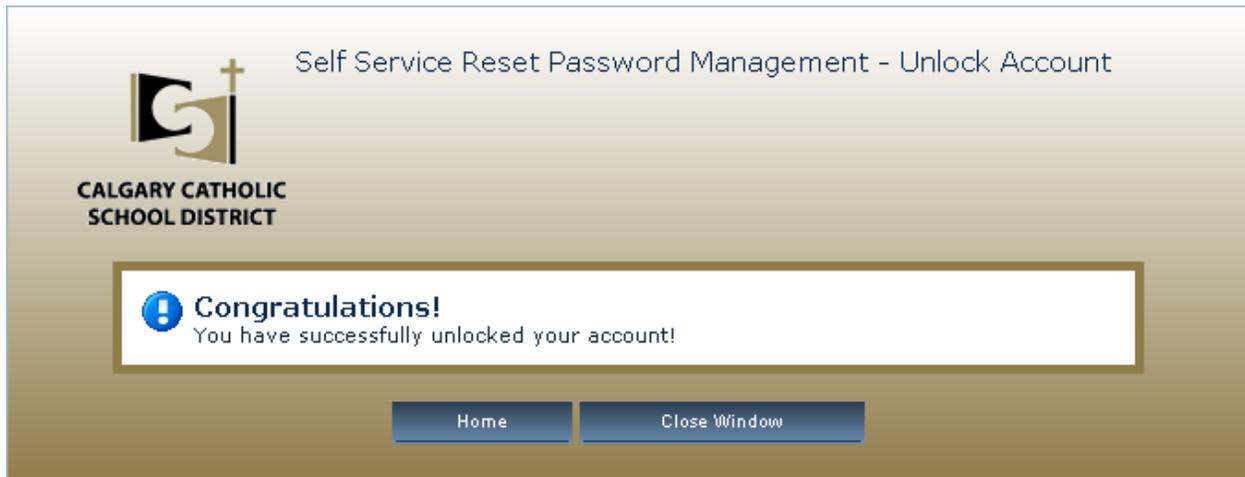

Section IV Unlocking your account

The final option from the SSRPM main page is the account unlock option. This function is as simple as resetting a password. Choosing the Unlock option again brings the user to the Question and Answer page

Successfully unlocking the account will bring the user to the confirmation page:

Password restrictions and requirements

District passwords have the following restrictions and requriements:

1. Passwords must be at least eight (8) characters in length
2. The network remembers the last two passwords used
3. Passwords should be a combination of upper and lowercase letters and numbers.

Thank you for taking the time to read this guide and familiarize yourself with the SSRPM system.

Should you have any questions or concerns regarding the SSRPM system please contact the Help Desk.