



## How to change your password

You may change your current password at any time by clicking on the **Change Password** link available on the Web Authentication logon screen (see Figures 2a and 2b).

To change your password, you must enter your **User id**, your **Old Password** and your **New Password** using a **minimum of eight characters**. After entering your new password in the **New Password** field, it will be necessary for you to confirm your new password by entering it again in the **Confirm New Password** field (see Figure 1).

Figure 1

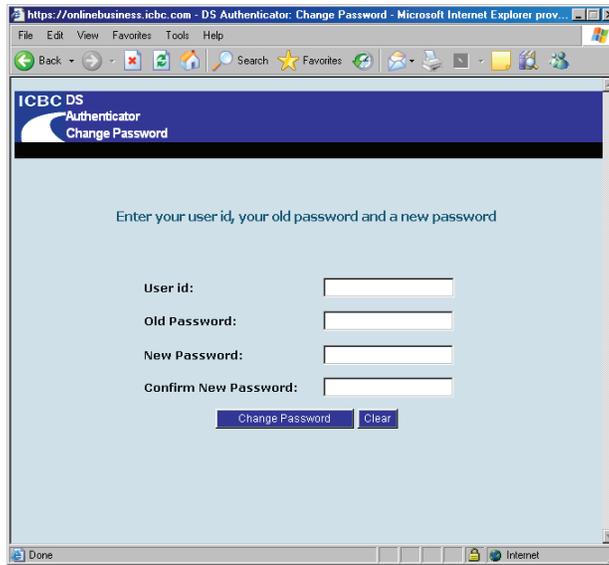


Figure 2a

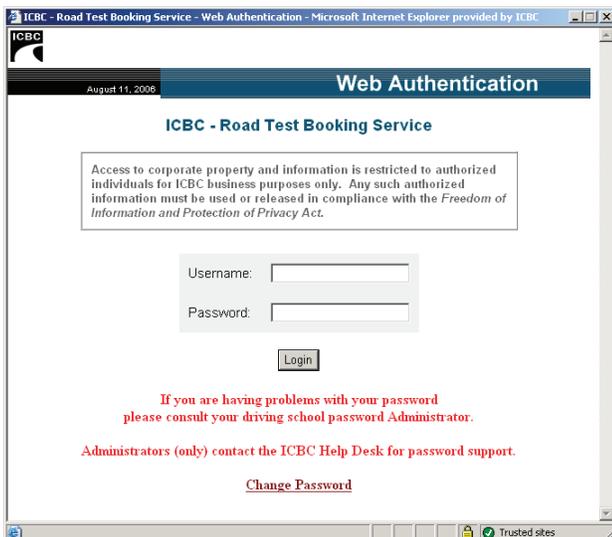
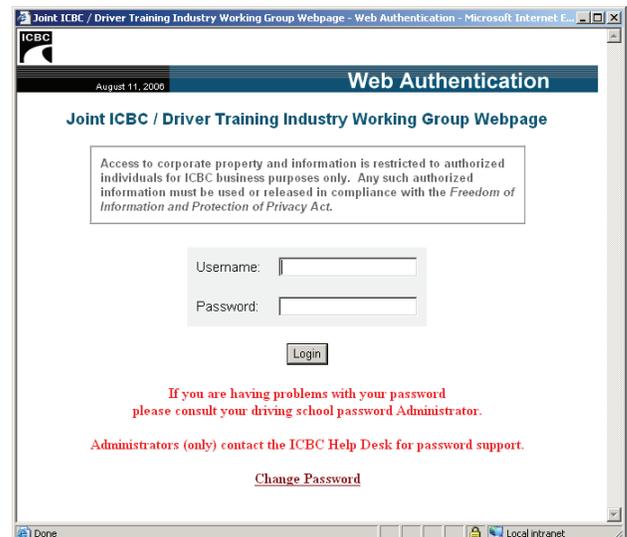


Figure 2b



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## What to do if password problems occur

If you are unable to access WebDEAS or the Driver Training Industry Stakeholder Community secure website, contact your designated password administrator(s). Only a password administrator may contact the ICBC Help Desk at 604-661-6234 for assistance.

A password administrator should contact the ICBC Help Desk if:

- You have forgotten your password, or
- You receive a message that your User ID or Password is invalid.

A Help Desk representative will ask your password administrator for their security keyword and to provide key information about their driver training school to verify their identity (i.e., the school's DTC# (Certification number)).

### What is a password administrator?

Password administrators are individuals designated by a driver training school to contact ICBC when access problems occur such as an invalid or revoked password. In order to receive service from ICBC regarding your access concerns, a password administrator must be able to provide ICBC with their personal administrator security keyword.

### What is a WebDEAS security keyword?

A WebDEAS security keyword is a word pre-determined by each designated password administrator. ICBC will verify this keyword when an administrator contacts ICBC to confirm their identity.

**Important note:** An administrator security keyword is not the same as a driver's security keyword. A driver's security keyword is assigned when a driver first applies for their driver's licence. It's only used by ICBC to verify a driver's identity when accessing personal driving record information.

## Tips on protecting your password from unauthorized use

The following guidelines for password usage can reduce and even eliminate unauthorized road test bookings that could negatively impact your driver training school and your students:

- Keep your username and password secure at all times to avoid unauthorized use
- Avoid storing your password anywhere that is accessible
- Avoid using your company name as a password
- Avoid using any word found in a dictionary (including a foreign language dictionary) as a password
- Avoid using dates (in any format) as your password
- Avoid re-using the same password for at least eight password changes
- The **best** passwords contain a combination of letter and number characters
- Choose a password that is at least eight characters in length
- Make passwords easy to remember, but difficult to guess
- Use a password that you can type quickly, without having to look at the keyboard. This makes it harder for someone to obtain your password by watching over your shoulder
- It is highly recommended that the authority to book road tests on behalf of a driver training school be limited to one individual only.
- Only authorized individuals should have knowledge of your password. If your password has been compromised, it must be changed as soon as possible
- Change your password immediately when personnel changes occur to avoid unauthorized access to your online Road Test Booking Service ("WebDEAS") or Stakeholder community secure website account.