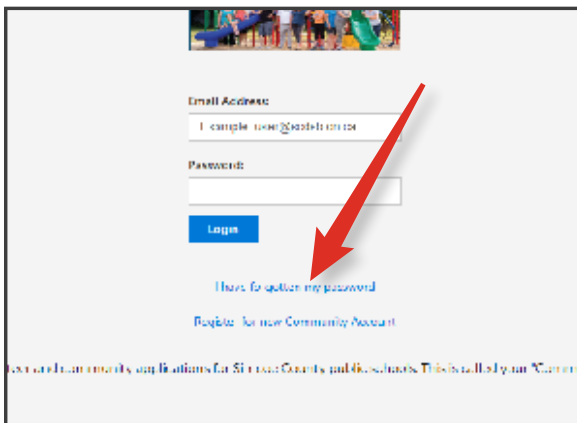


How to reset your SCDSB Community Apps password

Forgot your password? No problem. Follow these instructions to reset your password.

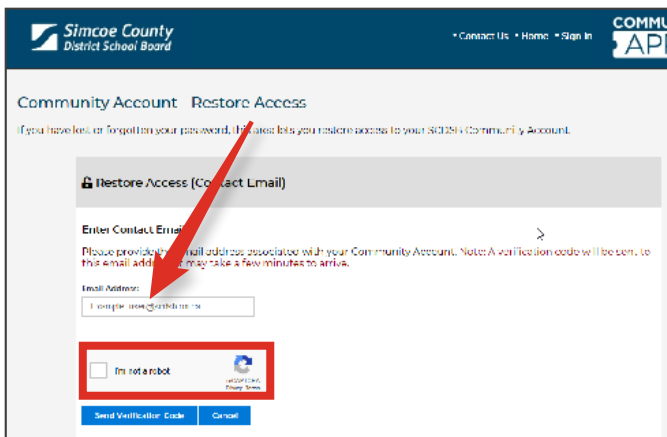
After visiting the [SCDSB Community Apps webpage](#), click the **I have forgotten my password** link.



The screenshot shows the login interface for SCDSB Community Apps. It includes an 'Email Address' field with the placeholder 'I example user@scdsb.on.ca', a 'Password' field, and a 'Login' button. Below the login fields, there is a link that says 'I have forgotten my password' and another link that says 'Register for new Community Account'. A red arrow points to the 'I have forgotten my password' link.

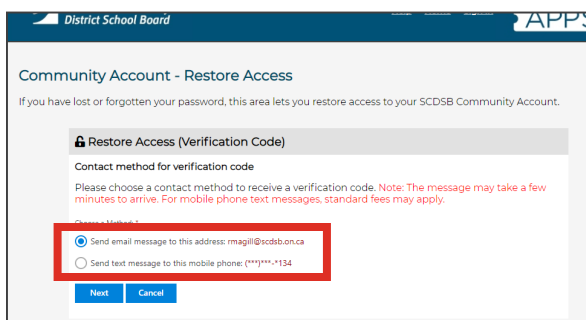
<https://www1.scdsb.on.ca/app/CommunityPass/Welcome>

Enter the email address that you used to create your account, complete the CAPTCHA, then click on the **Send Verification Code** button.



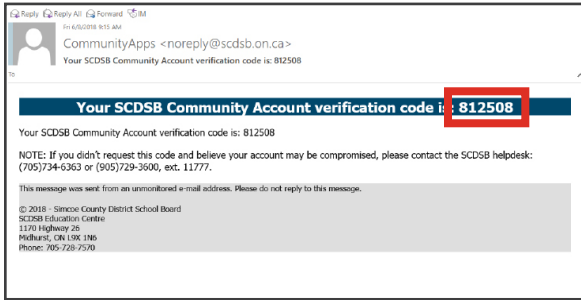
The screenshot shows the 'Restore Access (Contact Email)' page. It has a header for 'Simcoe County District School Board' and 'COMMUNITY APPS'. The main heading is 'Community Account - Restore Access'. Below this, there is a section titled 'Restore Access (Contact Email)' with instructions: 'Please provide the email address associated with your Community Account. Note: A verification code will be sent to this email address. It may take a few minutes to arrive.' There is an 'Email Address' input field with the placeholder 'I example user@scdsb.on.ca'. Below the input field is a CAPTCHA section with a checkbox labeled 'I'm not a robot' and a 'Send Verification Code' button. A red arrow points to the 'Send Verification Code' button.

Please choose a contact method to receive a verification code. Select to receive the code in your email or to your mobile phone.



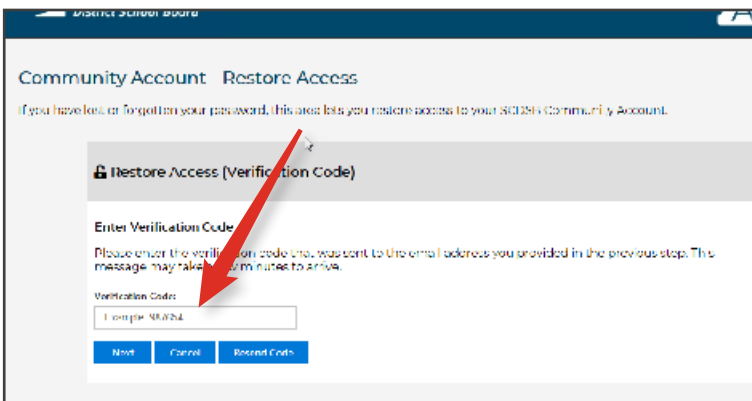
The screenshot shows the 'Restore Access (Verification Code)' page. It has a header for 'District School Board' and 'APPS'. The main heading is 'Community Account - Restore Access'. Below this, there is a section titled 'Restore Access (Verification Code)' with instructions: 'Please choose a contact method to receive a verification code. Note: The message may take a few minutes to arrive. For mobile phone text messages, standard fees may apply.' There is a 'Choose Method' section with two radio button options: 'Send email message to this address: rmagill@scdsb.on.ca' and 'Send text message to this mobile phone: (***).*.134'. A red box highlights the first option. Below the options are 'Next' and 'Cancel' buttons.

Now, go to your email and open the email from **CommunityApps**. This email contains your verification code. Write that code down or highlight it and Copy it.

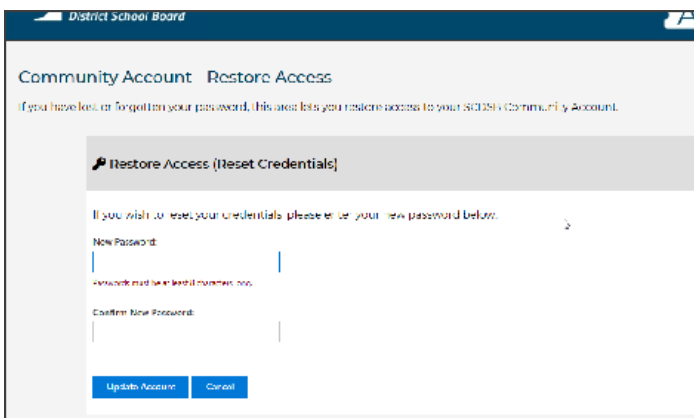


If you chose to receive the code on your phone, check your text messages for the code.

Go back to the Community Apps window, put that code into the Verification Code box and click **Next**.



Enter your new password, and again in the confirm password field. Click Update Account. If your new password meets the criteria you will see a confirmation page.



Congratulations! You are all set.

