

# Self Service Help Documentation

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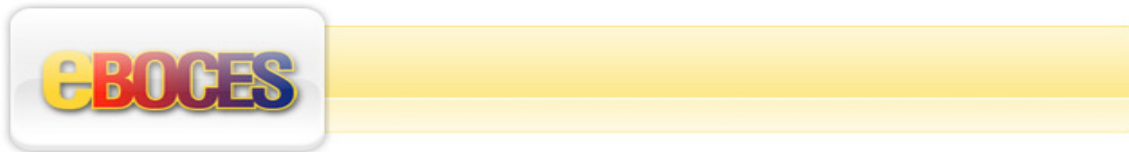
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## New Accounts

If a new account is created with your district e-mail address, you will receive an e-mail from the Erie 1 BOCES Service Desk similar to the one displayed below:

Subject: User ID and Password for WNYRIC Web Applications and Data Warehouse



This email is to inform you that you have been authorized for access to one of the following applications:

- Active Directory
- Budget Mailer
- Secure File Transport Protocol (FTP)
- Level 1 Data Warehouse
- PDP Premier
- Sametime Instant Messaging and Meetings
- Textbook Services

Access has been created using the enclosed user ID and temporary password. All users MUST use the "Manage Your Account" link included below to update your password before you can log in for the first time and must set up your password reset questions to be used with the self-service security utility for future use if you forget your password. The links to detailed instructions with complete password rules and standards are included below. The "Manage Your Account" link can also be found on the application login page.

The following new account has been created for you:

Manage Your Account:	<a href="https://login.wnyric.org/itim/self/">https://login.wnyric.org/itim/self/</a>
Process Reference:	9023828806826929106
User ID:	1810TPASS29
Owner Name:	Test Password
Temporary Password:	La19640129
Time of service provision:	Jul 03, 2014 01:17:26 EDT

Please do not respond to this e-mail address. If you have any questions or concerns, please email the WNYRIC Service Desk at [servicedesk@e1b.org](mailto:servicedesk@e1b.org) or call our WNYRIC Service Desk, available Monday through Friday, 7 AM to 4:30 PM for your support requests:

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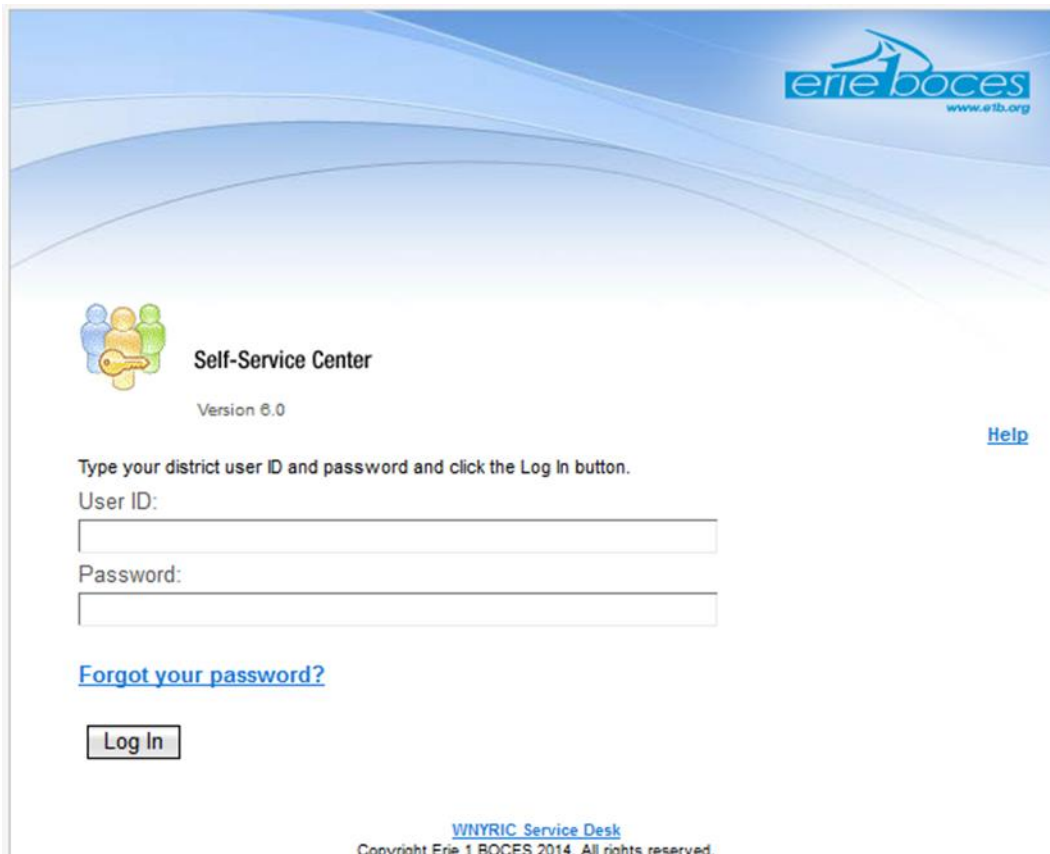
## Manage Your Account

When you receive notification of the new account, you will need to “Manage Your Account”. The link provided in the e-mail will take you to a webpage where you will set up your password and password reset security questions. This should occur before you login to the network for the first time with your new username.

The link provided will display as <https://login.eboces.org/itim/self/>

When you enter this address into your internet browser, it will redirect the page to

<https://login.wnyric.org/itim/self/Login/Logon.do>



Enter your User ID or e-mail address (if you received notification via e-mail) and password to “Manage Your Account”. **Passwords are case sensitive.** The first time you log in, use the temporary password received in the new account e-mail or given to you by the district. The temporary password may be in the following format. The first 2 letters of your district and your birthday in this format: YYYYMMDD eg. La19640129 for a user from Lackawanna with the birth day of Jan, 29<sup>th</sup>, 1964.

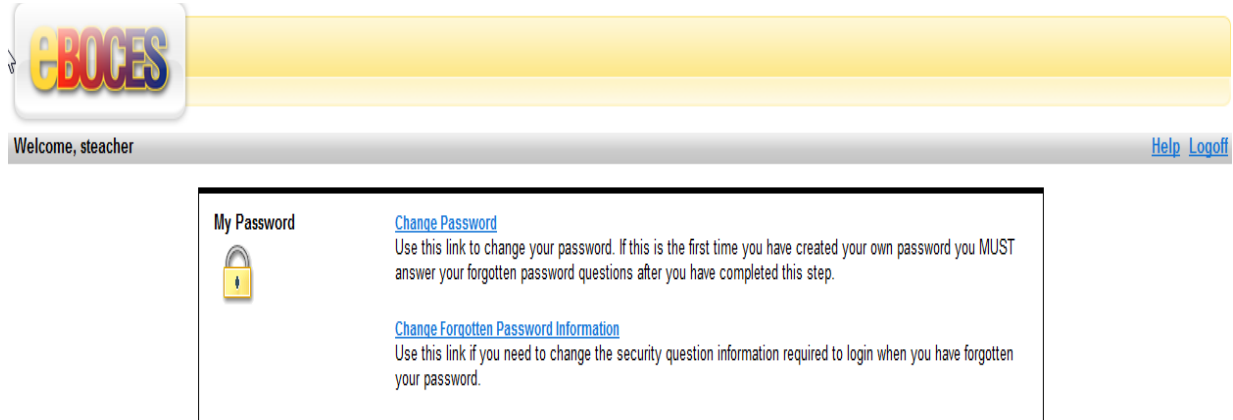
*Please note sometimes it is easier to copy and paste the temporary password from your e-mail.*

This same webpage can be accessed whenever you need or want to change your password or update your security questions.

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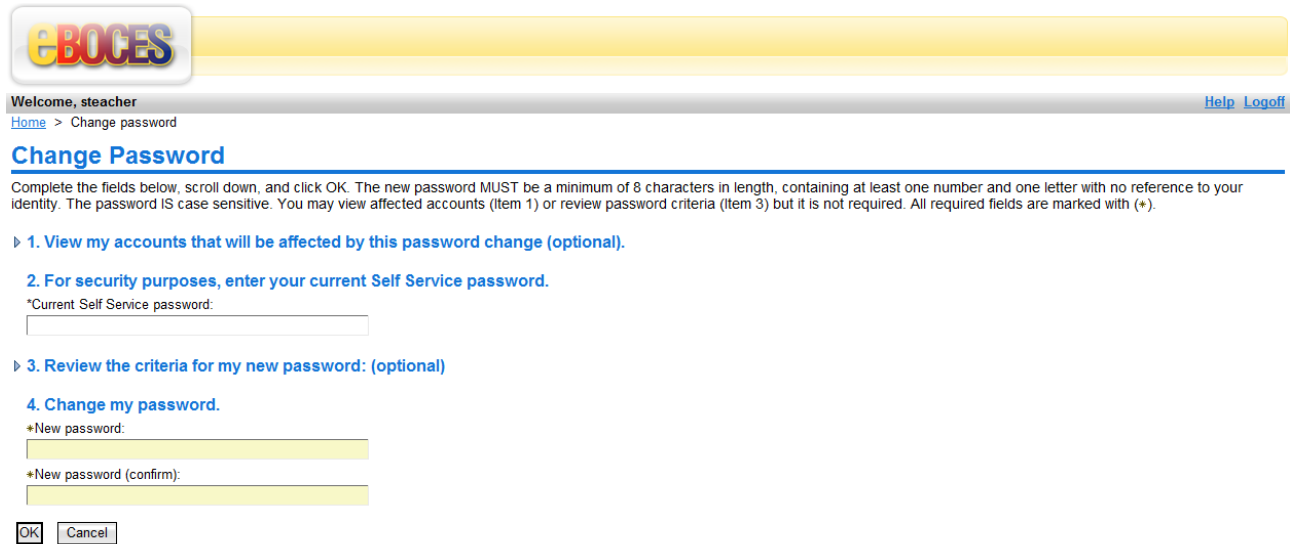
## Change Password

Once you enter your User ID and/or e-mail address with the correct password, this page will appear. Select either "Change Password" or "Change Forgotten Password Information".



For Service Desk assistance, [Please click here](#)

If Change Password is chosen, follow the steps to change your password.



For Service Desk assistance, [Please click here](#)

You can view the password criteria by clicking on the twisty in front of the number 3. It will advise you that a minimum of 8 characters must be used with at least 3 of them being a number (0-9), a letter (a-z), a capitalized letter (A-Z), and/or a symbol.

**This is now your Active Directory network login ID and password. This same ID and password may be used in other network programs such as wireless network access, content filtering overrides, My Big Campus, Service Now Technical Incident Ticket system, etc.**

The link to aid you if you have forgotten your password is below and should be on your school district website. <https://login.wnyric.org/itim/self/Login/Logon.do>

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## Change Forgotten Password Information

If Change Forgotten Password Information is chosen, answer three of the seven questions displayed. If you are updating or changing your answers, "Clear" the current responses and enter the new responses.

Welcome, steacher [Help](#) [Logoff](#)

[Home](#) > Change forgotten password information

### Change Forgotten Password Information

Please click "Clear" to remove any previously answered questions. Select and provide an answer that you will remember to exactly 3 questions from the list below, then scroll down to the bottom and click OK to save your responses. Note that your answers are NOT case sensitive.

What is your father's middle name?  
.....

What is your favorite cartoon character?  
.....

What is your maternal grandmother's first name?  
.....

What was the house or PO Box number where you lived at the age of 16? (enter in digits)

What was your favorite place to visit as a child?

What was your favorite subject in high school?

What was your favorite teacher's last name?

For Service Desk assistance, [Please click here](#)

When you have completed this task, click OK and you will be directed to a link to the self service home page and can then log off.

## Forgot your password?

This feature cannot be used until you have successfully changed your password and answered the security questions.

**Forgot Password**

You must correctly answer the following questions before setting your new password.

What is your favorite cartoon character?

Please set your new password below. Enter the same password twice to confirm it.  
[Click here to view the password rules policy.](#)

New Password:

Confirm New Password:

For Service Desk assistance, [Please click here](#)

Once you have answered the question correctly, you can enter a new password. Passwords are case sensitive. If you are unable to correctly answer the questions call our service desk for a new temporary password at: 1-800-872-0782 option 2 or 821-7171 option 2 Monday through Friday, 7:00 AM until 4:30 PM