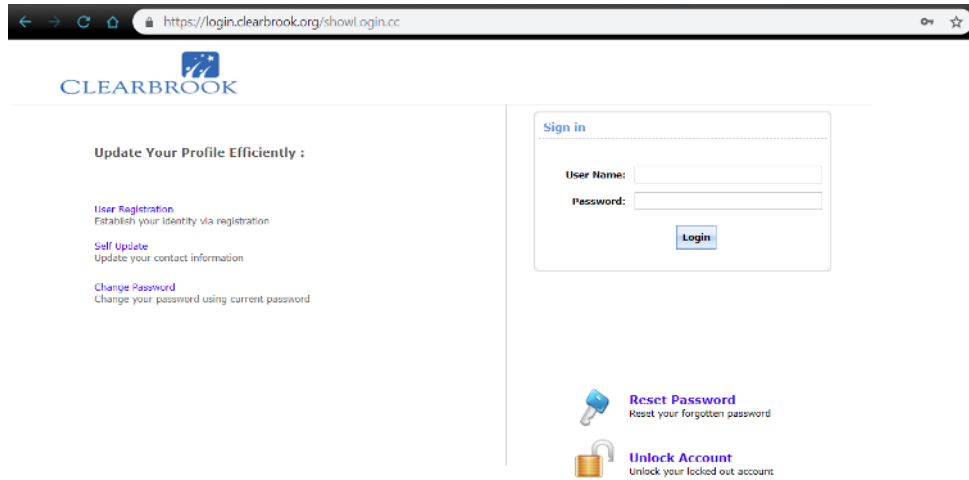


## Initial Setup of the Clearbrook Password Change & Recovery Portal

We have implemented a tool to assist with password reset and recovery. It is a website portal, where security questions will be answered to assist employees with password recovery if needed.

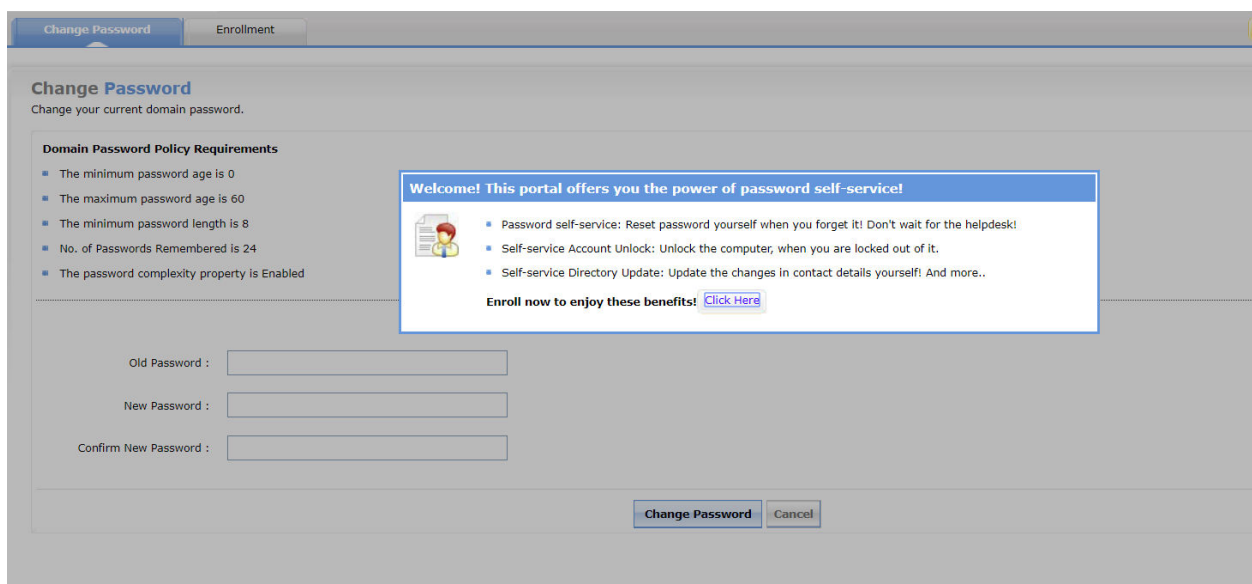
### THIS DOES NOT APPLY TO HOME-BASE DSP'S

Initially, staff should log on to the Self Service Password Tool to establish their security questions. This will only need to be done once. The URL is <https://login.clearbrook.org/>

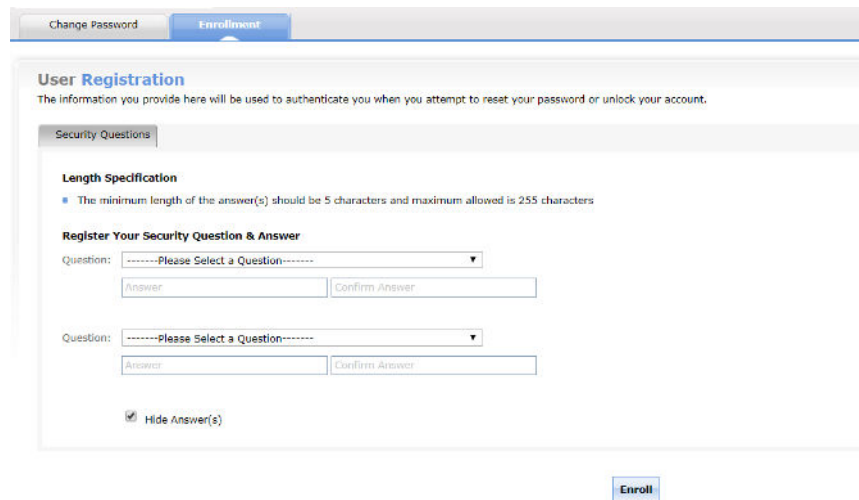


Enter in your current network user name (not email address) and password.

You will then receive a pop-up box indicating you should enroll in password self-service. Click the button that says "Click Here".

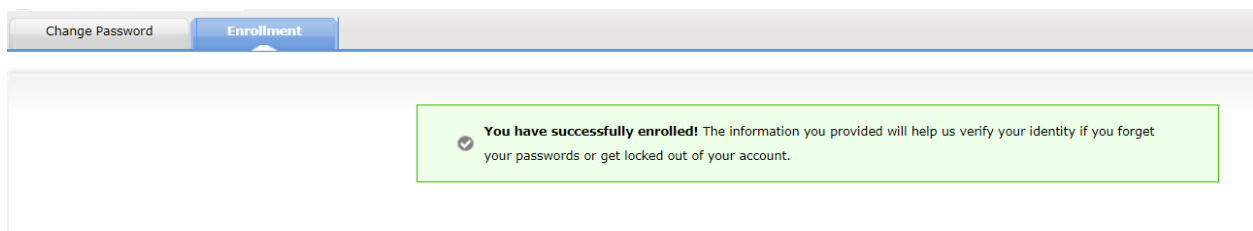


You will then select 2 security questions. For each question, you must type in your answer, and then type in your answer a second time to confirm.



The screenshot shows a web interface with two tabs: "Change Password" and "Enrollment". The "Enrollment" tab is active. Below the tabs is a section titled "User Registration" with a sub-header "Security Questions". A message states: "The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account." Under "Length Specification", it says: "The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters". The "Register Your Security Question & Answer" section contains two identical question entries. Each entry has a dropdown menu for "Question" (currently showing "Please Select a Question"), an "Answer" text box, and a "Confirm Answer" text box. At the bottom of this section is a checked checkbox labeled "Hide Answer(s)". An "Enroll" button is located at the bottom right of the form.

When you have chosen your two questions and provided the answers, click the “Enroll” button. You will receive confirmation that you have successfully enrolled.



The screenshot shows the same web interface as the previous one, but now a green confirmation box is displayed in the center. The box contains a checkmark icon and the text: "You have successfully enrolled! The information you provided will help us verify your identity if you forget your passwords or get locked out of your account."

You have now completed registration in the password recovery tool. You may go back to this link at any time, from any location, to change your network password, unlock your network account or to receive assistance when you have forgotten your password.

A link to this tool will be an icon in Citrix, and a favorite on Chrome devices.

Link: <https://login.clearbrook.org/>

### Complex Password Requirements

Must contain 3 of the following 4 elements:

- One upper case letter
- One lower case letter
- One number
- One symbol

Passwords cannot be reused

Passwords will expire 60 days from last date reset. At this time, the user must reset their password.