

## PASSWORD RESET TOOL

### Instructions

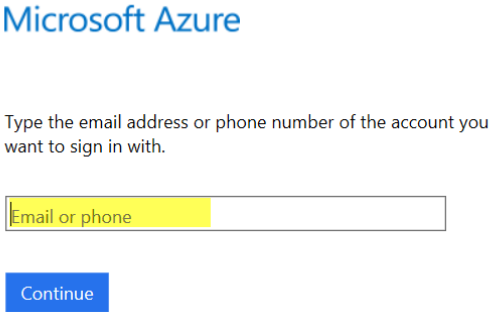
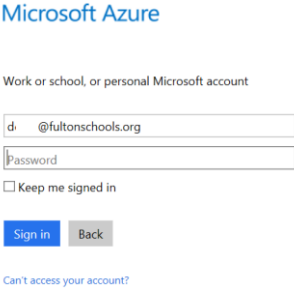
In order to use the Password Reset Tool to change a password or unlock a Student or Employee account, one **MUST** enroll first.

Please allow at least 15 minutes for the system to update all servers once a password has been reset or changed.

These directions will show:

- I How to enroll
- II How to change password or unlock your account

**You only need to enroll ONCE.**

Step	Action
<b>I</b>	<b>Enroll</b>
1	<p>Go to the site: <a href="http://aka.ms/ssprsetup">http://aka.ms/ssprsetup</a>. You can also access this from the Student Resources page of the FVS site.</p> <p>Enter your Fulton County School email address. For employees, this is in the form <a href="mailto:login@fultonschools.org">login@fultonschools.org</a>. For students, the format is <a href="mailto:studentid#@fcstu.org">studentid#@fcstu.org</a>. Click Continue.</p>  <p>The screenshot shows the Microsoft Azure enrollment page. It features the Microsoft Azure logo at the top. Below the logo, there is a text prompt: "Type the email address or phone number of the account you want to sign in with." Underneath this prompt is a text input field with the placeholder text "Email or phone". Below the input field is a blue "Continue" button.</p>
2	<p>Enter <b>Password</b>. Click Sign In.</p>  <p>The screenshot shows the Microsoft Azure sign-in page. It features the Microsoft Azure logo at the top. Below the logo, there is a text prompt: "Work or school, or personal Microsoft account". Underneath this prompt are two text input fields: the first contains "d @fultonschools.org" and the second contains "Password". Below the input fields is a checkbox labeled "Keep me signed in". At the bottom of the sign-in area are two buttons: a blue "Sign in" button and a grey "Back" button. At the very bottom of the page, there is a link that says "Can't access your account?".</p>

3 You will be given three verification options. Choose at least one of the options to set up.

Microsoft Azure

@fultonschools.org | ?

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

- 1 Authentication Phone is not configured [Set it up now](#)
- 1 Authentication Email is not configured [Set it up now](#)
- 1 Security Questions are not configured [Set them up now](#)

4 If Authentication Phone is selected, select the country and enter your phone number.

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don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

555-123-4567

text me

call me

back

Choose Text me or Call me.

5 A message will be sent with a verification code. Enter that code when requested and click verify.

text me

call me

We've sent a text message containing a verification code to your phone.

verify

try again

back

6 If Authentication Email is selected, enter an email address other than the Fulton County address.

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don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

email me

back

7 A email will be sent with a verification code. Enter that code when requested and click verify.

8 If Security Questions is selected, you will be asked to set up three questions out of a list.

**Security question**

- What school did you attend for sixth grade?
- What is your Mom's first name?
- What is your middle name?
- What was the last name of your 1st grade teacher?
- What is your Dad's first name?
- Who is your favorite superhero?
- In what city did you meet your first spouse/partner?
- In what city did your parents meet?
- In what city was your first job?
- In what city was your mother born?
- What is your maternal grandmother's first and last name?
- What was the make and model of your first car or motorcycle?
- What was the name of the hospital in which you were born?
- What was your favorite sport in high school?
- What was your first job?
- Who is the most famous person you have ever met?

9 Select the questions and enter the answers. Answers must be at least 3 characters long. Click Save Answers.

Please select questions to answer below. *Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.*

**Security question 1**

What school did you attend for sixth grade?

..... Select a new question

**Security question 2**

What is your favorite food?

..... Select a new question

**Security question 3**

What was the name of your first pet?

Rover

save answers

back

10 Once you have chosen one or more verification processes, click Finish.

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don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ! Authentication Phone is not configured. [Set it up now](#)
- ✓ Authentication Email is set to derbyjm@gmail.com. [Change](#)
- ✓ 3 Security Questions are configured. [Change](#)

## II Unlock Account or Change Password

1 **You must be enrolled in order to unlock your account or reset your password.**  
Go to <https://passwordreset.microsoftonline.com/>.  
Enter your Fulton County School email address. For employees, this is in the form [login@fultonschools.org](mailto:login@fultonschools.org). For students, the format is [studentid#@fcstu.org](mailto:studentid#@fcstu.org). Enter the characters in the picture.


Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

\* User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.



2 Choose whether you want to reset your password or unlock your account.  
  
If you are attempting to change your password even though you know it, choose the “I forgot my password” option.

3 Choose a contact method for verification. If mobile phone is selected, enter the phone number.

4 Enter the verification code sent to you. Click Next.

5 If Email is selected, an email containing a verification code will be sent to your alternate email address.



6	<p>Enter the verification code sent to you. Click Next.</p> <p>Please choose the contact method we should use for verification:</p> <p><input checked="" type="radio"/> Email my alternate email</p> <p><input type="radio"/> Answer my security questions</p> <p>We've sent an email message containing a verification code to your inbox.</p> <p><input type="text"/></p> <p>Next</p>
7	<p>If the Security questions option is selected, enter the answers to the three security questions. Click Next.</p> <p><b>verification step 1</b> &gt; unlock your account</p> <p>Please choose the contact method we should use for verification:</p> <p><input type="radio"/> Email my alternate email</p> <p><input type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p> <p><input checked="" type="radio"/> Answer my security questions</p> <p>What school did you attend for sixth grade? <input type="text" value="Crabapple"/></p> <p>What was the name of your first pet? <input type="text" value="Rover"/></p> <p>What is your favorite food? <input type="text" value="Pizza"/></p> <p>Next    Contact your administrator</p>
8	<p>You have successfully unlocked your account!</p> <p><b>Microsoft</b></p> <p>Get back into your account</p> <p>✔ Your account has been unlocked</p>
9	<p>To change your password, the same verification process is required. Once complete, the system will ask you to enter a new password which must meet Fulton County requirements.</p> <p>Get back into your account</p> <p>verification step 1 ✔ &gt; <b>choose a new password</b></p> <p>* Enter new password: <input type="password" value="....."/></p> <p>* Confirm new password: <input type="password" value="....."/></p> <p>Finish    Cancel</p>
8	<p>You have successfully completed a password change!</p>

