# SCRIC Self Service Password Reset Enrollment Guide

1. Enter https://Selfservice.southcentralric.org into any browser.

   https://selfservice.southcentralric.org

2. Enter your district email address and click Continue.

   Please enter your email address in the box below.

   teststaff@btboces.org

   **Continue**

3. Select "continue" from the Enrollment screen.

   You must first Enroll to use The Self Service Portal

   The first step in using The Self Service Portal is to enroll. You must provide answers that only you would know to 4 unique identity questions.

   You must also confirm your email address, so we can send you a notification anytime your account is accessed via The Self Service Portal.

   Continue

4. From the verification screen enter the password you use to logon to your computer in the Password textbox and select "continue".

   Account Verification

   TestStaff@BTBOCES.ORG

   Password:

   Cancel     Continue

5. Select a question from the Question 1 dropdown list and enter the answer in Answer 1 textbox. Repeat Question for Questions 2 and 3

   Question 1:    -- Please Select a Question --

   Answer 1:

   Question 2:    -- Please Select a Question --

   Answer 2:

6. Question 4 is Semi-Private and may be used by the Service Desk to verify your identity. Select a question from the Question 4 dropdown list, enter an answer in Answer 4 textbox

   **Semi-Private Question:** When you call the Help Desk, you may be asked to disclose this answer to verify your identity.

   Question 4:    -- Please Select a Question --

   Answer 4:

7. (Optional) Provide a mobile phone number or personal email address to be able to reset your password with a security code instead of answering security questions. For SMS, please select your wireless carrier before proceeding to the next step.

   Enrolling **TestStaff@BTBOCES.ORG (Test Staff)**

   How would you like to receive authentication codes?
   - Text Message
   - Secondary Email

   Country:         UNITED STATES

   Carrier:         Alltel (Allied Wireless)

   Mobile Number:

   Click the Send Authentication Code Now button to receive a text message, then enter the code to continue.

   Send Authentication Code Now

   Authentication Code

   Cancel     Continue

8. Congratulations! You have successfully enrolled into the SCRIC Self Service Portal.

   ✔ You have successfully enrolled in The Self Service Portal. You may come back any time to reset your password, check your password expiration date or update your enrollment information.

   Continue

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| **Welcome to the SCRIC Self Service Portal** <br> From here a Forgotten Password, Unlock account, Change Password, and Enrollment Information, can be performed on an account after providing the answers to the challenge questions or providing an SMS code sent to a registered mobile device. | |



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| **Forgot Password** — If you have already enrolled, you can securely reset your forgotten password by answering your private questions. | **Change Password** — If you know your current password, you can change it by clicking this link. |
| **Enrollment** — You can change your security questions, your Phone PIN, or the Email address to which notifications are sent, here. | |

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| Choosing the authentication method | To proceed, select whether you want to authenticate using your security questions or Authentication Code. <br><br> ⦿ Authentication Code: <br> ○ Questions <br><br> [ Cancel ]  [ Continue ] |
| Authentication with Questions | Only one question will be displayed at a time. The next question will only appear when a correct answer is provided to the current question <br><br> **Question 1 of 3** <br> Question 1: **What is your father's mother's maiden name?** <br> Answer 1: `<enter your answer here>` <br> *Answer to your security question* <br> [ Cancel ]  [ Continue ] <br><br> **Question 2 of 3** <br> Question 2: **What is the name of your favorite sports team?** <br> Answer 2: `<enter your answer here>` <br> [ Cancel ]  [ Continue ] <br><br> **Question 3 of 3** <br> Question 3: **What is the name of your favorite singer or band?** <br> Answer 3: `<enter your answer here>` <br> [ Cancel ]  [ Continue ] |

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| Authentication with mobile phone or Personal Email | Enter the unlock code sent to the registered mobile device or personal email address and select continue.<br><br>In order to reset your password, you will need to enter the authentication code just sent to your phone.<br><br>Authentication Code [ ]<br><br>Cancel · Resend · Continue |
| After a successful authentication the following actions may be performed: ||
| **Forgot Password** — If you have already enrolled, you can securely reset your forgotten password by answering your private questions. | Enter your new password.<br>New Password: [ ]<br>Confirm: [ ]<br>Strength:<br>Cancel · Continue |
| **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. | Enter your old password, and a new password. When you click 'continue' your password will be changed.<br>Old Password: [ ]<br>New Password: [ ]<br>Confirm: [ ]<br>Strength:<br>Cancel · Continue |

## Updating Enrollment Information

Enrollment

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

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Enrolling **TestStaff@cforks.org (Test Staff)**

You will be asked to answer these questions if you need to reset your password, or manage your account.

| Question 1: | What is the city you were born in? |
|---|---|
| Answer 1: | ******** |
| Question 2: | What was the make (company) of your first car? |
| Answer 2: | ******** |
| Question 3: | What was the color of your first car? |
| Answer 3: | ******** |

**Semi-Private Question:** When you call the Help Desk, you may be asked to disclose this answer to verify your identity.

| Question 4: | What was your high school mascot? |
|---|---|
| Answer 4: | ******** |

Cancel          Continue

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How would you like to receive authentication codes?

- ● Text Message
- ○ Secondary Email

| Country: | UNITED STATES |
|---|---|
| Carrier: | Verizon Wireless |
| Mobile Number: | (607) 206-2140 |

Click the Send Authentication Code Now button to receive a text message, then enter the code to continue.

Send Authentication Code Now

| Authentication Code | |
|---|---|

Cancel          Continue