

## How do I help my students with forgotten @gnspes.ca passwords?

### Password Reset Tool (for students who have forgotten their password)

To access the new password reset tool visit <https://selfservice.gnspes.ca/reset.php>

Step 1: Enter the student's username that needs their password reset (do not add @gnspes.ca)

Step 2: Enter the teacher's email (your email if you are doing the process for the student)

Step 3: Teacher checks their email for a code

Step 4: Enter the code on the password reset tool web page, and input a new password

### First Time Setup for New Students

There are also situations where there are students who have never signed into their GNSPES email address before, e.g. international students and students from outside NS. In these situations students may need to go through the first time setup process to allow them to create their first password.

If this is the case, have them sign into a desktop computer using:

**Username:** pw **Password:** password

And choose option 4.

Or have them visit the webpage <http://selfservice.gnspes.ca/passwd.html> from any device and choose option 4.

Using these websites, teachers should have the power to maintain GNSPES access for their students. If any problems arise where the above tools do not work, please create a work order via <http://helpdesk.avrce.ca>