

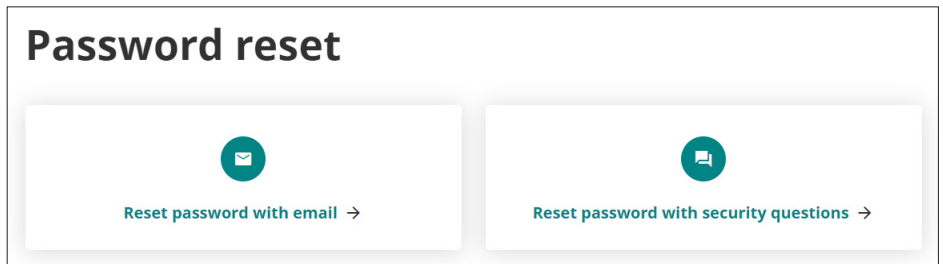
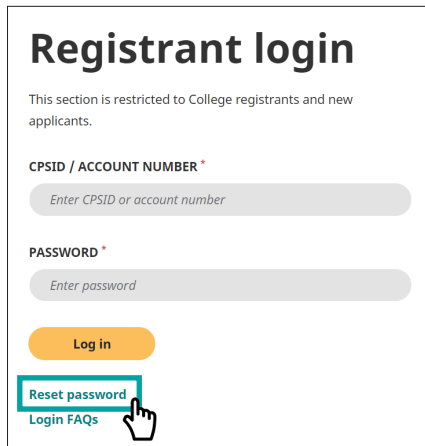
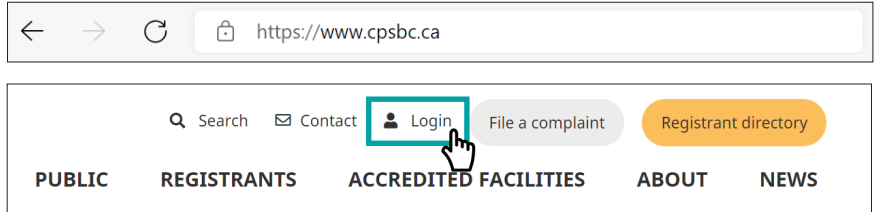
## I have forgotten/I need a password.

If you have forgotten or need a password, please follow the steps below to reset it.

1. Go to **www.cpsbc.ca**.
  2. Click **Login** on the upper right side of the page.
  3. Click **Reset password**.
  4. Select how you would like to reset your password—by receiving a link to your email, or by answering all of your College security questions.
- Note:** If this is your first time logging in, you must reset your password with email. Upon logging in, you will be required to set your security questions before accessing the rest of the portal.

To reset your password with email, see [page two](#).

To reset your password with security questions, see [page three](#).



## I have forgotten/I need a password.

If you have forgotten or need a password, please follow the steps below to reset it.

### Reset password with email

5. Enter your CPSID or account number if a CPSID has not been assigned.
6. Enter your email address that you provided to the College. Click **Continue**.  
A green confirmation message will appear.
7. Check your email for the "Password reset request" message.
8. Click the link in the email or copy and paste the address into your web browser.
9. Enter your new password twice. Click **Save**.
10. You will be automatically redirected to the login page.  
A green confirmation message will appear and you will receive a "Password successfully updated" email.

CPSID / ACCOUNT NUMBER \*

EMAIL ADDRESS \*

Continue

A password reset link has been sent to the email address on file. Please check your email inbox and click on the link within 48 hours to reset your password.



Your password must contain at least one letter, one number, one symbol and be a minimum of eight characters in length.

NEW PASSWORD \*

REPEAT NEW PASSWORD \*

Save

**!** Symbols include: !@#\$%^&\*(),.  
Password example: 123\*jump

Password reset successfully.



## I have forgotten/I need a password.

If you have forgotten or need a password, please follow the steps below to reset it.

### Reset password with security questions

5. Enter your CPSID or account number if a CPSID has not been assigned.
6. When prompted, enter your date of birth. Click **Continue**.
7. When prompted, answer your three security questions. Click **Continue**.
8. After answering the final question, click **Submit**.
9. Enter your new password twice. Click **Save**.
10. You will be automatically redirected to the login page.  
A green confirmation message will appear and you will receive a "Password successfully updated" email.

CPSID / ACCOUNT NUMBER \*

Continue

What is your date of birth? \*

Continue

What city were you born in? \*

Continue

What was the name of your first dog? \*

Continue

What is your mother's maiden name? \*


Submit

Your password must contain at least one letter, one number, one symbol and be a minimum of eight characters in length.

NEW PASSWORD \*

REPEAT NEW PASSWORD \*

Save

 **Symbols include:** !@#\$%^&\*(),.  
**Password example:** 123\*jump

Password reset successfully.  X

If you require further assistance, please contact the College at 604-733-7758.