



## I forgot my Password!

### How do I Reset My Own Password?



You have 2 choices to get your password reset:

1. Ask your school to reset your password, or
2. Reset it yourself using this tool (if you have already setup your profile questions)

1. Use a computer with internet access
2. Go to <http://www.cbe.ab.ca> and put your mouse over **Students**
3. You will see a dropdown box, click **CBE Self-Serve Password Tool**



4. Click on the picture **For CBE Students**

**For CBE Students**

Click Here...



5. Enter in your CBE student ID and click **Continue**

### **I Forgot my Password:**

**You can't remember your current password. If you have setup your profile, you can reset your own password.**

CBE Username:



6. The tool now has to know who you are. It does this based upon how you setup your profile:
- Option 1: Using profile questions and answers, or
  - Option 2: Using an external email address

### Option 1: Using profile questions and answers

- a. You will be asked to answer **two profile questions** correctly.  
Answer the first one then click **Submit**

#### Step 1: Answer you profile questions

Question 1 of 2: What month was your mom born in?

Your answer:

Submit

If your answer was right, you will see this message

Your answer was correct. Please continue with your next profile question.

If your answer was wrong, you will see this message. Try again on another question

Your answer was incorrect. Remember that you are only permitted three tries to answer successfully.

- b. Answer the second profile question then click **Submit**

#### Step 1: Answer you profile questions

Question 2 of 2: What city does your favourite aunt live in?

Your answer:

Submit

- c. Now choose a new password.

Enter it a second time to confirm it and click **Save**

### I forgot my CBE account password

If you have set up your profile questions, you can use this page to reset your CBE account password!

You have successfully answered all required profile questions.

#### Step 2: Reset your password

New Password:

Confirm Password:

#### Step 3: Save

Save

Remember not to share your password with others. It's private and lets you do your personal work.

#### Password Tips

Try to make your password at least 7 letters long.

Your password can be a short sentence like "I8afrog" or "Fun4me2"

Do not use space in your password.

You can use:

- capital letters like A, B, C
- lowercase letters like a, b, c
- numbers like 0, 1, 2, 3
- special characters like \$, #, %



You have now reset your own password!

OR

### Option 2: Using an external email address

- a) This message will appear on the screen saying that an email was sent to your external email address

## I forgot my CBE account password

If you have set up your profile questions, you can use this page to reset your CBE account password!

Your password reset email was sent successfully.

- b) Go to your external email  
c) Find the email message from CBE

no-reply@cbe.ab.ca

CBE Account – Password reset

- d) Open the email and click on the link to reset your password  
e) Now choose a new password. Enter it a second time to confirm it and click **Save**

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