York County School Division is enabling a policy that will allow staff and secondary students to reset their own passwords at any time by answering a set of security questions. After the policy is enabled, the next time a user logs in they will be prompted to set up their security questions.

Please follow the instructions below:

1. Go to any site that requires your division login
   Ex: https://portal.office.com, https://ycsd.instructure.com, https://clever.com/in/ycsd

2. Login as you normally do by entering your email and password

3. You will get a prompt that more information is required. Click the [Next] button on the bottom-right:
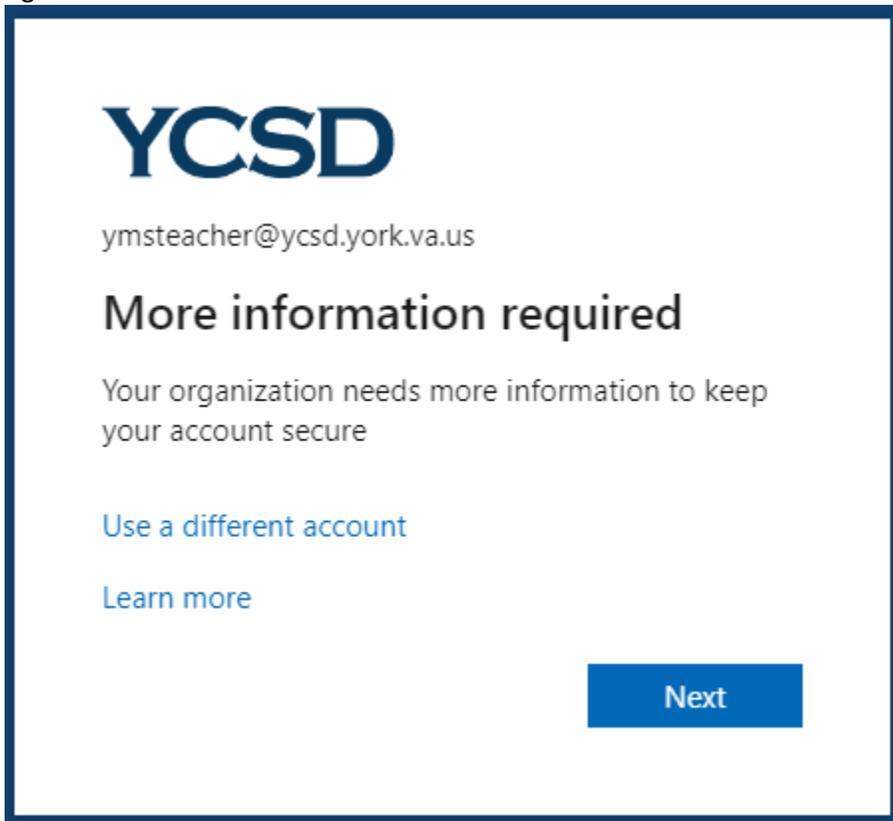
4. You will be asked to choose 5 security questions and provide an answer for each. Each question can only be chosen once, and each answer must be unique. Answers must be between 3-40 characters long and can contain letters, numbers, and / or special characters:

If you don't have 5 minutes to answer the questions, you can click on "Skip Setup" on the bottom right. However, you'll be prompted to set up security questions every subsequent time you try to login

5. Once complete, you will see the following screen. You can click on the [Done] button in the bottom-right to continue with the login process as you would normally:

6. If you want to change your security questions. you will need to be logged into https://portal.office.com. In the top-right click on your Initials, and in the drop-down that appears click on "View Account":

7. Click on "UPDATE INFO":

8. You are not able to edit the security questions directly; you can only choose to delete the current ones. Once deleted, close out the tab/window you were in and go back to https://portal.office.com to go through the set-up process again.

Troubleshooting Tips:

- If you remove the security questions and just refresh the page, you may be stuck in a loop where it eventually just keeps saying "More Information Required" but not letting you get back to the security question form.
  You can fix this by closing the tab/window you have open and going to http://portal.office.com in a new tab/window.

- On the security info page, you can add additional verifications such as having MS call your office phone number, but this will have to be used every time you try to login instead of the security questions only being used if you need to reset your password. **The division does not recommend that you enable this feature at this time.**

- Adding additional sign-in methods will not remove the requirement to have security questions. If you delete your security questions you will again be prompted to set up new security questions the next time you login.