

# Rapid Identity

## Instructions

1. I have NEVER forgotten my password and/or username, so I've NEVER used Rapid Identity before.
  - a. If this is NOT the case, please go on to #2. Otherwise, follow the directions below.
    - i. Go to this link: <https://identity.stpsb.org>
    - ii. Click CLAIM MY ACCOUNT
    - iii. Click the down arrow and choose STAFF CLAIMS POLICY (if you are a student, choose STUDENT CLAIMS POLICY).
    - iv. Follow the on-screen directions and fill out ALL items.
2. My password has expired or I can't remember what my password and/or username is...
  - a. Go to this link: <https://identity.stpsb.org>
  - b. Click on Forgot Username/Password. It is grey and underneath the red symbol.
  - c. Click Forgot My Password or Forgot My Username.
  - d. Fill out the items and follow the on-screen instructions.
3. I want to change my current password to something else.
  - a. Go to this link: <https://identity.stpsb.org>
  - b. Sign into Rapid Identity using your login and password.
  - c. Click CHANGE PASSWORD at the top of your profile, above your name.
  - d. Fill out the form to change your password.
4. I want to update/change my challenge questions.
  - a. Go this link: <https://identity.stpsb.org>
  - b. Sign into Rapid Identity using your login and password.
  - c. Click UPDATE CHALLENGE RESPONSES
  - d. Fill out the form to update your questions.
5. None of these are working for me.
  - a. Email Mrs. LeBlanc or Mr. Larche. 😊