

Identity

HELPFUL TIPS FOR PARENTS

➤ **What is Identity?**

- Identity is an online password management system that provides a secure environment for students to login and reset their passwords in order to use St. Tammany Parish Schools online tools in a responsible and safe manner.

➤ **How do I Claim My Account on Identity?**

- Go to <https://identity.stpsb.org>
- Click Claim My Account
- Choose Student Account
- Type in the student's first name. They must use their given name, not a nickname.
- Type in student's last name
- Type in the student's student number
- Type in the student date of birth. DO NOT use leading zeros. Ex: 2/4/1980
- Click Next
- The student will be prompted to set a password
- Passwords:
 - Must be 8 characters in length (must contain an upper case, lower case and number in the password)
 - Cannot contain any value of the student name or student number
 - If the student name includes an apostrophe mark, they will have to use the key to the left of the number 1 key, the symbol looks like a backwards apostrophe, instead of the apostrophe.

➤ **How do I reset my password using Identity?**

- Go to <https://identity.stpsb.org>
- Click on Forgot Password
- The student will be asked a series of security questions, which the student will have to answer correctly.
- After the security questions have been answered correctly. The student will be asked to select a new password.
- Select next
- Then close out the browser.
- The student will now be able to login into their St.Tammany Parish Online accounts using their student ID number and their newly created password.
- If *Identity* fails to successfully reset the password, the student should report to Student Services.