

**From:** Gravett, Beth - Division of Operations and Services **On Behalf Of** KETS Service Advisor  
**Sent:** Friday, January 10, 2014 1:24 PM  
**To:** All State CIOs; All KDE Users  
**Cc:** KETS Engineers  
**Subject:** KETS Service Advisory - CIITS

There are still many users who have not reset passwords in the new year. This afternoon, Pearson Schoolnet will be sending out an email notification to any user who has not successfully reset their passwords. An example of the email that users will receive is included below:

- Note that the email will be sent from "[noreply@schoolnet.com](mailto:noreply@schoolnet.com)"
- Email subject: Update your CIITS password
- Sample email will include a link to change your password – link is highlighted in red in the screenshot below. **Users must click on this link, within the email you receive, to reset and activate your new password.**

-----Original Message-----  
**From:** [noreply@schoolnet.com](mailto:noreply@schoolnet.com)  
**Sent:** Friday, January 10, 2014 9:53 AM  
**Subject:** Update your CIITS password

Dear <Your Email Address Will Appear Here>,

Your CIITS password has been reset. The purpose of this password reset is to strengthen the security of CIITS.

To sign in, please follow the steps below:

Step 1: Click the link to activate your temporary password.  
<https://ciits.kyschools.us/authentication.aspx?mode=activate&id=936a3010-8e2c-4417-854a-f7004a0e3aa6>

Step 2: Enter your credentials  
Username: <Your Email Address Will Appear Here>  
Temporary Password: <Your Unique Temporary Password Will Appear Here>

Please Create a Strong Password!

- CIITS password should contain:
  - Lower case letter (a, b, c, ...)
  - Upper case letter (A, B, C, ...)
  - Number (1, 2, 3, ...)

To create a strong password, use passphrases that are easy to remember

- Example: "ciitsisgreat"

Then, randomly capitalize various letters (such as the first letter of each word)

- Example: CiitsIsGreat

Then, turn some letters into numbers, such as:

- Example: C11ts1sGr3at

If you are unable to change your password, please contact the CIITS Helpdesk at 1-855-435-7459, email [ciitshelp@schoolnet.com](mailto:ciitshelp@schoolnet.com).

Thank You!

If you have any questions or concerns, please contact Maritta Horne at 502-564-2020 ext. 2478 or by email at [maritta.horne@education.ky.gov](mailto:maritta.horne@education.ky.gov).