Personal Identification Pattern (PIP)
Reset Instructions

The following instructions will allow you to reset your PIP (Grid pattern) if you forgot what pattern you chose during the initial setup instructions.

1. Open a web browser (i.e. Internet Explorer, Chrome, Firefox or Safari) and go to the following web address: [http://reset.escape.sbceo.org](http://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.

![Send Password by Email](image1)

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.**

![Sign In](image2)
7. The screen below will appear. Click on **Sign in using my temporary password**.

![Sign in screen](image)

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.

![Sign in screen](image)
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.