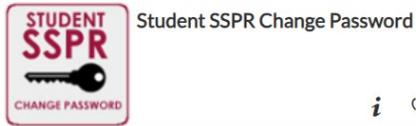


Student Gateway Account Password Change process:

Please follow the below steps:

- 1) **Once your student email is activated, sign-up for SSPR and change your default password.**
Go to <https://one.kpu.ca> and search for the **Student SSPR Change Password** tile.



Click on the **Student SSPR Change Password** tile.

- 2) **To change your password**, use your current default password - your birthdate in the following format: DDMonYYYY (for example, September 27, 1996 = 27Sep1996) or a changed new password.

A screenshot of the Kwantlen Polytechnic University (KPU) password change interface. At the top left is the KPU logo and the text "KWANTLEN POLYTECHNIC UNIVERSITY". The main heading is "Change password". Below this, the "User ID" is displayed as "glen.pidgorny@kpu.ca". There are three input fields: "Old password" (filled with dots), "Create new password", and "Confirm new password". At the bottom, there are two buttons: a green "Submit" button and a blue "Cancel" button.

Be sure to change your password after you log in for the first time.

Student Gateway Account Password Reset process:

Please follow the below steps:

- 1) Go to <https://one.kpu.ca> and search for the **Student SSPR - Forgot Password** tile.



- 2) Click on the **Student SSPR - Forgot Password** tile.
- 3) Click on "I forgot my sign in details"

If you have not received your KPU account information, click on the **Sign in** button below with the Username and Password you used to create your account. If you already have a **KPU student email**, click on the **Enterprise Sign-In** button.

* Username

* Password

Sign in

[I forgot my sign in details](#)

Enterprise Sign-In

If you need assistance, please call Continuing & Professional Studies (CPS) at 604-599-2020 or email cps@kpu.ca.

Close your web browser to be securely logged out

- 4) Enter your username (your personal e-mail address) and click "continue"

Enter Username

ACCESSIBILITY Enable Focus

* Username

Continue

5) You will receive confirmation from the system the e-mail with instructions has been sent to you.

Email Has Been Sent

You have been sent an email with instructions on how to reset your password. If you do not receive this email please check your spam filter.

5.1) You should receive tw e-mails:

 **cps.noreply@kpu.ca** 2:36 PM (1 minute ago) ☆ ↶ ⋮
to me ▾

Dear Glen Testing,

Thank you for creating an account with KPU's Continuing and Professional Studies (CPS). Your CPS account has been set-up with the username: glen.testing@gmail.com

If you are a first time KPU student and have registered, your KPU account information will be sent to you within 1-2 business days. Your KPU account information includes your 9-digit student number and your KPU student email. To sign in to your CPS Gateway account, please use your KPU student email address.

Effective June 18, 2023, you will be required to use your:

- KPU student email to log into your [CPS Student Gateway](#) and [KPU](#) accounts
- 9-digit student number to access your course material ([Moodle](#))

For any questions please contact cps@kpu.ca.

Sincerely,

Qrw

 **cps.noreply@kpu.ca** 2:37 PM (0 minutes ago)
to me ▾

Dear Glen Testing,

Please follow the URL to reset your password: https://can-elevate.eluciancloud.com/app/kpu/f?p=PV_FP:4:::::ID_TOKEN:52312325,UBERZBVIWILFVHXSWARFOBVFFJTPMTSKZACVFTKGVYUYFARQ.

For questions, please contact cps@kpu.ca.

Continuing & Professional Studies

Kwantlen Polytechnic University
email CPS@kpu.ca
www.kpu.ca

6) Click provided URL link and provide your security question:

Security Question

Your Username: glen.testing@gmail.com

Your Security Reminder Question: What was your first pet's name?

* Answer:

Next

7) Choose your new password:

Choose Your Password

* Username: glen.testing@gmail.com

* Password:

* Confirm Password:

Reset Password

8) You will receive confirmation as soon as the password is reset

Confirmation

Your password has been successfully reset.