

## Introduction



To assist with individual password management, *Information Technology Services (ITS)* has acquired *P-Synch*, a Web-based program. *P-Synch* is available to community members after completion of an Account Registration. Community members will be able to reset their password 24/7 by accessing the Web site at:

<https://studentsreset.dadeschools.net/>

**\*\*\*VERY IMPORTANT\*\*\***

**Only use Back and Main buttons within the application. Use of Internet browser buttons will result in error.**

Warning: Page has Expired  
The page you requested was created using information you submitted in a form. This page is no longer available. As a security procedure, Internet Explorer does not automatically retransmit your information for you.  
To resubmit your information and view this Web page, click the Refresh button.

**Go back to Web site and begin again.**

## Resetting Your Password

Once the *P-Synch* profile has been created, community members can reset their own password. From the **Community Portal Access** screen at:

<http://myportal.dadeschools.net/community/>



Under **Password Management/P-Synch**,

▼ **Select Click Here**



**Add this site to your Internet Favorites for future reference.**

The **P-Synch Password Reset Introduction** screen will be displayed.



**Before you begin, you will need your 8 digit alpha-numeric registration number to login. (ie: C1234567)**

In the **Community** section of **Before you Login**,

▼ **Select Get Started**

The **Network login** screen will be displayed.

On the **Network login** screen,



- ▼ **Type** Your 8 digit alpha-numeric registration number (ie: C1234567; case-sensitive – use upper case letters)
- ▼ **Click** **Login**

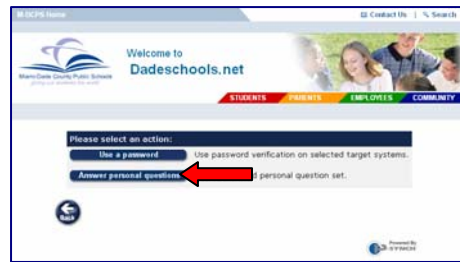
The **Select an action** screen will be displayed.



The identity of community members must be verified before creating a new password by either using a current password or answering pre-created profile challenge questions.

*If verification is processed by answering personal questions,*

On the **Select an action** screen,



▼ **Click Answer personal questions**

The **Challenge-response** screen will be displayed.



- ▼ **Type** the answer to the question displayed
- ▼ **Click** **Continue**

**Note: After three unsuccessful attempts to correctly answer the profile questions, the community member will be locked out of the system. For assistance, contact the appropriate department.**

The **Password status** screen indicates the most recent password activity. It allows parents to choose a new password or to answer or change profile questions.



▼ Click **Pick a new password**

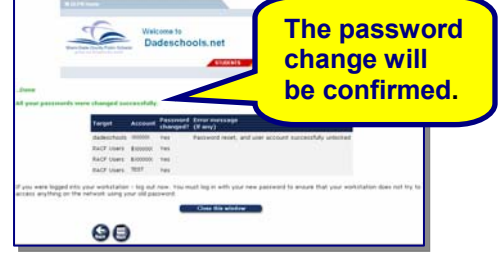
On the **Select a new password** screen,



- ▼ **Type** the new password (See the **Password Requirements** at the bottom of the screen or the next section of this document.)
- ▼ **Type** the new password again in the **Confirm** field
- ▼ **Click** **Change my password**

The **Password change results** screen will be displayed.

Verify the **Password change results** confirmation message.



▼ Click **Close this window** to exit.

**If the community member was logged in, log out now.** Community members must log in with the new password to ensure that the computer does not try to access anything on the network using the old password.

## Password Requirements

Community members must follow these guidelines when creating a password.

- Must contain eight (8) characters, start with a letter, only @, #, \$ punctuation marks allowed.
- Must contain at least one (1) numerical digit.
- Can not be your username with the letters rearranged
- Can not be an old password.
- Can not contain more than two (2) pair(s) of repeating characters.

## Changing Your Profile Questions

Community members have the option of changing their profile questions and answers.

From the **Community Portal Access** screen at:  
<http://myportal.dadeschools.net/community/>



Under **Password Management/P-Synch**,

▼ Select **Click Here**

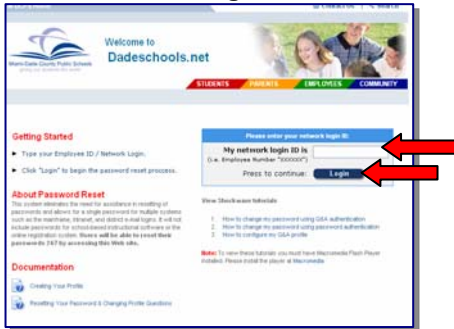
The **P-Synch Password Reset Introduction** screen will be displayed.



▼ Select **Get Started**

The **Network login** screen will be displayed.

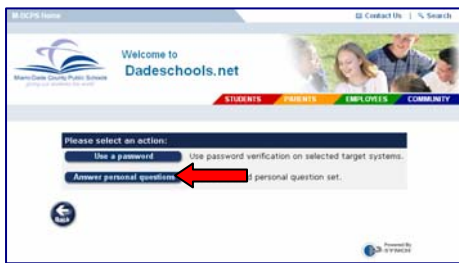
On the **Network login** screen,



▼ **Type** *your 8 digit alpha-numeric registration number* (case-sensitive – use upper case letters)

▼ **Click** **Login**

On the **Select an action** screen,



▼ **Click** **Answer personal questions** (or **Use a password**)

The **Challenge-response** screen will be displayed.

On the **Challenge-response** screen,



▼ **Type** the answer to the question displayed

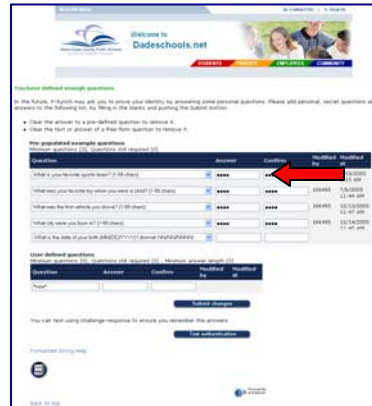
▼ **Click** **Continue**

The **Password status** screen will be displayed.



▼ **Click** **Answer Personal Questions**

The **Your current challenge response Q & A** screen will be displayed.



On **Your current challenge response Q & A** screen, using the space bar,

▼ **Clear** the answer to a pre-defined question to remove it.

▼ **Clear** the text or answer of a free-form question to remove it.

From the drop-down menu of each field,

▼ **Select** a question

▼ **Type** the answer in the **Answer** field

After all the required questions have been answered,

▼ **Click** **Submit changes**

The confirmation message will be displayed showing the changes that were made.



▼ **Click** **Main** button to return to the **Password status** screen

▼ **Click** **Logout** to exit

## Whom to Call for Assistance



For additional assistance with **Self-Service Password Reset**, contact the appropriate department.