URL: ssp.burnabyschools.ca

ALL USERS must complete the About Me registration steps before they are able to reset their password, unlock their ID or change their Password

1. Enter your network username and password
2. **Choose and Answer all 3 Security Questions then select Register**
3. If you want an added layer of security, enter your Mobile number or personal email for 2-factor authentication. This information is used during password resets or account unblocking activities.

   Otherwise, leave the field blank and select **Register.**
   Recommendation: Elementary students should leave this field blank.

   Once all information is entered, you can close the About Me window via the Close button and then take advantage of the other features.

All users can reset their forgotten password via this link.
Staff can also reset passwords for students at their school site.

1. Enter the network username
2. Choose to reset your own password or a student password
   Reset your Own Password
   a. Enter the answers to your security questions
   b. Enter and re-enter a new password following the listed **Password Rules**
   c. Submit