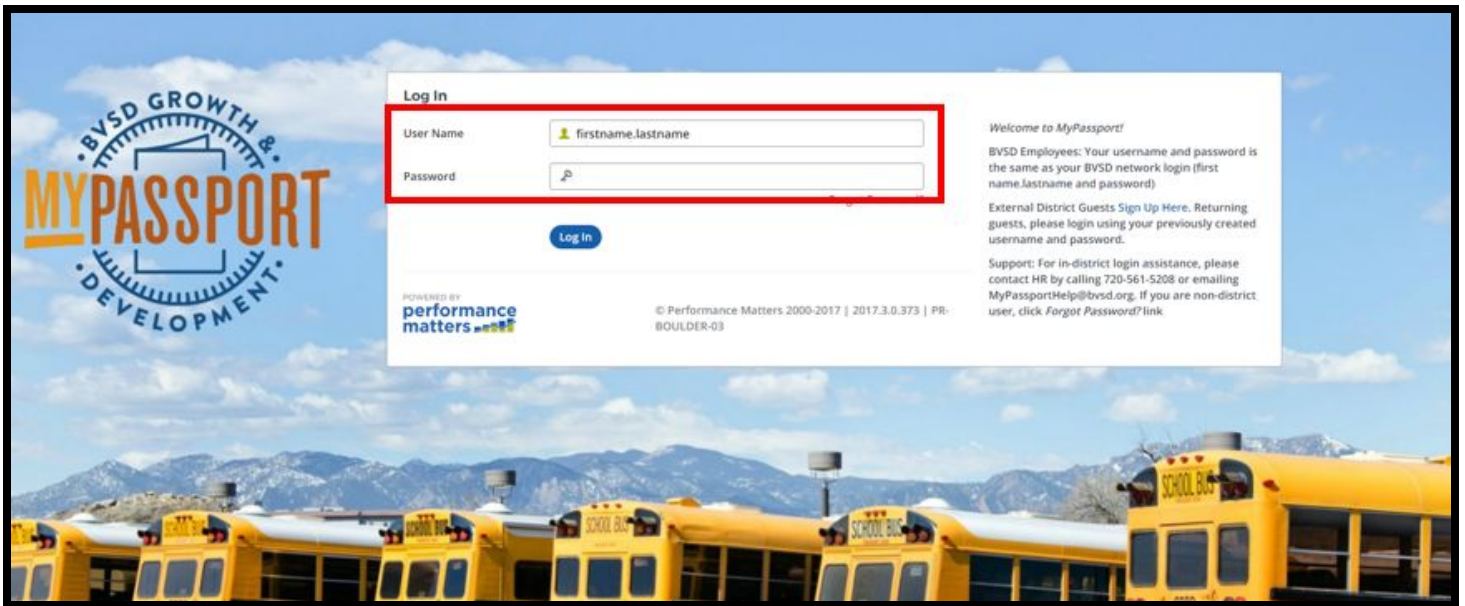




Login Help

Instructions

- Go to <http://bvsd.truenorthlogic.com>
- Log in with your district username and password
 - Your username is your **firstname.lastname**
 - Note: **do not** enter your email address (firstname.lastname@bvsd.org)
 - Your password is the same password used for other district logins (e.g. email)



Troubleshooting

If you receive an “Invalid credentials” error message:

- Make sure that you did not include @bvsd.org in your username
- Remove any extra spaces before and after the username and password
- If the above do not work, change your district password
 - **How to change your district password:**
 - Go to the district website at bvsd.org
 - Click on “BVSD A-Z”
 - Scroll down to “P” and select “[Password Manager](#)”
 - Click on “Reset” if you forgot your password. You will need to answer security questions in order to change your password
 - Click on “Change” if you know your current password
 - Password requirements:
 - Must be at least 8 characters long

- Must contain 3 of the 4: uppercase, lowercase, number, symbol
- Must not be more than 3 consecutive letters from your name
- Must not be your last 3 passwords

If you receive an “Inactive” / “Deactivated” error message:

- You are on a Leave of Absence and will not be able to log in to MyPassport until you return
 - Please allow 1-2 weeks after notifying HR of your return to be reactivated from a Leave of Absence
- If you have not recently been on a Leave of Absence, please contact MyPassportHelp@bvsd.org or call 720-561-5208

If you are a SUB, a COACH, or are AS NEEDED status:

- You will need to register as an External Guest in the system
- Click on the “Sign Up Here” link on the login page and fill out all required information
- To log in at future sessions, use the username and password you created during setup