

**SCHOOL FOOD SERVICE
MANAGER'S INSERVICE WORKSHOP
Don Estridge High Tech Middle
Laura Riopelle - Principal
Robbie Sinclair - SFS Manager
August 8, 2013**

8:00	<i>Box & Monitor Pick-up, Networking</i>			
8:45	<i>Morning Session Begins</i>			
	Allison Monbleau	<p>Pledge of Allegiance Message From Steve <u>Introductions</u> Adrienne Lopes - Accountant Julie Baker - Barton Elementary Toni Sturm - Addison Mizner Elementary Jennifer Chaffin - Polo Park Middle "J.J." Donald Jefferies - Odyssey Middle Michael Owens - Whispering Pines Elementary Monica Longo - Orchard View Elementary Field Support Introductions</p>		
	Denise Cargill Maggie Prieto Debbie Hardman Jamie McCarthy Heidi Schwab	<p style="text-align: center;"><u>Awards & Recognition</u></p> <p>Perfect Attendance Years of Service The Juggler Award Humanitarian Award 100% Club Award School Involvement Award Rookie of the Year Award Creativity to Promote Program Award Program Pride Benchmarks: Bronze, Silver, Gold Higher Education Recognition Serviceware Dispensers Snack Pak Stepping Up to the Plate Special Recognition</p>		
9:30	Denise Cargill	<p style="text-align: center;"><u>Intern Program Changes & Introductions</u></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> Rebecca Boyd Mark Embick Barry Katz Idelvis Lugones Kimberly Miller Michele Mills </td> <td style="width: 50%; vertical-align: top;"> Matthew Nevin Katie O'Loughlin Chantel Pelton Crystal Perez Steven Rubin Shawn Tyree </td> </tr> </table>	Rebecca Boyd Mark Embick Barry Katz Idelvis Lugones Kimberly Miller Michele Mills	Matthew Nevin Katie O'Loughlin Chantel Pelton Crystal Perez Steven Rubin Shawn Tyree
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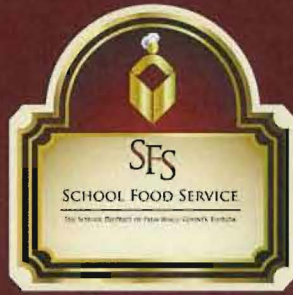


**SCHOOL FOOD SERVICE
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August 8, 2013

9:40	Edward Wells	SNA Updates	
9:50	Dave Trogdon	Work Order Updates Planned Maintenance	
10:00	<i>Break</i>		
10:20	Allison Monbleau	Marketing Booklet Promotions (FY14-NSLW, NSLB, OrganWise Guys) FY 14 Mission Statement/Vision/Benchmarks	<input checked="" type="checkbox"/>
10:35	Maggie Prieto	Student Overdrawn Account Limit Food Transfers Uniform Process	
10:55	Allison Monbleau • Tracey Mularchyk	Introduction Citibank	<input checked="" type="checkbox"/>
11:00	Lori Dornbusch	Breakfast	<input checked="" type="checkbox"/>
	• Laura Schneider	Introduction Shoes for Crews	<input checked="" type="checkbox"/>
11:15	Heidi Schwab	Commodity Updates	
11:25	Jamie McCarthy	Food Allergen Update Cranberry Dispensers A La Carte Review Cookbooks FL School Breakfast Week (September 16-20)	
12:00	<i>Lunch</i> Build Your Own Sandwich Bar: Turkey, Ham, and Tuna Salad; Chips, & Beverages Ice Cream Provided by Frozen Treats		
1:05	Paula Triana	District's Soul Source Project Wellness Promotion Task Force Accomplishments Milk & Bread Ordering Update	
1:15	Robyn Riley	Start of Year Site in Sharepoint	
1:20	Denise Cargill	Year Start-Up Pre-School Meetings Tech Update, Passwords Manager Boxes National School Lunch Week	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
2:15	Pete Wood	Hurricane Manual	
2:20	Allison Monbleau • Steve Morgan	Introduction Motivational Speaker	
4:20	Allison Monbleau	Closing	

This meeting has been sponsored by:





FY 2014

Mission Statement

To provide a variety of appealing and nutritious meals with the purpose of supporting student performance in a safe and effective manner

Departmental Goals

Serve Children/Promote Participation
Excellence in Customer Service
Improve Productivity, Efficiency, and Accountability
Excellence in Environmental Stewardship
Support and Promote the District's Wellness Initiative

Values

Passion • Quality • Respect

Passion • Quality • Respect



THE SCHOOL DISTRICT OF PALM BEACH COUNTY, FLORIDA
SCHOOL FOOD SERVICE DEPARTMENT



FY 2014

Vision

"Kids First"

The Best School Food Service Department
In the Country

Our Pledge...

Passion • Quality • Respect





Benchmarks FY 2014

Participation Benchmarks

Per the Council of the Greater City Schools (CGCS) participation is the total average number of students daily who participates in breakfast or lunch – free, reduced-priced and full price; divided by the Average Daily Attendance (ADA). Elementary grades are from pre-Kindergarten through 6th grade and secondary grades are from 7th through 12th.

Meal Session	FY11 Results	FY12 Results	FY13 Results	FY14 Benchmark
Breakfast Participation				
Elementary	28.53%	29.24%	30.16%	> 35%
Secondary	13.18%	15.32%	19.31%	> 20%
Lunch Participation				
Elementary	64.00%	65.06%	63.85%	> 70%
Secondary	31.65%	36.49%	39.24%	> 50%

Costs Benchmarks as a Percentage of Revenue

Cost Category	FY11 Results	FY12 Results	FY13 Results	FY14 Benchmark
Food Costs				
Elementary	36.25%	34.01%	34.58%	< 36%
Secondary	38.12%	34.42%	34.87%	< 38%
Paper Products & Chemicals				
Elementary	2.30%	2.32%	2.32%	< 3%
Secondary	2.30%	2.66%	2.47%	< 3%
Labor Expense				
Elementary	29.01%	25.60%	25.75%	< 31%
Secondary	26.82%	24.12%	24.61%	< 28%
Benefits				
Elementary	12.36%	11.80%	11.23%	< 14%
Secondary	12.36%	24.12%	11.26%	< 14%



Schools Converting to Universal Breakfast in FY14

0664	Academy For Positive Learning
1981	Bear Lakes Middle
2361	Boynton Beach High
2041	Carver Middle School
3392	Charter School Of Boynton
2761	Choelee Lake Elementary
1581	Congress Middle
3101	Crossroads Academy
0642	Daystar Academy Of Excellence
3344	Delray Youth Vocational
3261	Diamond View Elementary
2491	Dr. Mary Mcleod Bethune El
3044	Elementary Transition North/Central
3398	Everglades Prep Academy
3382	Glades Academy Of Agriculture
2301	Glades Central High
1641	Gold Coast Community School
3351	Grassy Waters Elementary
0012	Hope - Centennial Elementary
1461	Inlet Grove High
3046	Intensive Transition South
2701	Jeaga Middle School
0201	John F. Kennedy Middle
0141	Lake Park Elementary
2641	Lakeside Academy
0761	Lantana Middle
3394	Montessori Academy Of Early L.
3384	Noah's Ark
0131	North Palm Beach Elementary
0271	Northmore Elementary
2601	Odyssey Middle School
1851	Palm Beach Lakes High
2801	Palm Beach Maritime Academy
0051	Pine Jog Elementary
2591	Pleasant City Community El
0791	Poinciana Elementary
0311	Roosevelt Middle
3355	Roosevelt Full Service
3391	Seagull Academy
1571	South Tech Charter
3386	Toussaint L'ouverture High
2781	Tradewinds Middle School
1401	West Riviera Elementary
0351	Westward Elementary

SCHOOL FOOD SERVICE PRE-SCHOOL MEETINGS FY 2014

DATE	TIME	MEETINGS	WHO SHOULD ATTEND?
8/08/2013	8:00 – 4:30	1 st Required In-Service - Don Estridge Safe Schools Institute	Food Service Office Staff Managers Manager Interns Satellite Assistant Managers
8/09/2013	7:45 – 4:15	Workshops at - Don Estridge Safe Schools Institute	Food Service Office Staff Managers Manager Interns Satellite Assistant Managers
8/12/2013	Assigned hours	When at your school – Turn on computer and verify point of service computers are working.	Food Service Managers
8/12/2013	8:00 – 4:30	SFS OFFICE	New Manager Interns
8/12/2013	8:00 – 12:00	Area Meetings: Area 1 Watson B Duncan Middle Area 2 SFS Office Area 3 Meadow Park Elementary Area 4 Santaluces High Area 5 Boynton Beach High Area 6 Don Estridge Safe Schools Institute Area 7 Everglades Elementary Area 8 Pierce Hammock Elem	Food Service Managers
8/13/2013	Assigned hours	Managers report to School Site – Teachers return	Managers Manager Interns
8/14/2013	Assigned hours	Employees report for duty. Managers to provide training to staff on Civil Rights, Dress & Hygiene, Safety & Sanitation, Offer vs. Serve and Cashier Training and complete forms.	Managers and Staff
8/14/2013	1:30 – 2:30	Charter School Meeting School Food Service Office	Managers with Charter Schools Field Specialists
8/15/2013	7:00 – 11:00	New Employee Training – SFS Office	New Employees

8/15/2013	Assigned Hours	Managers continue performing preschool tasks, and provide training if needed, on Civil Rights, Dress & Hygiene, Safety & Sanitation, Offer vs. Serve and Cashier Training and complete forms.	Managers and Staff
8/16/2013	7:00 – 1:00 (Field Specialists will give their areas specific timing for the training groups)	Employee Area Trainings Area 1 Howell Watkins Middle Area 2 Bear Lakes Middle Area 3 Palm Springs Middle Area 4 Santaluces High Area 5 Boynton Beach High Area 6 Don Estridge Safe Schools Institute Area 7 Palm Beach Central High Area 8 Wellington Landings Band Room and Glades Central High Cafeteria	Managers Staff Members Field Specialists

Directions to Don Estridge Safe Schools Institute:

I-95 to Yamato Road. West to Military Trail. South to next light – Spanish River Blvd. Go east on Spanish River Blvd. School is on the immediate south side.

**SCHOOL FOOD SERVICE
OPENING DELIVERY SCHEDULE
PRE-SCHOOL FY 2014**

ITEM	DELIVERY DATE	DIRECTIONS
SYSCO	Tuesday, August 13, 2013 Wednesday, August 14, 2013 Thursday, August 15, 2013	Food Service Managers should make sure a staff member will be on duty at the school to accept deliveries, if applicable.
PRODUCE MILK, JUICE, ICE CREAM and BREAD	Tuesday, August 13, 2013 Wednesday, August 14, 2013 Thursday, August 15, 2013	Food Service Managers and staff will be on duty at the schools to accept deliveries

The School District of Palm Beach County - Password Self Service Reset Application

GETTING STARTED

Information Technology has implemented a new Password Self Service Reset application. This application will allow District employees to quickly reset their Network User ID and Student Terms/Mainframe passwords with an easy to use web interface.

STEP 1

To get started go to the SDPBC District home page and click on the **Employees** link.



The screenshot shows the homepage of The School District of Palm Beach County. At the top, there is a navigation bar with links for 'Calendar', 'Mail', 'Directory', and 'Forms'. Below this is a search bar and a 'Translate This Page' button. The main navigation menu includes 'District Links', 'Students', 'Parents', 'Employees', 'Community', 'School Board', and 'Superintendent'. A red arrow points to the 'Employees' link. Below the navigation is a large banner for 'Dive Into Summer Classes for Fun & Leisure' with the phone number 561-649-6010. The page also features sections for 'News & Events', 'Schools', 'Departments', 'Employment', 'Site Locator', 'En Español', and 'All Keys!'. At the bottom, there are links for 'School Board', 'Members', 'Board Policies', 'School Board and District Meetings', 'Agendas', 'Current Mail', 'Meeting Webcasts', 'Live Archive', 'Advisory Committees', and 'Superintendent's News'.

STEP 2

You will be directed to the Employees home page. Next click on the **Password Reset** link.



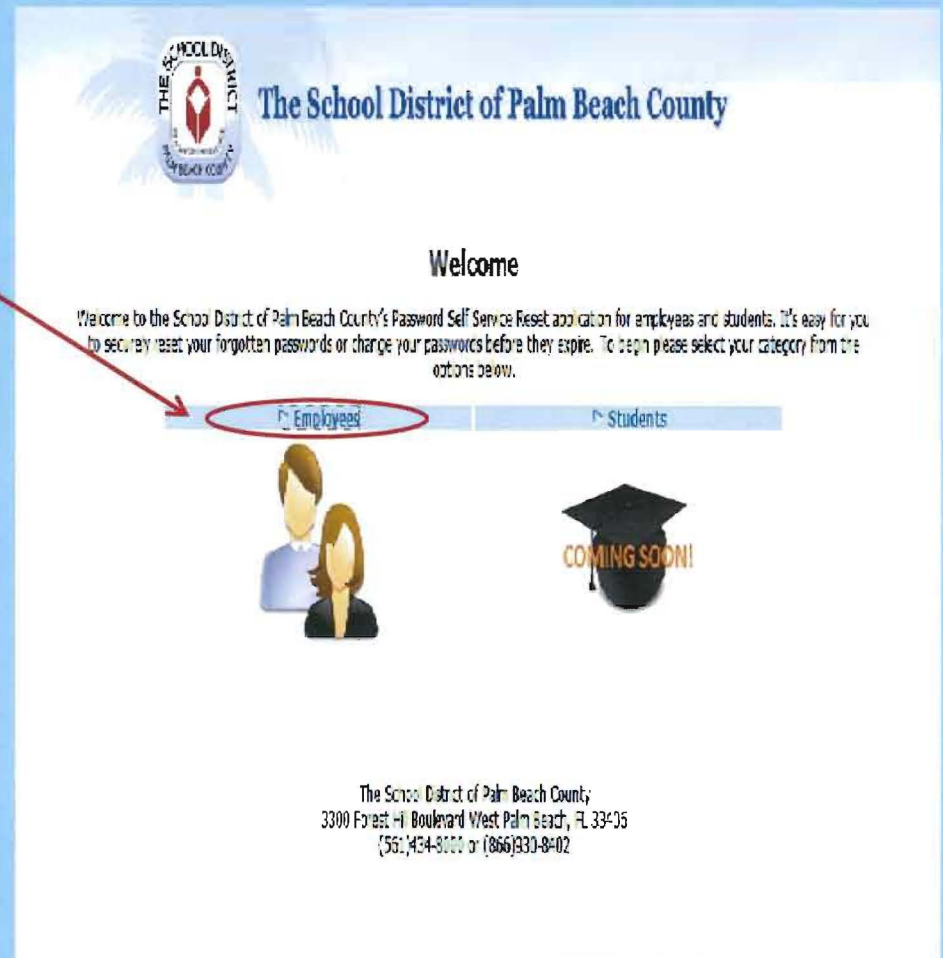
The screenshot shows the 'Employees' home page. The navigation bar is similar to the homepage. The main content area is titled 'Employees' and features a large banner with the word 'Employees' and a photo of three people. Below the banner are several sections: 'District Links', 'Wellness Promotion Policy Annual Report', 'Employee Assistance Program (EAP)', 'Employee Discounts and Opportunities', 'External Web Links', 'Human Resource Services', 'Labor Contract', 'New Employee Information', 'Scholarship/Financial Assistance', 'School Fundraising', 'Teacher Resources', and 'SharePoint'. There are also sections for 'Job Opportunities', 'Compensation', 'Professional Learning', 'Professional Learning (coed)', 'SmartFindExpress', and 'Current Employee News'. On the right side, there is a 'WHERE TO TURN' section, 'BULLETINS', 'System Alerts', and a 'Services' sidebar. The 'Services' sidebar includes links for 'Helpdesk', 'Communications Manual', 'CORE K12', 'BoardDocs', 'eAgenda', 'eLines', 'EDW', 'HR Customer Care Center', 'HR Time Task Calendar', 'Human Resource Manual', 'iJobevaluation', 'IT Service Desk', and 'Password Reset'. A red arrow points to the 'Password Reset' link.

The School District of Palm Beach County - Password Self Service Reset Application

EMPLOYEE LOGON HELP CENTER WELCOME

STEP 3

You will be directed to the Welcome page. Click on the Employees link to begin.



The screenshot shows the 'Welcome' page of the Password Self Service Reset application. At the top left is the logo for 'THE SCHOOL DISTRICT OF PALM BEACH COUNTY'. To its right is the text 'The School District of Palm Beach County'. Below this is the heading 'Welcome' and a paragraph: 'Welcome to the School District of Palm Beach County's Password Self Service Reset application for employees and students. It's easy for you to securely reset your forgotten passwords or change your passwords before they expire. To begin please select your category from the options below.' There are two buttons: 'Employees' and 'Students'. The 'Employees' button is circled in red, and a red arrow points from the text box on the left to it. Below the buttons are two icons: one of a man and a woman, and another of a graduation cap with the text 'COMING SOON!'. At the bottom, contact information is provided: 'The School District of Palm Beach County, 3300 Forest Hill Boulevard West Palm Beach, FL 33405, (561)434-3000 or (866)930-8402'.



Helpful tip: Please contact your School Tech with any questions before calling the Service Desk.

The School District of Palm Beach County - Password Self Service Reset Application

EMPLOYEE LOGON HELP CENTER

If you have not updated your Security Profile click on the **Update your Security Profile** link first.

You cannot reset your password until your Security Profile has been updated. If you have already updated your Security Profile click on **Reset Your Password** link to proceed.

Note: **Security Profile** directions begin on page 4 of this document. **Reset your Password** directions begin on page 7.

The screenshot shows the 'Employee Logon Help Center' page. At the top left is the School District of Palm Beach County logo. Below it are 'Support Links' for 'FAQ' and 'End User Documentation'. The main heading is 'Employee Logon Help Center'. A welcome message follows: 'Welcome to the School District of Palm Beach County's Password Self Service Reset application. This application will allow District employees to reset their Network User ID and/or Mainframe password(s) using an easy-to-use web interface. It will also improve network security, ID privacy and service quality. Before using the Password Self Service Reset application you will need to create a Security Profile where you'll be asked a series of questions used to identify you in the future should you forget your password.' Below this are two main buttons: 'Create or Update Your Security Profile' and 'Reset Your Password'. A red arrow labeled 'Step 1' points to the first button. A red arrow labeled 'Step 2' points to the second button. Below each button is a description: 'Step 1: Creating a Security Profile provides the ability for you to select personal challenge questions that can be used to authenticate your identity in the event that you have forgotten your password.' and 'Step 2: Password Self Service Reset allows District employees to quickly and securely reset their Network User ID and/or Mainframe account passwords.' A note at the bottom states: 'Note: Your Security Profile will only need to be created once.' and another note: 'Note: You must first create your Security Profile before you can reset your Network User ID and/or Student Terms/Mainframe password(s).'

The School District of Palm Beach County
3300 Forest Hill Boulevard West Palm Beach, FL 33406
(561)434-8000 or (856)930-8402



Helpful tip: You will only need to update your Security Profile once.

UPDATING YOUR SECURITY PROFILE

You will need to update your Security Profile before you can reset a password. The required information will be utilized to verify your identity when you want to reset your password(s). Remember you will only have to update your Security Profile once.

Enter the required information and click the **Next** button to continue. Please ensure that you are entering the correct data format for each area.

The screenshot shows the 'Security Profile' update page. At the top left is the School District of Palm Beach County logo. To the right is the text 'The School District of Palm Beach County' and 'ACCESS ASSURANCE SUITE™'. Below this is 'User Provisioning'. A utility bar contains icons for Help, Required Input Field, Numeric Field, and Read Only Field, along with a Logout button. The main heading is 'Security Profile'. Below it, a message states: 'You cannot reset your Password until you have updated your Security Profile.' Instructions follow: 'To begin updating your Security Profile, enter your Employee ID, Last 5 digits of SSN, and Date of Birth(MMDDYYYY) then click the "Next" button. Remember your Network User ID is what you use to log into the computer on a daily basis. Do not use the internet browser navigation buttons while using this application.' A note provides contact information for the IT Service Desk (561-242-4100) and hours (6:30 AM - 5:30 PM). A disclaimer states: '***Notice: This School District of Palm Beach County computer is for authorized users only. By accessing this system, you are consenting to complete monitoring with no expectation of privacy. Unauthorized access or use may subject you to disciplinary action and criminal prosecution.' The form fields are: 'Employee ID' with a question mark icon and a checkmark; 'Last 5 digits of your SSN' with a question mark icon and a checkmark; and 'Date of Birth(MMDDYYYY)' with a question mark icon and a checkmark. A blue 'Next' button is at the bottom, circled in red with an arrow pointing to it from the left. At the bottom right, it says '© Copyright, Courion Corporation. All rights reserved.' and 'powered by COURION'.



Helpful tip: Do not use the internet navigation buttons while using the Password Self Service application

UPDATING YOUR SECURITY PROFILE

You will need to create a Security Profile before you can reset a password. The information will be utilized to verify your identity when you want to reset your password.

Select and answer all questions and click the **Next** button to continue.

The screenshot shows the 'Security Profile Update' page. At the top, there is a header with the school district logo and the text 'The School District of Palm Beach County' and 'ACCESS ASSURANCE SUITE™ User Provisioning'. Below the header, there are navigation links: 'Help', 'Required Input Field', 'Numeric Field', 'Read Only Field', and 'Logout'. The main heading is 'Security Profile Update'. Below this, there is a paragraph: 'Please provide your answers to the personal questions below. You **must** answer all of the questions. **Remember your answers!** The system will require your answer to randomly selected questions to qualify you in the future for self-service password resets or help from the IT Service Desk for password resets. If you need assistance please contact the IT Service Desk at 561-242-4100 PX 44100. Hours are 6:30 AM - 5:00 PM.' Below this is a section titled 'Select and answer all personal questions for User Profile'. It contains two sections: 'Self Service' and 'IT Service Desk'. Each section has a list of questions and answers. The 'Self Service' section has two questions, and the 'IT Service Desk' section has two questions. Each question and answer field has a dropdown menu with '-Please select one-' and a 'Next' button. A red arrow points to the 'Next' button at the bottom of the form.

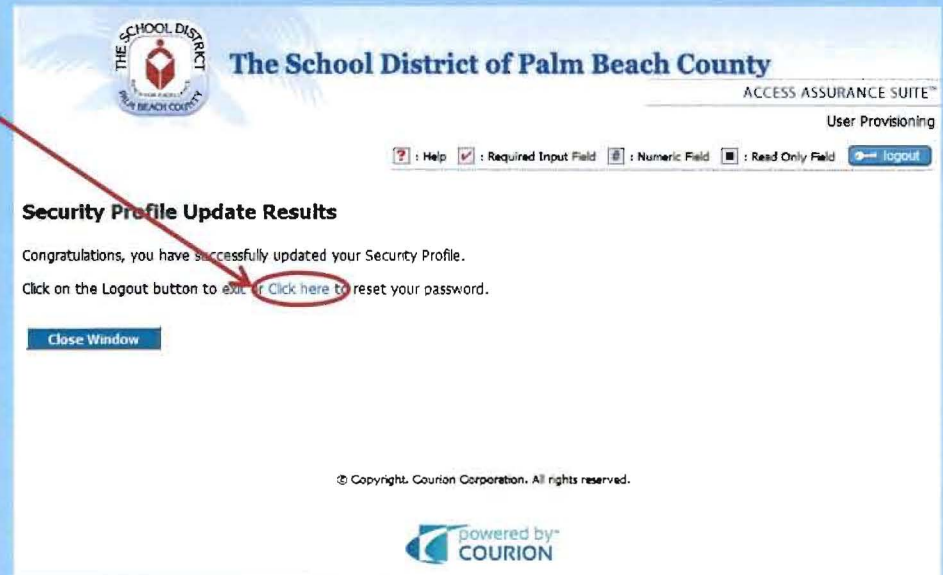


Helpful tip(s): Answers are **not** case sensitive. Your Security Profile can be updated multiple times if needed.

The School District of Palm Beach County - Password Self Service Reset Application

UPDATING YOUR SECURITY PROFILE

After successfully updating your Security Profile you will see this screen. The **Click here** link will redirect you to the Password Self Service Reset page. You may also click the Close Window or logout button to exit.



The School District of Palm Beach County
ACCESS ASSURANCE SUITE™
User Provisioning

? : Help ✓ : Required Input Field [0-9] : Numeric Field [] : Read Only Field Logout

Security Profile Update Results

Congratulations, you have successfully updated your Security Profile.
Click on the Logout button to exit. [Click here](#) to reset your password.

Close Window

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You will receive an informational email confirming your successful Security Profile update. An example email is displayed on the right.



Password Self Service Security Profile Registration - Success

Inbox x

SDPBCITSecurity@palmbeachschools.org 4:18 PM (0 minutes ago) ☆ ↶ ↷

*** This message is for informational purposes only. Please do not reply.***

Thank you for registering your Security Profile.

You now have the ability to reset your password at any time without calling the IT Service Desk. Click this link to access the Password Self Service Reset application: [Password Reset](#)

Notice: If you received this email and did not update your Security Profile, please call the IT Service Desk at [561-242-4100](tel:561-242-4100) PX 44100 for assistance.



Helpful tip(s): If you received an email and you did **not** update your Security Profile please contact the IT Service desk immediately.

The School District of Palm Beach County - Password Self Service Reset Application

PASSWORD SELF SERVICE RESET

The Password Self Service Reset application will allow District employees to reset their Network User ID and Student Terms/Mainframe passwords.

Enter the required information and click the **Next** button to continue. Please ensure that you are entering the correct data format for each area.

The screenshot shows the web interface for the Password Self Service Reset application. At the top, there is the School District of Palm Beach County logo and the text "The School District of Palm Beach County" and "ACCESS ASSURANCE SUITE™". Below this, it says "User Provisioning" and "Help" with various field indicators (Required Input Field, Numeric Field, Read Only Field) and a "Logout" button. The main heading is "Password Self Service Reset".

Welcome to the SDP3C Password Self Service Reset application. This application will allow District users to reset their Network User ID and/or Mainframe password(s) using an easy-to-use web interface. It will also improve network security, ID privacy, and service quality. Before using the Password Self Service Reset application you will need to build a Security Profile where you'll be asked a series of questions used to identify you in the future should you forget your password. [Click here](#) if you need to build your Security Profile. Your Security profile will only need to be built once.

Remember IT Service staff will **never** ask you for your password and you should never give out your password to anyone who asks for it, including IT (IT can reset your password, but cannot view your password). Storing your password with anyone allows unauthorized access to numerous systems such as Paycheck and Benefit information in PeopleSoft.

You will be able to reset passwords for the following applications

- Network User ID
- Student Terms/Mainframe

Do not use the internet browser navigation buttons while using this application. If you need assistance please contact the IT Service Desk at 561-242-4100 PX 44100. Hours are 6:30 AM - 5:00 PM.

***Notice: This School District of Palm Beach County computer is for authorized users only. By accessing this system, you are consenting to complete monitoring with no expectation of privacy. Unauthorized access or use may subject you to disciplinary action and criminal prosecution.

Employee ID

Network User ID (This is what you use to log into your District PC)

Date of Birth (MMDD)

Next



Helpful tips: Remember your Network User ID is the same account you use to log into Peoplesoft or your District computer.

The School District of Palm Beach County - Password Self Service Reset Application

PASSWORD SELF SERVICE RESET

You will be required to answer the personal challenge questions that you previously selected during the Update Security Profile process.

Enter the required information and click the **Next** button to continue.

The screenshot shows the 'Password Self Service Reset' page for The School District of Palm Beach County. The page header includes the district logo and the text 'The School District of Palm Beach County'. Below the header, there is a navigation bar with links for 'Help', 'Required Input Field', 'Numeric Field', 'Read Only Field', and a 'Logout' button. The main content area is titled 'Password Self Service Reset' and contains the following text: 'Please input your answers to the following personal challenge questions that you previously selected during your Security Profile update process.' and 'If you need assistance please contact the IT Service Desk at 561-242-4100 PX 44100. Hours are 6:30 AM - 5:00 PM.' There are two challenge questions: 'What is the name of the city you were born?' and 'What is the title of your favorite book?'. At the bottom of the form, there are two buttons: 'Previous' and 'Next'. The 'Next' button is circled in red, and a red arrow points to it from the text box on the left. The footer of the page includes the text '© Copyright, Courion Corporation. All rights reserved.' and the Courion logo.



Helpful tip: Answers are **not** case sensitive.

The School District of Palm Beach County - Password Self Service Reset Application

PASSWORD SELF SERVICE RESET

This page will display the usernames for the systems in which you can reset passwords.

Select the Password(s) you would like to reset by clicking the checkbox. Then click the **Next** button to continue.

The screenshot shows the 'Password Self Service Reset' application interface. At the top left is the School District of Palm Beach County logo. To the right of the logo is the text 'The School District of Palm Beach County' and 'ACCESS ASSURANCE SUITE™'. Below this is 'User Provisioning'. A legend indicates field types: a question mark for help, a checked box for Required Input Field, a box with a number for Numeric Field, and a box with a lock for Read Only Field. A 'Logout' button is in the top right. The main heading is 'Password Self Service Reset'. Below it is the instruction: 'Please select the password(s) that you would like to reset by checking the appropriate boxes below.' There are links for '[Select: All]' and '[Clear All]'. Below these are two tabs: 'Show All' (selected) and 'Network User ID | Student Terms/Mainframe'. A table lists two users: 'Jsar name 1' with 'Network User ID' and 'User name 2' with 'Student Terms/Mainframe'. Each user has a checkbox to its left. A red circle highlights the 'Next' button at the bottom of the table. At the bottom of the page, there is a copyright notice: '© Copyright, Courion Corporation. All rights reserved.' and the Courion logo with the text 'powered by COURION'.



Helpful tip: You can only reset passwords for systems you have access to.

The School District of Palm Beach County - Password Self Service Reset Application

PASSWORD SELF SERVICE RESET

This page will display the complexity rules for the systems in which you can reset passwords.

Enter a new Password then click the **Next** button to continue. The Password Strength meter will show the rules that still need to be met as you type. The bar will turn green and display the text "Your password meets the minimum requirements for complexity" when you have met all the requirements.

The screenshot shows the 'Select New Password' page of the Password Self Service Reset application. At the top left is the School District of Palm Beach County logo. The page title is 'The School District of Palm Beach County' and 'ACCESS ASSURANCE SUITE™'. Below the title is 'User Provisioning' and a 'logout' button. There are also links for 'Help', 'Required Input Field', 'Numeric Field', and 'Read Only Field'. The main heading is 'Select New Password'. Below this, there is a prompt to enter a new password and a 'Next' button. A note provides contact information for the IT Service Desk. Two columns of rules are listed: 'Network User ID Rules' and 'Student Terms/Mainframe Rules'. Below the rules is a 'Password Strength' meter, which is currently red and empty. At the bottom, there are input fields for 'Network User ID New Password' and 'Verify Network User ID New Password', each with a 'Next' button. A red arrow points from the 'Next' button in the input fields to the 'Next' button in the main heading area.

Select New Password

Please enter a new password in the fields below and click the "Next" button to continue.

If you need assistance please contact the IT Service Desk at 561-242-4100 PX 44100. Hours are 6:30 AM - 5:00 PM.

Network User ID Rules

In order to be acceptable, your Network User ID password must meet the following criteria:

- Must be at least 8 characters
- Must contain at least one (1) uppercase and (1) lowercase character
- Must contain at least one (1) number
- Must contain at least one of the following special characters (#,\$,@)
- No Repeating Characters greater than 3
- Must be different than your last 6 passwords
- Must not contain any part of your username

Student Terms/Mainframe Rules

In order to be acceptable, your Student Terms/Mainframe password must meet the following criteria:

- Must be between 5 and 8 characters
- Must contain at least one (1) uppercase and (1) lowercase character
- Must contain at least one (1) number
- Must contain at least one of the following special characters (#,\$,@)
- No Repeating Characters greater than 3
- Must be different than your last 6 passwords
- Must not contain any part of your username

Password Strength

Network User ID

Network User ID New Password: _____

Verify Network User ID New Password: _____

Previous **Next**



Helpful tip: You can only reset both passwords at the same time if you selected them on the previous screen.

The School District of Palm Beach County - Password Self Service Reset Application

PASSWORD SELF SERVICE RESET

The final page will display the Password Reset Results.

Click on the Logout button to exit. You will receive an informational email if your password reset was a success or failure. Click on the Next Action button if you would like to reset your password(s) again.

Congratulations!! You have changed your password using the new Password Self Service application.



Helpful tip: If you see a status of Failure, try again and ensure that you are meeting the complexity requirements listed.

The School District of Palm Beach County
ACCESS ASSURANCE SUITE®
User Provisioning

Help Required Input Field Numeric Field Read Only Field Logout

Password Reset Results

Network Login/Email Login: Username: Status: Success

Click on the Next Action button to Continue or the Logout button to exit. If you need assistance please contact the IT Service Desk at 561-242-4100. Hours are 8:30 AM - 5:00 PM.

Next Action

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The School District of Palm Beach County - Password Self Service Reset Application

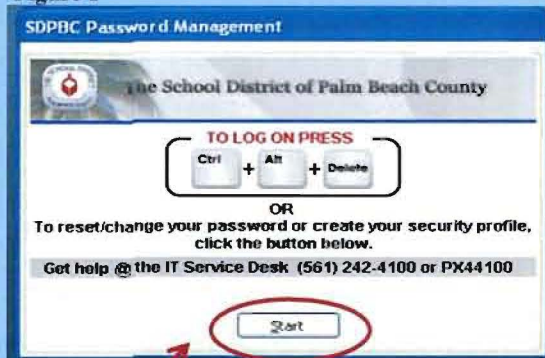
HOW TO RESET YOUR PASSWORD FROM YOUR WINDOWS LOGIN SCREEN

If you are unable to log into your computer due to a forgotten password the following steps will allow you to reset your password from any District computer Windows login screen.

Windows XP

Press Ctrl-Alt-Delete from a District computer. If your computer is a **Windows XP machine** you will see a dialog box as shown in figure 1. Clicking on the Start button in figure 1 will send you to Welcome page in figure 3.

Figure 1



Step 1

Note: If you cannot see figure 1 or 2 you do not have this option currently installed on your District computer.

Select Employees and then click Reset your Password on the next page. (follow directions from page 2 of this document)

Figure 3



Windows 7

Press Ctrl-Alt-Delete from a District computer then select switch user. Users with **Windows 7 machine** will see an icon as shown in figure 2. Click on the icon in Step 1. Next click on the "Click here to Reset Your Password" link in Step 2. This link will send you to Welcome page in figure 3.

Figure 2



Step 2



LanDesk – Remote Access

Instructions when the Tech Team must remotely access the computers

When a member of the tech team remotes into either your desktop computer or a POS computer a box will appear like the one displayed below. Always click on the “Yes” button, this will allow access into the computer so that the tech team can repair the computer.

Please instruct the cashiers to always select “Yes.”

- Remote assistance message –



When the tech team member closes the LanDesk session the computer or the POS computer will automatically log you out, therefore you will have to log back into the computer or POS computer.

The desktop wallpaper may go black while the tech team is accessing the computer, this is normal and after the computer is rebooted it will turn back to blue.

MANAGER BOXES CONTENTS

Note: A few schools may have 2 boxes or a box and a bag.

- 1 set manager's file folders
- Permanent marker
- Counterfeit Pens
- Payless Shoes Discount Coupon Book
- Micro Fiber Cloth – to clean computer screens
- Marketing booklets
- Principal Letter w/marketing booklet attached
- Free & Reduced Applications
- Cookbook
- Recipe Update
- Binder for Breakfast Cookbook

PROVISION II SCHOOLS ONLY

- Ink Pads
- Smiley Face Stamp

Please contact *Doreen* via email to let her know if items are missing.