

How to Change Your Security Question

For added security, you will be asked to answer a security question when trying to reset the password for your school account.

For some younger students, the security question is preset to Name of this city? with the answer:

If you need to change your security question, you can do so from a web browser on any device by using our **Single Sign-On (SSO) portal**:

newburyport-k12.okta.com

After clicking the link above, you will be brought to our SSO login page.

Please sign in with your **username** (not your full email) and current **password**.

Changing SecurityQ_01-border.png

After signing in, you will see our SSO portal. On the right side of the top navigation bar, you will see your **name** next to an icon of a person. Click on your **name**, and then click on the '**Settings**' option in the drop-down list.

Changing SecurityQ_03-border.png

You can change your security question by editing the **Forgotten Password Question** section. Click on the **Edit** button next to Forgotten Password Question.

Changing SecurityQ_04-border.png

You will see a **dropdown menu** that allows you to select a **Question**, as well as a text box below where you put in your **Answer**. One of the dropdown options is "Create your own security question". If you choose this option, another text box will appear titled "Your custom security question" that allows you to write your own question.

After you are done selecting a **Question** and providing an **Answer**, click the **Save** button.

Changing-SecurityQ_05-border-v2.png

You should now see your new question in the Forgotten Password Question section.

Your answer will not be displayed, for security reasons.

Changing-SecurityQ_06-border.png

Your new security question and answer will now be used going forward.

Revision #3

Created 16 October 2020 17:34:14 by Colin Janson

Updated 4 December 2020 13:52:01 by Colin Janson