



Santa Barbara County Education Office

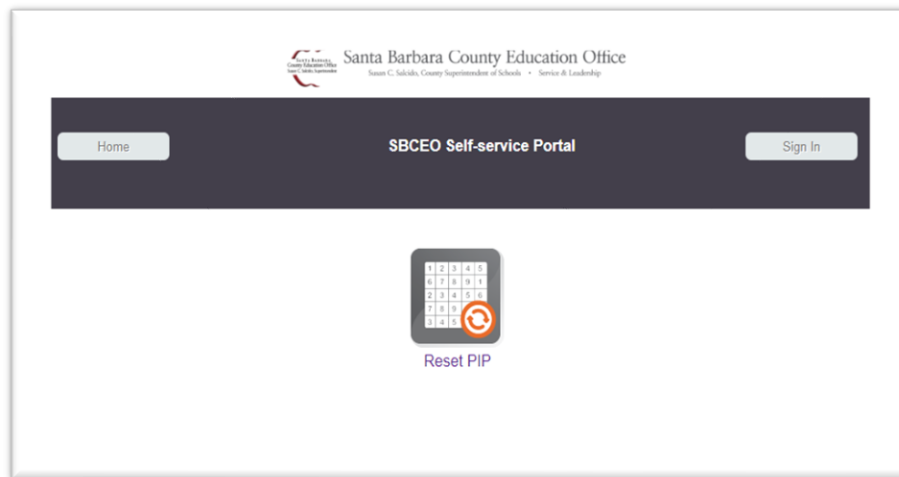
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Susan C. Salcido, Superintendent of Schools

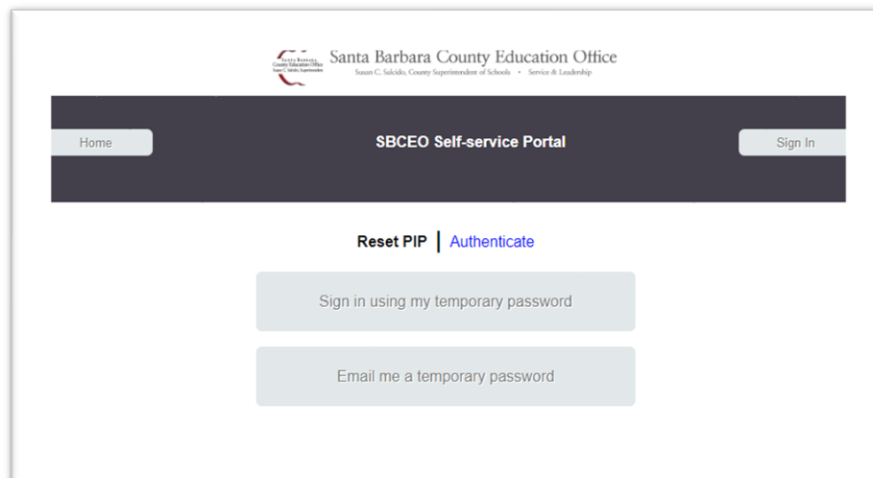
Grid Reset Instructions

The following instructions will allow you to reset your Personal Identification Pattern (PIP), also known as your Grid pattern, if you forgot what pattern you chose during the initial setup.

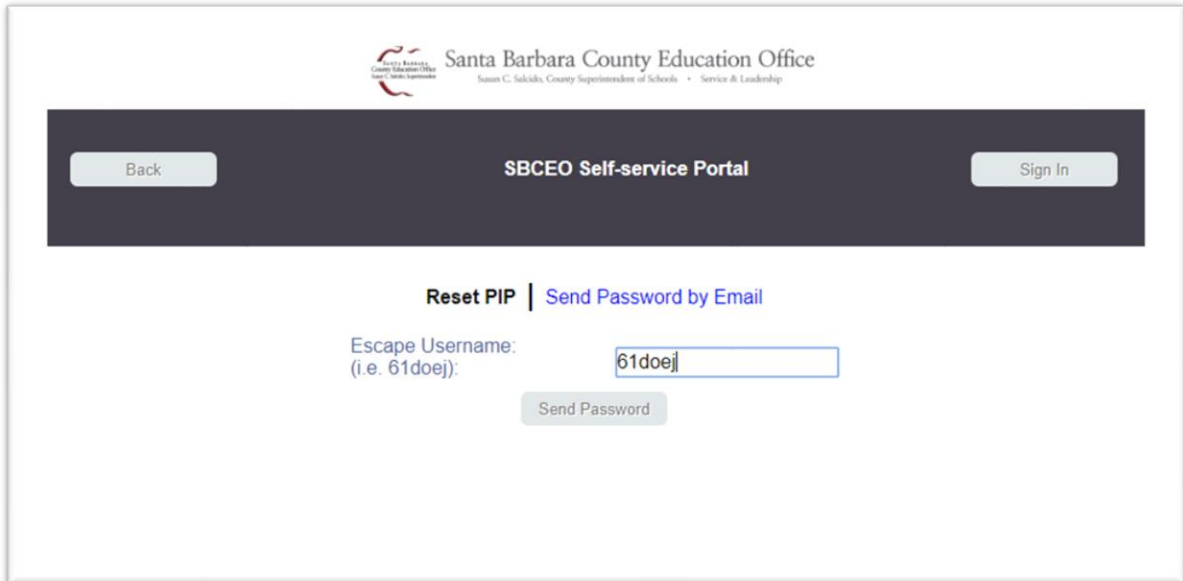
1. Open a web browser (i.e. Internet Explorer, Chrome, Firefox or Safari) and go to the following web address: <https://reset.escape.sbceo.org>
2. This will open the **SBCEO Self-service Portal** page, click on **Reset PIP**.



3. The following screen will appear, click on **Email me a temporary password**.

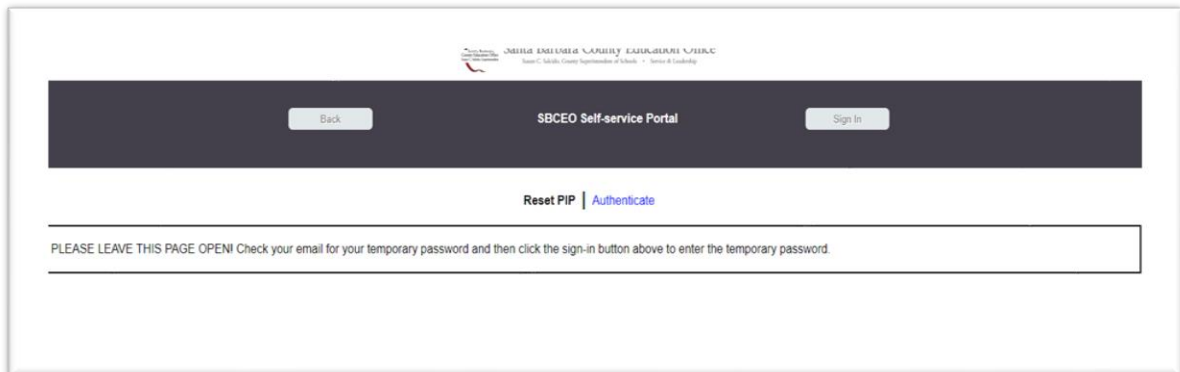


4. In the **Escape Username** box, enter your Username (it's the same as you login to Escape, ie. 61doej). Next, click on the **Send Password** button. An email containing your Temporary Sign-in Password will be sent to your email.



The screenshot shows the SBCEO Self-service Portal interface. At the top, there is a header with the Santa Barbara County Education Office logo and name, along with the text "Susan C. Sulzick, County Superintendent of Schools • Service & Leadership". Below the header is a dark navigation bar with "Back" and "Sign In" buttons. The main content area features a "Reset PIP | Send Password by Email" link. Underneath, there is a form with the label "Escape Username: (i.e. 61doej):" and a text input field containing "61doej". A "Send Password" button is positioned below the input field.

5. You will see the page below acknowledging that an email has been sent. **Please be sure to leave this browser window open.**
6. Once you receive the email with the Temporary Password click the **Sign In** button in the top right. Please note that the Temporary Password is only valid for **10 minutes**.



The screenshot shows the SBCEO Self-service Portal interface after the password has been sent. The header and navigation bar are identical to the previous screenshot. The main content area now displays "Reset PIP | Authenticate" and a large white box with the text: "PLEASE LEAVE THIS PAGE OPEN! Check your email for your temporary password and then click the sign-in button above to enter the temporary password."

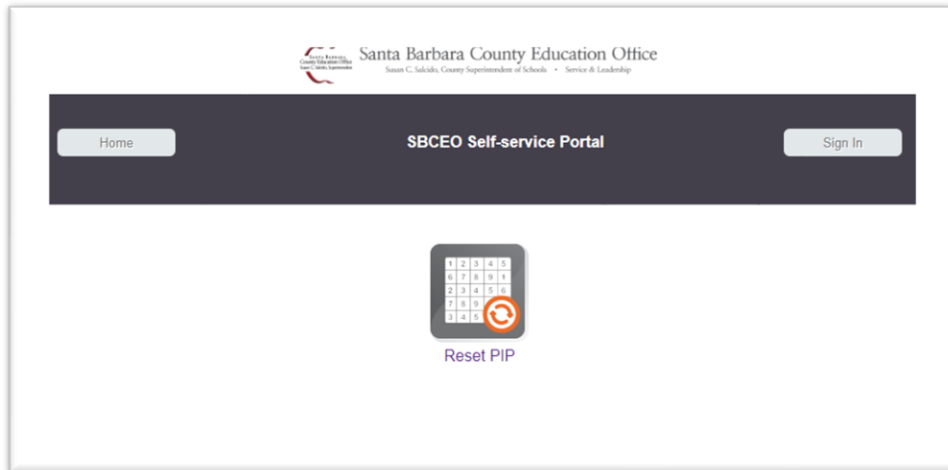
7. The screen below will appear. Click on **Sign in using my temporary password**.

The screenshot shows the SBCEO Self-service Portal sign-in page. At the top, there is a dark navigation bar with a 'Home' button on the left and a 'Sign In' button on the right. The page title is 'SBCEO Self-service Portal'. Below the navigation bar, there is a 'Sign In | Authenticate' link. Two main buttons are visible: 'Sign in using my temporary password' and 'Email me a temporary password'.

8. The screen below will appear. In the **Escape Username** box, type in the same username you used in Step 4. In the **Temporary Password** box, type in the password that was just emailed to you in Step 6. Once you have filled in the information click the **OK** button.

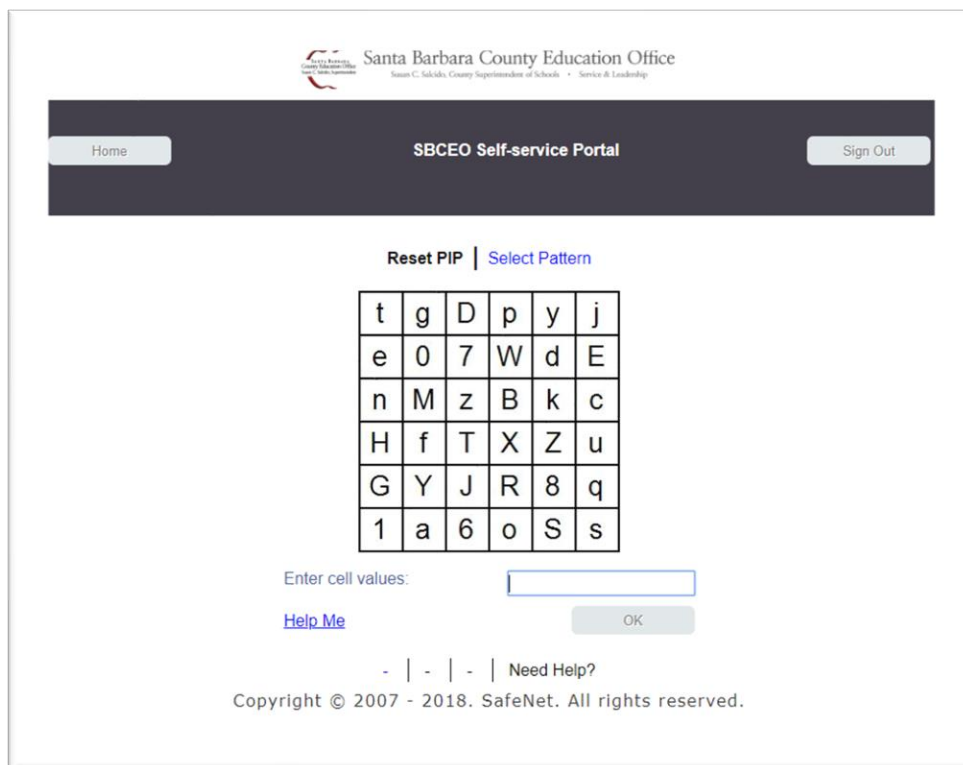
The screenshot shows the SBCEO Self-service Portal sign-in page with the form fields filled. The navigation bar is the same as in the previous screenshot, but with a 'Back' button on the left. The page title is 'SBCEO Self-service Portal'. Below the navigation bar, there is a 'Sign In | Authenticate to Process' link. The form fields are: 'Escape Username (i.e. 61doej):' with the value '61doej' entered, and 'Temporary Password:' with a masked password '.....' entered. There is a 'Help Me' link and an 'OK' button.

9. Click on **Reset PIP**



10. Next you will see a page similar to the one below. You will choose a pattern that consists of at least 6 boxes. You cannot have 6 boxes straight in a row, column or diagonally since that is not very secure, a more complex pattern is required.

Type the corresponding letter/number for the boxes you choose into the **Enter cell values** box and then click the **OK** button. The letters are case sensitive so type them in exactly as they appear on your screen. If you get an error, you can click the back button in your web browser and try again.



11. Next, you should see a screen acknowledging that your Grid pattern was reset successfully. You can click on the **Sign Out** button. If you need assistance, please contact SBCEO IT Services at 805-964-4710 ext. 5250

