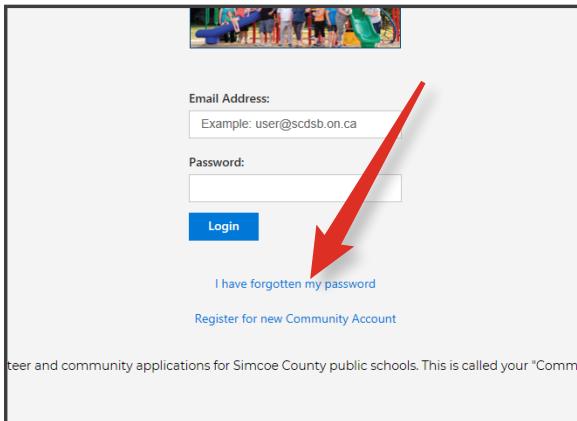


How to reset your SCDSB Community Apps password

Forgot your password? No problem. Follow these instructions to reset your password.

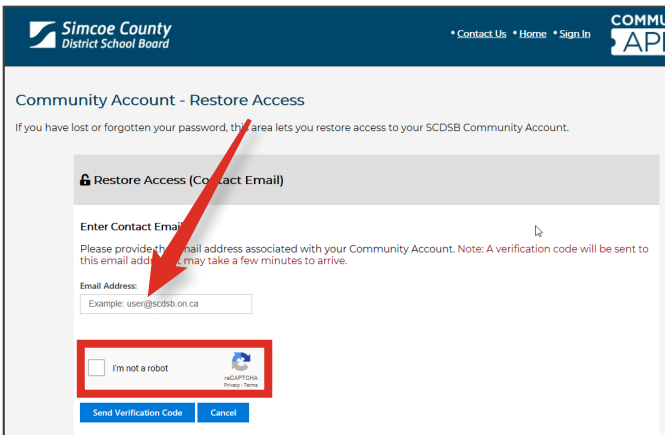
After visiting the [SCDSB Community Apps webpage](#), click the **I have forgotten my password** link.



The screenshot shows the login interface for the SCDSB Community Apps. It includes an "Email Address" field with the example "user@scdsb.on.ca", a "Password" field, a blue "Login" button, and a blue link "I have forgotten my password". Below the link is the text "Register for new Community Account". A red arrow points from the "Login" button area down to the "I have forgotten my password" link.

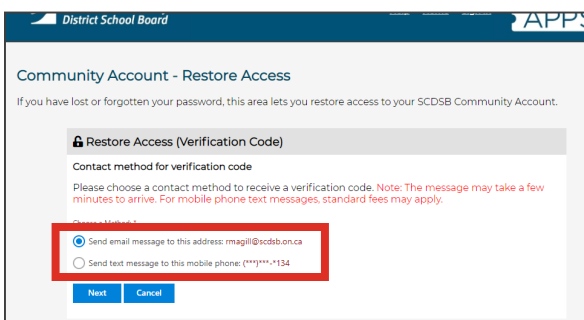
<https://www1.scdsb.on.ca/app/CommunityPass/Welcome>

Enter the email address that you used to create your account, complete the CAPTCHA, then click on the **Send Verification Code** button.



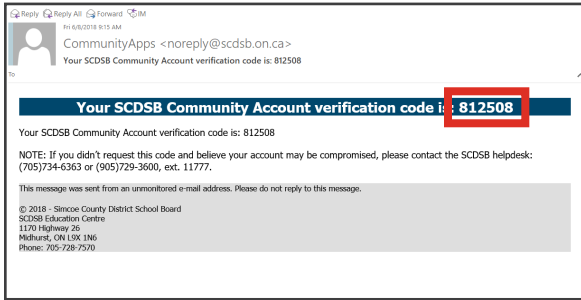
The screenshot shows the "Restore Access (Contact Email)" page. It has a header with the Simcoe County District School Board logo and navigation links. The main content area says "Enter Contact Email" and "Please provide the email address associated with your Community Account. Note: A verification code will be sent to this email address. It may take a few minutes to arrive." There is an "Email Address" field with the example "user@scdsb.on.ca". Below the field is a CAPTCHA section with a checkbox "I'm not a robot" and a "SEND CAPTCHA" button. At the bottom are "Send Verification Code" and "Cancel" buttons. A red arrow points from the "Send Verification Code" button up to the "Enter Contact Email" section.

Please choose a contact method to receive a verification code. Select to receive the code in your email or to your mobile phone.



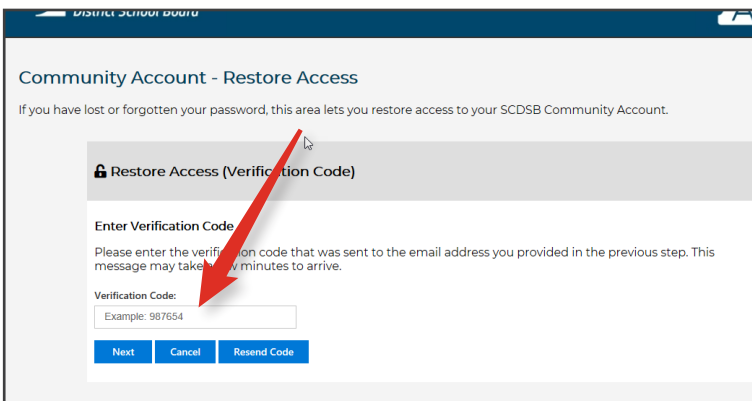
The screenshot shows the "Restore Access (Verification Code)" page. It has a header with the District School Board logo and the "APPS" logo. The main content area says "Contact method for verification code" and "Please choose a contact method to receive a verification code. Note: The message may take a few minutes to arrive. For mobile phone text messages, standard fees may apply." There are two radio button options: "Send email message to this address: rmagill@scdsb.on.ca" and "Send text message to this mobile phone: (***).*.134". The first option is selected. At the bottom are "Next" and "Cancel" buttons. A red arrow points from the "Next" button up to the first radio button option.

Now, go to your email and open the email from **CommunityApps**. This email contains your verification code. Write that code down or highlight it and Copy it.

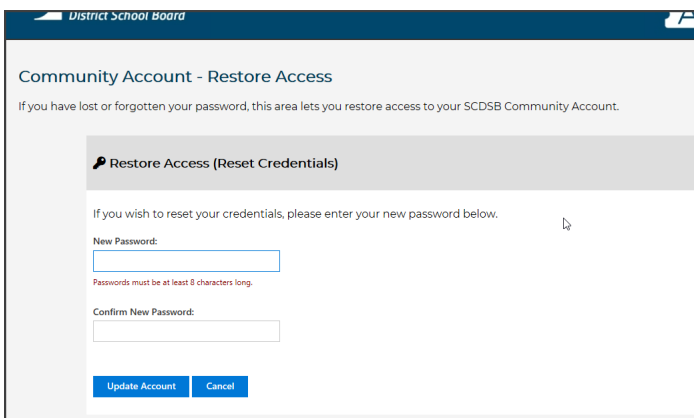


If you chose to receive the code on your phone, check your text messages for the code.

Go back to the Community Apps window, put that code into the Verification Code box and click **Next**.



Enter your new password, and again in the confirm password field. Click Update Account. If your new password meets the criteria you will see a confirmation page.



Congratulations! You are all set.

