

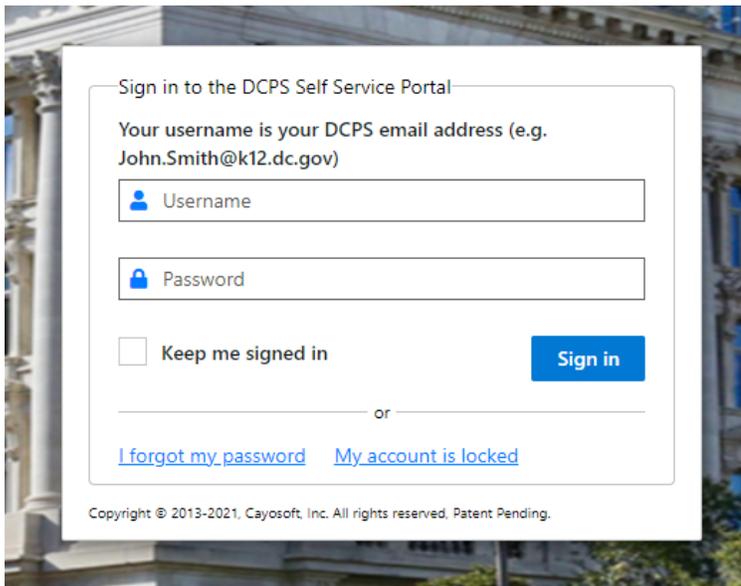
# DCPS Self-Service Password Portal Instructions

If you know your existing Active Directory / Office 365 password, please use the [How to Change your DCPS Active Directory / Office 365 Password](#) Instructions.

If you do not know your existing Active Directory / Office 365 password, please use the [How to Reset your DCPS Active Directory / Office 365 Password](#) Instructions further down in this document.

## How to Change your DCPS Active Directory / Office 365 Password

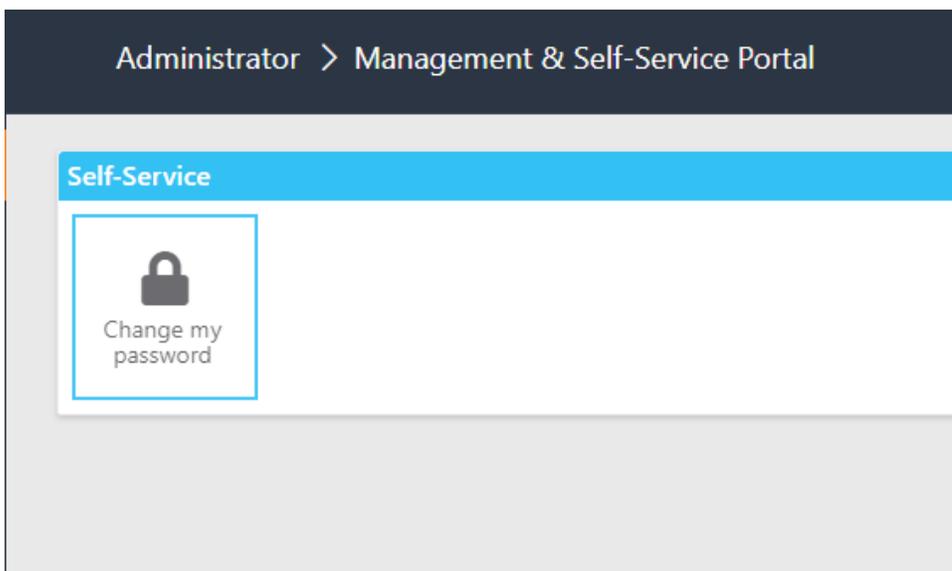
1. Please launch your web browser and go to the following site <https://dcps.password.dc.gov/> and login with your **DCPS email address** and **password**:



The screenshot shows the login page for the DCPS Self-Service Portal. The page has a white background with a blue header. The main content area contains the following elements:

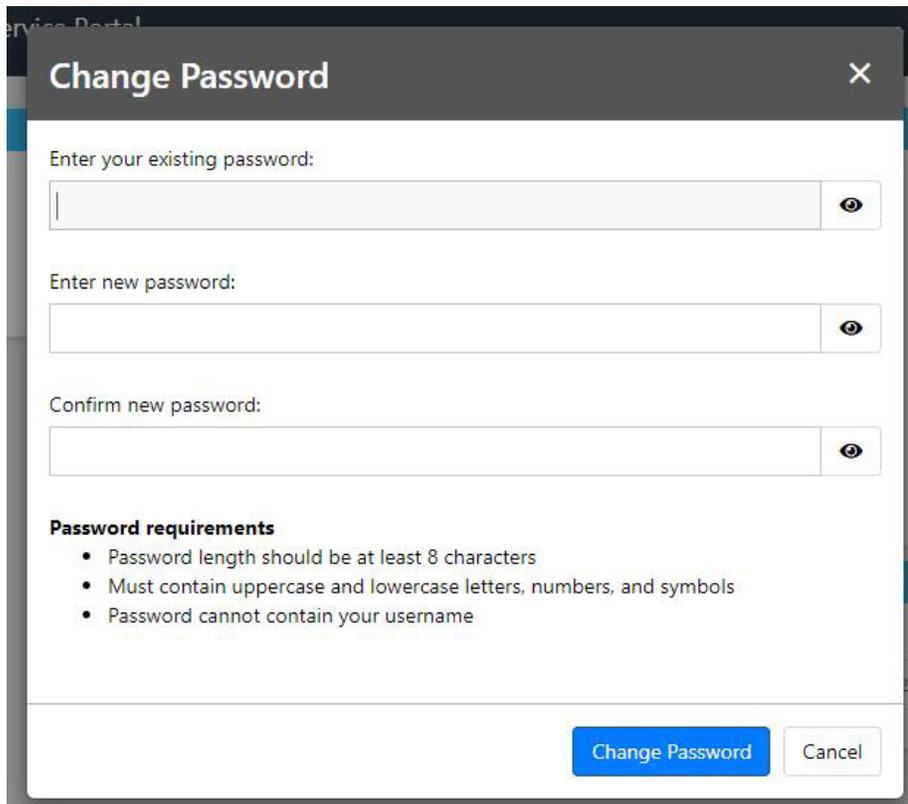
- A heading: "Sign in to the DCPS Self Service Portal"
- A note: "Your username is your DCPS email address (e.g. John.Smith@k12.dc.gov)"
- A "Username" input field with a person icon on the left.
- A "Password" input field with a lock icon on the left.
- A checkbox labeled "Keep me signed in".
- A blue "Sign in" button.
- A separator line with "or" in the middle.
- Two links: "[I forgot my password](#)" and "[My account is locked](#)".
- Footer text: "Copyright © 2013-2021, Cayosoft, Inc. All rights reserved. Patent Pending."

1. Once logged in, click on **Change my password**



## DCPS Self-Service Password Portal Instructions

2. Type in your current password and new passwords in their respective fields and click **Change Password**.



**Change Password** [X]

Enter your existing password:

Enter new password:

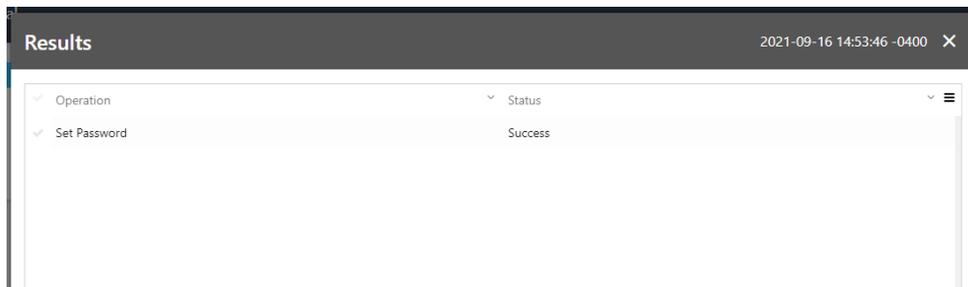
Confirm new password:

**Password requirements**

- Password length should be at least 8 characters
- Must contain uppercase and lowercase letters, numbers, and symbols
- Password cannot contain your username

**Change Password** Cancel

3. Once a new password has been set, you will see the following message.



**Results** 2021-09-16 14:53:46 -0400 [X]

Operation	Status
Set Password	Success

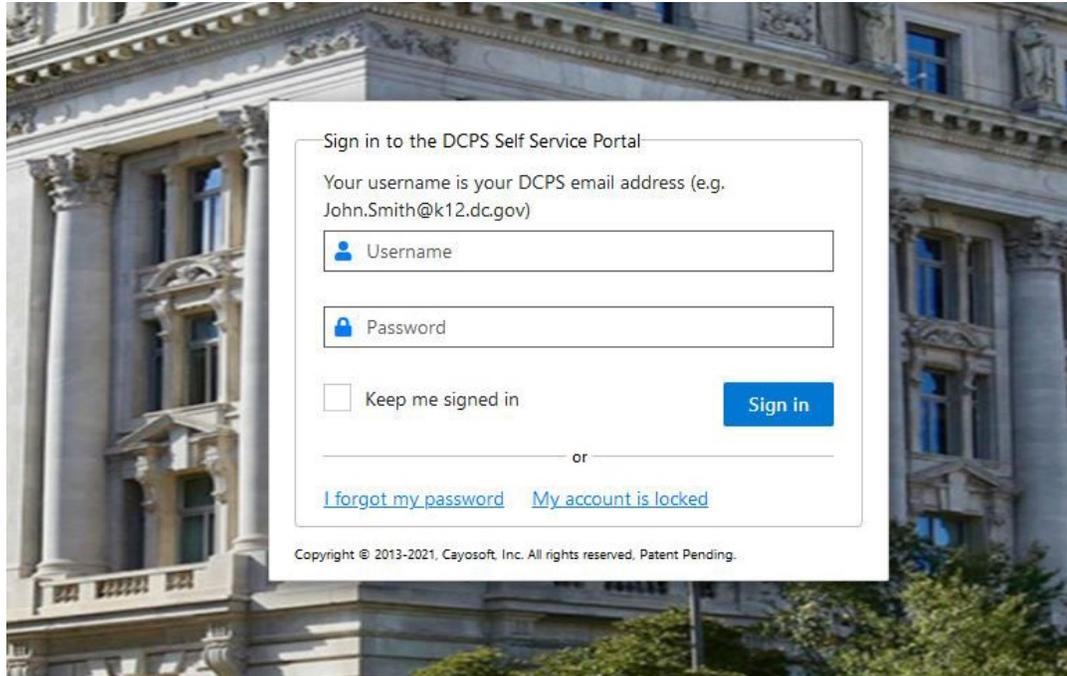
**If your mobile phone is setup with DC Government email, you will be prompted to enter your new password.**

**If you have any issues with this process, please call OCTOhelps at 202-671-1566 for assistance.**

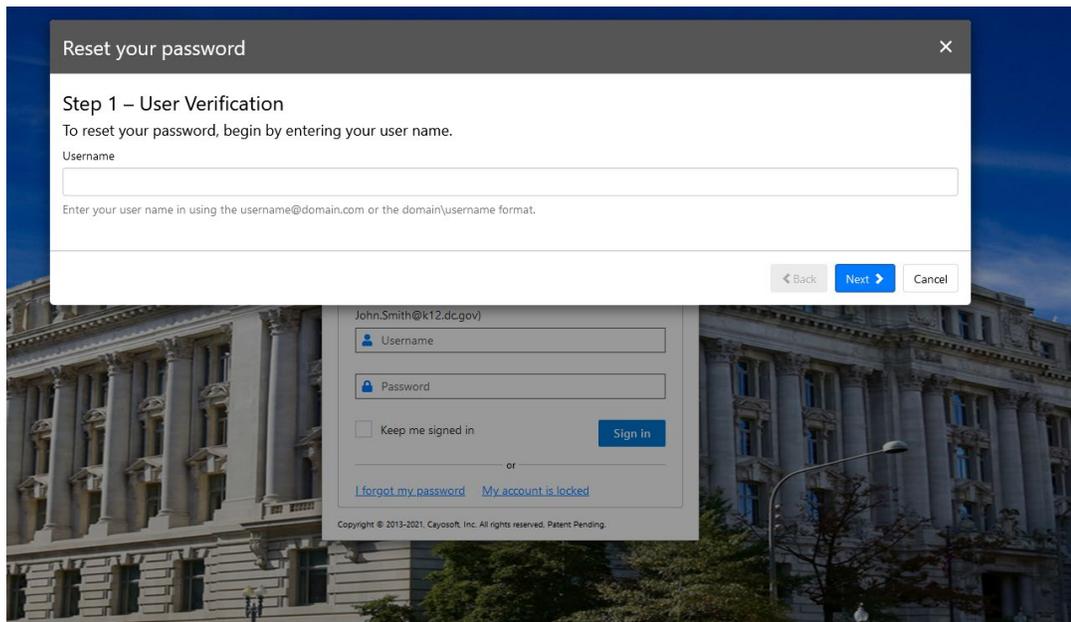
# DCPS Self-Service Password Portal Instructions

## How to Reset your DCPS Active Directory / Office 365 Password

2. Please launch your web browser and go to the following site <https://dcps.password.dc.gov/>



3. Tap **"I forgot my password"** and enter your DCPS Office 365 email address /username when prompted (Hint: your email address / username ends in @k12.dc.gov)



## DCPS Self-Service Password Portal Instructions

4. You will then need to answer the following three security questions to validate your identity:

- What is your **Employee ID**?
- What is your **birth month and birth day**? (MMDD format)
- What is your **W2 ZIP Code**?

**\*\* Zip Code of your home address where your year-end tax forms are sent to \*\***

Reset your password

Step 2 – User Verification

Please answer the question using the same answer provided during self-service enrollment.

Questions:

What is your Employee ID?

What is your birth month and birth day? (MMDD)

What is your W2 zip code?

Answers:

Back Next Cancel

Password

Keep me signed in Sign in

[I forgot my password](#) [My account is locked](#)

5. You will then be prompted to enter in a new password. **If all three security answers are correct**, your password will be reset. If not, you will be notified that one of the answers failed and you will need to go back and answer the security questions correctly.

Reset your password

Step 3 – Enter a new password

Enter new password:

Note: Password must meet complexity requirements

Confirm new password:

**Password requirements**

- Password length should be at least 8 characters
- Must contain uppercase and lowercase letters, numbers, and symbols
- Password cannot contain your username

Back OK Cancel

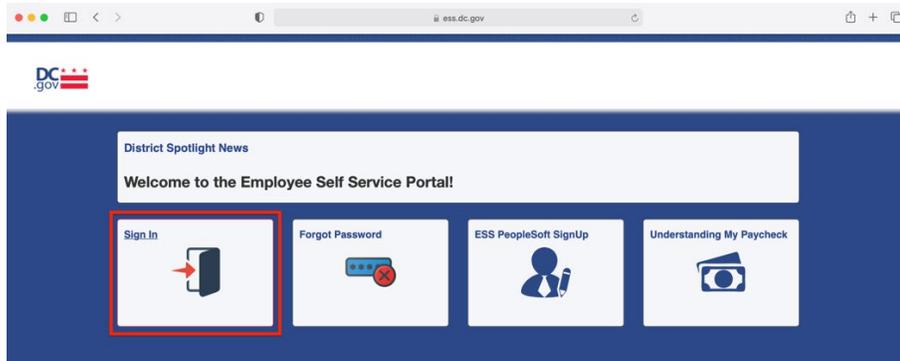
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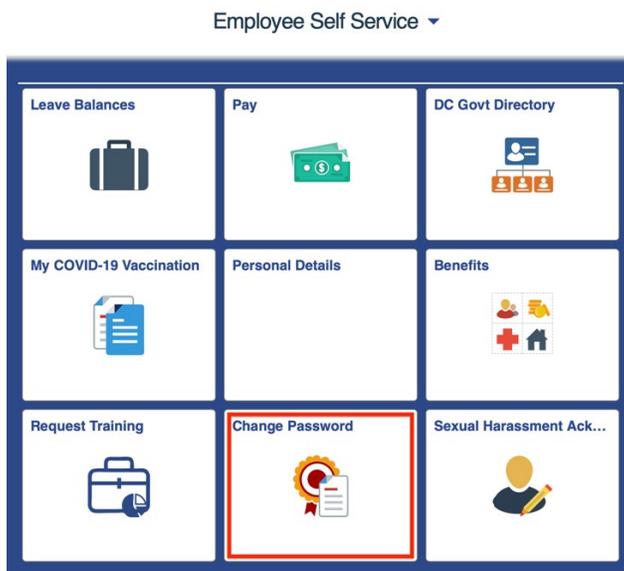
# DCPS Self-Service Password Portal Instructions

## How to Find your DCPS Employee ID

1. Please launch your web browser and log into the PeopleSoft Employee Self Service Portal - <https://ess.dc.gov>



2. Once logged in, click on the Change Password tile:



3. Please select **Change Password**:

### Change Password

User ID 00079709

Description John Smith

\*Current Password

\*New Password

\*Confirm Password

At the top of the page you will see your DCPS Employee ID, you will not need to change your password. Once you captured your DCPS Employee ID, you can simply close the web browser.