PPS PASSWORD RECOVERY - QUICK REFERENCE GUIDE

The PPS Password Recovery tool enables users to reset their passwords securely. Using a set of recovery options, forgotten or expired passwords can also be reset. This tool will change your password for most of the PPS network applications. (Email, Synergy, Peoplesoft, etc.)

Step 1. Sign in to My.PPS
   Browse to My.PPS.net or launchpad.classlink.com/ppsor.

   Sign in with your username (without the @pps.net) and your current password.
   Example - For account asmith123@pps.net, use asmith123 as your username.

   Click **SIGN IN** to continue.

Username does not include **@pps.net** or **@student.pps.net**

Welcome to My.PPS

Username
cl_test_staff1

Password
••••••••••••••••••••••

Sign In

Help, I forgot my password

Or sign in using:

Step 2: Select your preferred Password Recovery Settings

Select the **Settings** option by clicking on your profile picture from the top-right screen area.

Then navigate to the **Settings > Recovery** screen to select recovery options.
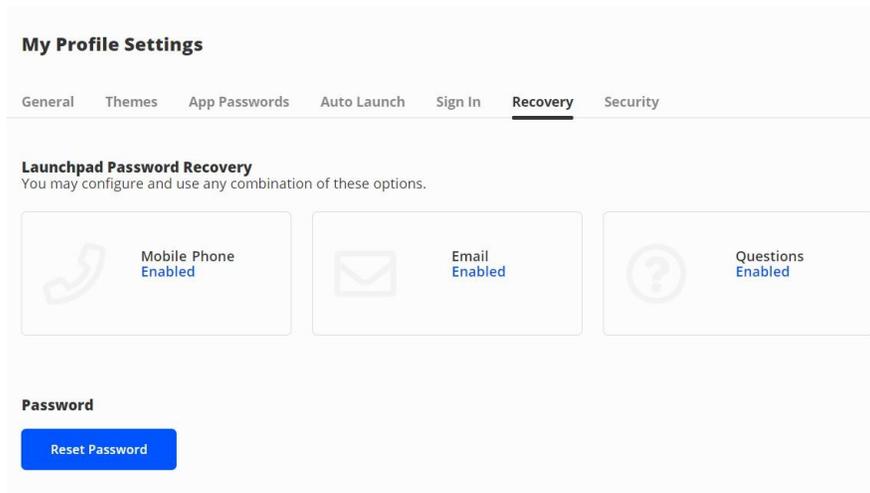
To help recover your account if you ever forget your password select any or all of **Launchpad Password Recovery options** visible. Your options may vary based on your PPS role (staff or student grade level).

a) **Mobile Phone**

Enter a valid phone number you usually have access to. You will be sent a verification code. Enter the verification code and hit **SAVE.**

b) Email

Enter a valid email account you usually have access to (**NOT** your PPS email account) and hit **SAVE**. You will be sent a verification email. Open the email you receive and verify the account.
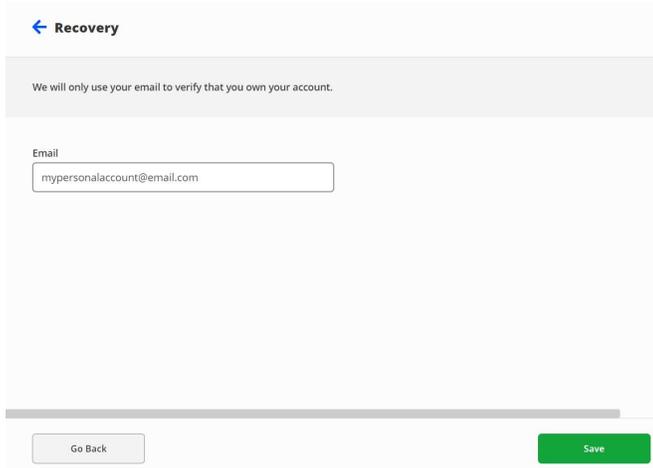
← Recovery

We will only use your email to verify that you own your account.

Email

mypersonalaccount@email.com

Go Back   Save

c) Questions

Select three challenge response questions from the available options, enter answers you will remember and hit **SAVE**.
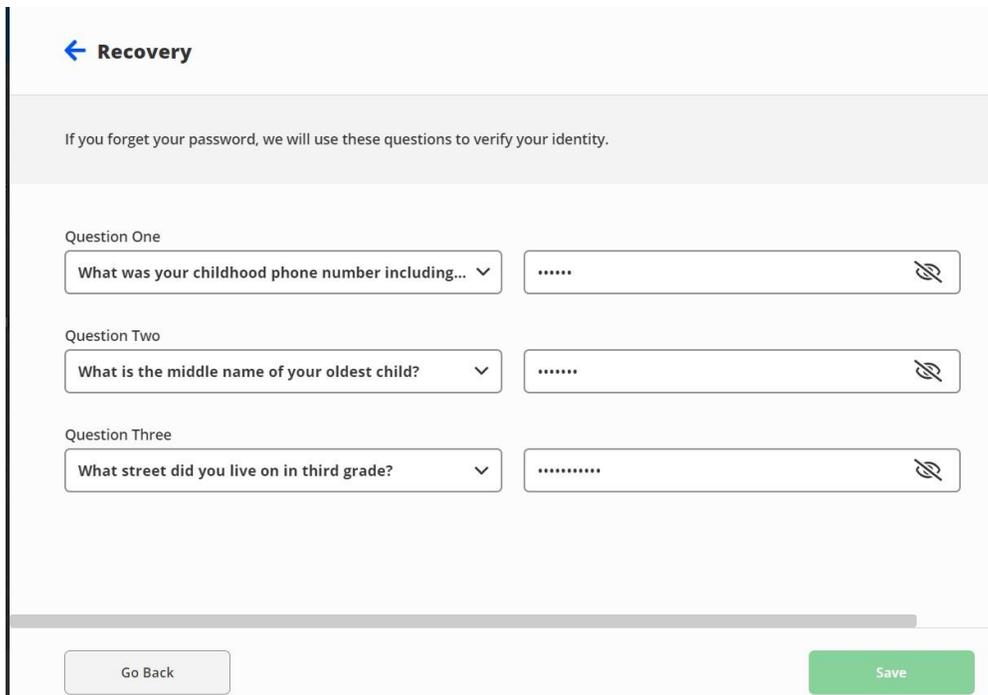
← **Recovery**

If you forget your password, we will use these questions to verify your identity.

Question One

What was your childhood phone number including...   ˅   ••••••   ⃠

Question Two

What is the middle name of your oldest child?   ˅   •••••••   ⃠

Question Three

What street did you live on in third grade?   ˅   •••••••••••   ⃠

Go Back   Save

Step 3: Select a new password (Optional)

The My.PPS.net Launchpad **Settings > Recovery** screen is also the new screen where you can change your PPS network password at any time.
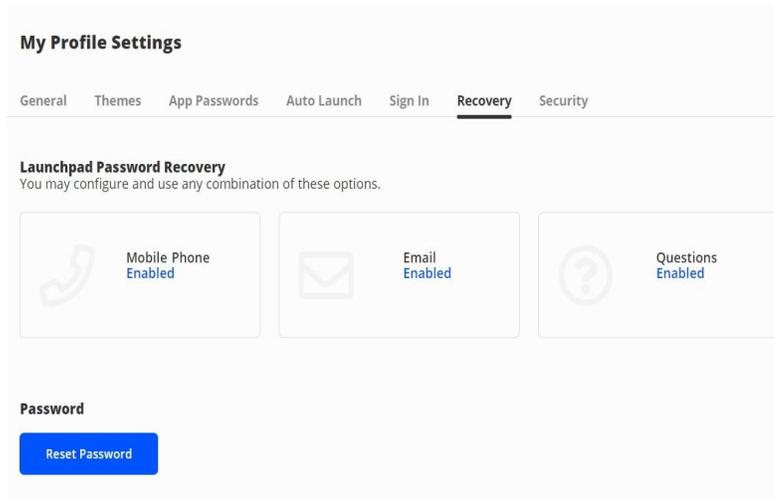
Click the blue '**Reset password**' button

Enter your current password, a new password, and click Save.

- Staff & Students in grades 6-12 - Password should be at least 16 characters long.
- Students in grades K-5 - Password should be at least 12 characters long.

Consider using a passphrase with a mix of letters, numbers and spaces.

More PPS password requirements are listed HERE.

Step 4: Sign out of My.PPS

After selecting your recovery options and optionally changing your password please sign out of My.PPS by selecting the red **SIGN OUT** option from the account profile area.

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Expired or Forgotten Passwords

Step 1: Reset Password

In your web browser go to My.PPS.net or launchpad.classlink.com/ppsor

Click on the '**Help, I forgot my Password**' link at the bottom of the page

Step 2: Enter Username

Enter your username (without the @pps.net) and hit the blue 'checkmark' button.

Note: the **'ppsor'** code is our site default with our vendor and should not be changed
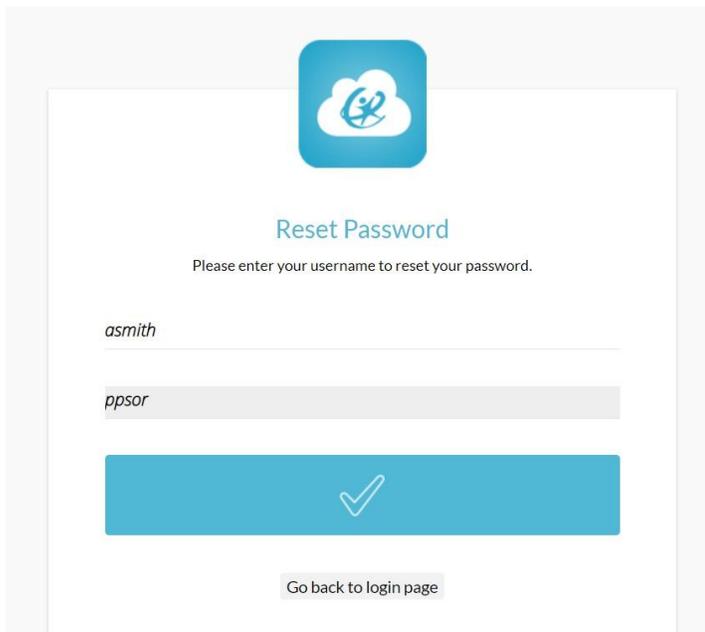
Step 3: Select Password Recovery Option

Select one of your preset password recovery options to reset your PPS password
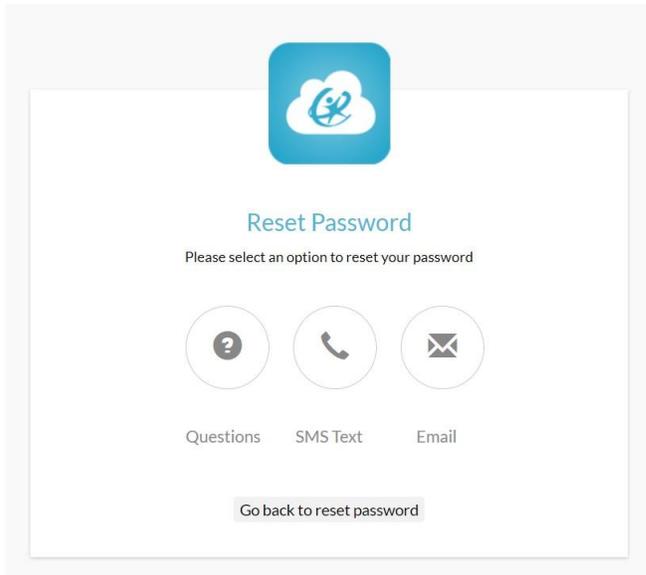
Expired or Forgotten Passwords (Student Assistance)

For students requiring assistance resetting passwords there are two available options -

1) Classroom Teacher - please refer to the article **How to reset Student Passwords using My.PPS**
2) Tech coach/Other Staff - please refer to the article **How To - Student Password Reset Tool**

Problems

I forgot my password but I got an error message

If your password recovery options have not been set you may encounter this screen.
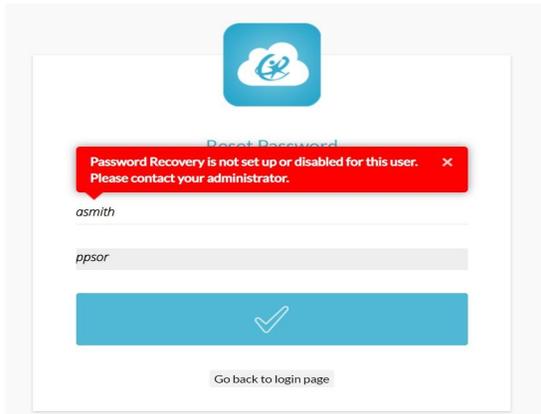
For all Password Recovery issues, please submit a support ticket or call the PPS Service Desk at (503) 916-3375 for assistance.